

soeasy Youth plan - General Information

1. soeasy Youth plan is addressed to all new and existing mobile telephony customers and is offered with the option of a handset (24month commitment) or only the sim card - soeasy Youth sim only (without commitment).
2. soeasy Youth is exclusively available to individuals up to 27 years old (have not reached the age of 28 years old).
3. soeasy Youth includes specific content allowance (local Minutes, local SMS, GB, pocket money), valid for 30 days
4. soeasy Youth plan with a monthly auto top-up requires commitment to a parent / guardian's pay monthly plan. Payment via Direct Debit Authorization will settle the monthly payments of:
 - the monthly auto top-up
 - the monthly installments of the device (soeasy Youth with device) where applicable
5. The option of a soeasy Youth plan with handset requires the commitment of maintaining the plan for 24 consecutive months from the provision date and settlement of the monthly bill via a Direct Debit Authorization. If no such active Direct Debit Authorization for the soeasy youth plan exists, a new Direct Debit Authorization application must be signed by the customer to this effect. It is essential to present a recent form with your IBAN bank account number, from the Bank
6. soeasy Youth plan (with Handset or sim-only) included content, is automatically monthly updated, based on the chosen top-up value.
7. The monthly subscription of soeasy youth plan (with handset) includes both the content allowance subscription and the subscription for the handset.
8. The soeasy Youth plan (with handset) requires commitment of 24 consecutive months for both prepaid and subscription plans.
9. With soeasy Youth plan (with handset), you have the option of selecting a handset, at a special price, without any upfront. If you select a more expensive handset, the price difference must be paid directly to the cashier. The handset cannot be exchanged with another product, transferred, or refunded.
10. For after sales device support, you may contact the sales shop/company, from which the handset was purchased.
11. soeasy Youth plan without handset (sim only) is without any time commitment.
12. soeasy Youth with a monthly auto-top-up can be ordered online through Cyta website www.cyta.com.cy/soeasy-youth-plans/en, Cyta or partner shops.
13. The transfer from other soeasy plans and from other networks is free of charge. The connection fee for new customers is also free of charge.
14. The monthly subscription of a soeasy Youth is calculated daily. Therefore, by the 15th of a month you will be charged with the proportional subscription of the plan chosen and will be entitled to the total allowance of minutes, SMS, GB's.
15. Voice minutes in soeasy Youth plans apply to calls made from Cyprus and to all national networks (mobile and fixed numbers) and/ or for international roaming calls within the European Union (mobile and fixed numbers). Therefore, excluded are the international calls, premium calls or calls to special numbers.

- 16.** The SMS allowance refers to messages sent from Cyprus to all local/national networks and/ or for SMS on international roaming within the European Union. Excluded are SMS to foreign networks or to other services (short numbers).
- 17.** Mobile Internet (GB) 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.
- 18.** When you roam in the European Union with your soeasy Youth plan, the European regulation Roaming Like At Home (RLAH) applies. The RLAH is bound by a fair usage policy that can be found at www.cyta.com.cy/roaming-like-at-home.
- 19.** Any unused allowance (minutes, SMS, Mobile internet) of the plan is not transferrable from one month to another.
- 20.** If the content of soeasy Youth plan is exhausted or at any time you wish, you may top-up and receive credit in your soeasy number.
- 21.** If the minutes or SMS allowance is exhausted within a month, then a fix charge applies (www.cyta.com.cy/youth-mobile-plans).
- 22.** If data volume allowance is exhausted within the month, then, depending on the choice of the customer, the relevant charges apply.
- 23.** Call charges are quoted by the minute and are charged on a per 30-second basis. The charging for Mobile Internet is per 4Kb (within or over the content allowance).
- 24.** In case of temporary disconnection (e.g. due to SIM Card loss or bill settlement delay), the total monthly subscription will still be charged.
- 25.** Upgrade of the soeasy Youth plan for a higher allowance soeasy youth plan (Minutes, SMS and GB) is limited to once (1) every 30 days, whereas downgrade to a lesser allowance is limited to once (1) every 3 months.
- 26.** Any upgrade/downgrade of the soeasy Youth plan does not affect the validity period of the 24month commitment.
- 27.** After 24 months you may:
- Renew the soeasy youth plan if age limitations (<28) are met
 - Choose another Cytamobile-Vodafone plan (RED, Freedom, Classic, soeasy)
 - Terminate the automatic credit (top-up).
- 28.** In case of termination of the soeasy Youth plan, before the expiry of the 24-month period, the respective premature termination charge applies, as shown in the table below. Additionally, the remaining handset installments must be paid. Switching to another Plan (Classic, soeasy pay as you go) or portability to another provider also constitutes termination.

soeasy Youth with Handset	Monthly Subscription	Early Termination Fee (24month commitment)
soeasy Youth	€10/€15/€20 + Handset Installment	€25

- 29.** To avoid network congestion and protect the quality of service provided to customers, Cyta implements a Fair Usage Policy, which provides that the soeasy Youth plans are offered only for interpersonal communication and for private, personal use. 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 Trucking Units (CTUs), or any other activity that Cyta considers to be nonstandard usage or not fair. In case of breach of Fair Usage Policy, Cyta has the right, upon notice of the customer to apply charges, transfer the client to another program and/or disconnect temporarily or permanently terminate the service.