

## Terms & Conditions

1. The purchase of the soeasy Connection Pack and the digital eSIM Card constitutes full acceptance of the soeasy service terms and conditions.
2. The Terms and Conditions and the User Guide form the entire content of the agreement between the Cyprus Telecommunications Authority (Cyta) and the customer.
3. The provision of the soeasy telecommunications service will be subject to the Telecommunications Service Laws and/or Regulations and to the Identification of Owners and/or Users of SIM and/or eSIM Subscriber Identity Cards for Prepaid Mobile Telephony Services Law of 2024, as amended from time to time, as well as the terms specified by Cyta from time to time, including any future amendments, except to the extent that these are modified by the present terms, which at present regulate the relationship and contract between Cyta and the customer.
4. Payment for the soeasy service shall be made in advance by: a) payment for the soeasy Top-up Card or Top-up code that is to be used for the recharging of the prepaid account or b) payment such as other means as may be specified by Cyta from time to time. Accordingly, Cyta shall issue no other bills for the provision of the soeasy service.
5. The soeasy connection will be able to be activated after the owner customer and/or the user has previously declared their details and accepted the responsible declaration in accordance with its provisions on the Identification of Owners and/or Users of SIM Subscriber Identity Cards and/or eSIM of Prepaid Mobile Telephony Services Law no. 63 (I) of 2024.
6. The customer has the right to request, at any time, with a signed declaration, his entry in the unified telephone directory of subscribers
7. SIM card or eSIM card replacements will be charged according to Cyta's tariff plan.
8. The call charges appear on the website [www.cyta.com.cy](http://www.cyta.com.cy)
9. The initial airtime and the Top-up Cards or Top-up Codes are valid for a specific period. For information about validity periods, please visit [www.cyta.com.cy](http://www.cyta.com.cy). Should activation of a new Top-up Card or Top-up Code not be made within the validity period, then any credit balance is "frozen" (cannot be used), except if, the customer credits his/her account by activating a new Top-up Card or Top-up Code (as long as this happens before the soeasy account expires).
10. If the Top-up validity period expires without any new Top-up Card or Top-up Code activation, the outgoing calls are interrupted immediately, whilst incoming calls are interrupted seven (7) days later.
11. If the customer uses up the full value of the credit balance prior to the end of the Top-up validity period, then incoming calls will be allowed but outgoing calls will only be possible to emergency numbers, up until the end of the Top-up Card or Top-up Code validity period plus the additional seven (7) days from the activation date of the Top-up Cards or Top-up Codes.
12. If the customer does not activate a new Top-up Card or Top-up Code within fifteen (15) days after the end of the Top-up validity period plus the additional seven (7) days, the connection of the soeasy service will be automatically terminated and the remaining account balance will be deleted. Thereafter, if the customer once again wishes to be provided with the soeasy service, he/she will have to purchase a new soeasy Connection Pack which will result in him/her receiving a new mobile phone number.

13. Cyta shall not be liable for any inability to transfer and/or maintain the call and /or interruption of the soeasy service and/or theft of the SIM/ eSIM Card and/or the customer's mobile telephone. In such cases Cyta's responsibility is limited to the attempt to restore the provision of the soeasy service or to locate the mobile telephone.
14. In the event of loss and/or theft of the customer's SIM/eSIM Card and/or mobile telephone, the customer must inform Cyta immediately, so that Cyta may proceed with the disconnection of the soeasy service attached to that SIM/ eSIM Card and/or mobile telephone.
15. In case of transfer of ownership of the SIM or eSIM Card, the customer must notify Cyta of the details of the new owner in accordance with the provisions on the Identification of Owners and/or Users of SIM and/or eSIM Subscriber Identity Cards of Prepaid Mobile Telephony Services Law no. 63 (I) of 2024.
16. Cyta shall in no way be responsible for the correctness or not of the personal data provided by the customer during his/her registration to the soeasy service. In the event that this data is found to be erroneous, then the customer shall not be able to request full customer service.
17. Full customer service is provided by calling Cyta Call Centre at 132. This may include assistance in case of loss of the SIM/ eSIM card and/or customer codes and/or the PIN/PUK. Full customer service also includes the possibility to disconnect the mobile telephone number if the mobile phone is lost or stolen and the possibility to retain the mobile telephone number if thereafter the customer wishes to reconnect to the soeasy service.
18. No facility for the tracking of malicious calls or any other facility that involves checking the correctness of the customer's personal data will be provided.
19. Cyta is obliged to immediately deactivate the connection of prepaid mobile telephony services and equipment when this is requested by the competent authorities in the case of an investigation of serious criminal offenses or for security reasons of the Republic of Cyprus
20. Cyta may terminate the soeasy service if it has reasonable grounds to suspect that the services or the SIM/ eSIM Card are being used for unlawful purposes or in an unlawful way.
21. If the connection pack is not activated within five (5) years from the issue date, then it may not be possible to be activated. In this case, please contact the Cyta Call Center on 132.
22. The identity details of the owner or the user of the soeasy service are collected and stored in accordance with the provisions of Regulation (EU) 2016/679 and its provisions on the Protection of Individual Persons against the Processing of Personal Data and the Free Circulation of such Data Law 125(I)/2018. For any further information please contact us at [dpo@cyta.com.cy](mailto:dpo@cyta.com.cy).