

Terms and Conditions for the RED Family Plan

1. The RED Family plan by Cytamobile-Vodafone is provided only to individuals who wish to enjoy a mobile communications plan at a family level. The plan is offered at an initial monthly fee for 2connections and requires that the customer commits to a 24-month contract. The monthly fee is only related to the Owner of the Family Plan who can add up to five (5) additional mobile connections that belong to the same customer with an additional monthly fee of €15 per connection. All additional monthly fees are payable by the Owner of the Family plan. The RED Family Plan also provides the capability to the customer to purchase mobile devices at a special discounted price.
2. The RED Family plan enables customers to share voice, SMS and Mobile Internet. The phone number of the Customer/Owner is also the administrator of the Family Plan.
3. Voice calls included in the plan are those carried out locally towards all national networks in Cyprus (to fixed and mobile numbers) and/ or for international roaming calls within the European Union to any destination (mobile and fixed numbers) within the European Union, International calls, premium rated calls, and calls towards special numbers are not included and are charged over and above the monthly fees.
4. The SMS allowance refers to messages sent to Cyprus to all local/international networks and/ or for SMS on international roaming within the European Union sent within the European Union. Excluded are SMS to foreign network or to other services (short numbers).
5. The Mobile Internet (GB's) applies to Internet use over a mobile telephone while in Cyprus and/ or while roaming within European Union. For Mobile Internet, usage controls apply, according to the available data volume, with relevant alerts and options for the customer. If the data volume allowance is exhausted within the month, then, depending on the choice of the customer, the relevant charges apply.
6. For the use of voice minutes, SMS and Mobile Internet in international Roaming within the European Union, Cyta applies a Fair Usage Policy based on the European Union Roaming Rules "Roaming Like at Home".
7. In case of termination of the RED Family plan, before the expiry of the 24-month period, the Customer Owner must pay: (a) the application handling fee of €25, (b) the respective remaining installments for the Handset(s) and (c) the amount for termination of each individual member.
8. A service transfer, switching to another plan (Classic, soeasy, RED/FREEDOM) or portability to another provided is also considered as Termination of the RED Family plan.
9. The Customer Owner can transfer any handset installments from another RED/FREEDOM plan to the RED Family plan. In this case, the installments will continue to apply until their redemption.
10. The maximum number of handsets that the Customer-Owner can choose for including in the plan may not be more than three (3), provided that the total number of handsets does not exceed the number of members including the Customer-Owner in the RED Family plan. If the number of the RED Family plan mobile phone subscriptions is reduced to a number, smaller than the number of the handsets, the respective handset subscription(s) will be terminated automatically. If the Customer Owner initially choose a handset and then add a second or more handsets, these terms are terminated and replaced by the renewed RED Family plan, including the additional handset(s) and with a new 24-month commitment.
11. Settlement of the monthly bill is only possible via an active Direct Debit Authorization. If no such active Direct Debit Authorization for the RED Plan exists, a new Direct Debit Authorization application must be signed by the Customer-Owner to this effect.
12. In case of a temporary disconnection (e.g. due to SIM Card loss or bill settlement delay), the total monthly subscription (including installments) will still be charged to the Customer-Owner.
13. After the 24-month commitment period the Basic monthly subscription will be increased by €3, if the Customer-Owner does not renew the RED Family plan for a new 24-month commitment or has not selected another mobile plan.
14. Any unused allowance (minutes, SMS, MB) is not transferrable from one month to another.

15. The Customer Owner can add in the plan a new individual at any time. In the case that any individual leaves the plan an amount of €2,50 is charged on the RED Family plan.
16. Each individual will be charged its own extra charges for other services, such as international calls, roaming calls, calls to 7777/700/900 etc. these charges will be displayed on the monthly bill under each telephone number.
17. To avoid network congestion and to protect the quality of service provided to customers, Cyta implements a Fair Usage Policy, which provides that the RED Plans, which include unlimited local minutes and /or local SMS, are offered only for interpersonal communication and for private, personal use of the service. Under no circumstances is their use allowed for profit purposes or for resale of the service. Interpersonal communication in this respect refers to the standard person-to-person calls and sending of SMS from the hand of a human. Therefore, unlimited use is prohibited for multiple simultaneous calling, conference calling, re-supply, call center usage, telemarketing, bulk messaging, application-to-person communication, continuously call forwarding, auto-dialing, machine to machine communication, Cellular Trunking Units (CTUs), or any other activity that Cyta considers to be non-standard usage or not fair. In case of breach of this condition, Cyta has the right, upon notice of the customer to apply charges, to transfer the client to another program and/or disconnect temporarily or permanently terminate the service without any further notice.
18. Termination of the Customer Owner – in case of termination of the telephone service of the Customer Owner, the RED Family plan is terminated, and the rest of the individual members should choose another plan (Classic, RED/FREEDOM, soeasy) prior to the termination of the RED Family plan.
19. Transfer of the Customer Owner – in case of transfer of the service of the Customer Owner to another plan the RED Family plan is terminated, and the rest of the individual members should choose another plan (Classic, RED/FREEDOM, soeasy) prior to the termination of the RED Family plan.
20. Replacement of the Customer Owner – in the case that the Customer owner wishes to be replaced by another individual member, then the RED Family plan is terminated and the rest of the individual members should choose another plan (Classic, RED/FREEDOM, soeasy) prior to the termination of the RED Family plan. Then a new RED Family plan is enabled.
21. Transfer of ownership of the Customer Owner – if there are any handsets on the RED Family plan, these handsets need to be terminated and then the individual members should choose another plan. Then also the Customer Owner should choose another plan and finally the transfer of ownership is performed.
22. In all above cases (termination, transfer, replacement, transfer of ownership) the customer will settle (a) all remaining installments, (b) the termination fee of the Customer Owner service, (c) the termination fee for each individual member.
23. Transfer of ownership of a service of an individual member – the individual member should choose another plan prior to the transfer of ownership.
24. In case of termination of the service of the Customer Owner (For example due to outstanding bill or due to ported out to other provider), then the RED Family plan is terminated, and the services of the individual members are transferred to Classic.
25. The customer Owner will be allowed all amount of mobile internet whereas each individual member will be allowed the number of GBs determined by the Customer Owner. When the individual member reaches the predetermined maximum limit the Customer Owner can give him additional MBs.
26. There will be two predetermined limits for the individual members 20GB & 50GB. If the customer does not choose specific amount of MBs then the individual members will automatically get 20GB each.
27. OneNumber service is available for RED Family plans.
28. The Customer Owner can add additional mobile internet on an extra monthly fee
29. The Customer Owner will receive informative messages on the Mobile Internet usage only when 100% of the usage is reached.

30. The individual members will receive informative messages on the 70% and 100% of the usage.
31. The above-mentioned prices include VAT.
32. Cyta reserves the right to amend the present terms and conditions.
33. The Cytamobile-Vodafone mobile service is subject to the General Agreement and the Special terms and conditions for Cyta mobile services