

Information on SOEASY youth plans

1. The soeas youth plans are addressed to all new and existing mobile telephony customers and are offered with the option of a handset (24month commitment) or only the sim Card (soeas youth sim only) without commitment.
2. The soeas youth plan is exclusively available to individuals up to 25 years old (have not reached the age of 26 years old).
3. The soeas youth plan with handset installments package is provided to Cytamobile-Vodafone customers who have a RED / RED Family / BLACK/ FREEDOM monthly plan and also have a soeas youth plan, provided they stay in both (2) programs for 24 consecutive months from the date of delivery.
4. Each SOEASY youth plan includes specific content allowance (local Minutes, local SMS, Mobile Internet, pocket money). The monthly subscription of soeas youth plans with handset includes both the content allowance subscription and the subscription for the handset.
5. The option of a soeas 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. With the 24month subscription of the soeas youth plans with handset, the customer has the option of selecting a handset, at a special price, without any upfront. Should the customer select a more expensive handset than the above special price, the price difference must be paid directly to the cashier. The handset cannot be exchanged with another product, is non-transferable and is non-refundable.
7. For handset after sales support, the customer may contact the sales shop/company, from which the handset was purchased.
8. Choosing a soeas youth plan without handset (sim only) does not require a time commitment of the plan
9. The transfer from the other soeas pay as you go plans and from other networks is free of charge. The connection fee for new customers is also free of charge.
10. Upon completion of the process of providing the soeas youth plan with the Handset, the included content becomes effective immediately and is updated monthly.
11. The monthly subscription of a soeas youth plan is calculated daily. Therefore, a customer connected to the service by the 15th of a month will be charged with the proportional subscription of the plan chosen and will be entitled to all total allowance of minutes, SMS, MB's.
12. Voice minutes of the soeas 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.
13. 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)
14. The Mobile Internet (MB'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.
15. Note that, when using the soeas youth plan for roaming in the European Union, 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.
16. It is clarified that any unused allowance (minutes, SMS, Mobile internet) of the plan is not transferrable from one month to another.
17. In the soeas youth after the content is exhausted or at any time the customer can top-up.
18. Exclusive Mobile Internet package can be purchased by soeas youth customer provided they have already made a top-up of € 5 or more.
19. If the minutes or SMS allowance is exhausted within a month, then a fixed charged applies (www.cyta.com.cy/youth-mobile-plans).
20. For Mobile Internet, if the data volume allowance is exhausted within the month, then, depending on the choice of the customer, the relevant charges apply.
21. 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)
22. In case of temporary disconnection (e.g. due to SIM Card loss or bill settlement delay), the total monthly subscription will still be charged.
23. Upgrade of the soeas youth plan for a higher allowance soeas youth plan (Minutes, SMS and Mobile Internet) is limited to once (1) every 30 days, whereas downgrade to a lesser allowance is limited to once (1) every 3 months.

24. Any upgrade/downgrade of the soeasy youth plan does not affect the validity period of the 24month commitment.
25. After 24 months the customer:
- May renew the soeasy youth plan if age limitations (<26) are met
 - Choose another Cytamobile-Vodafone plan (RED, Classic, soeasy)
 - Stay at soeasy youth if age limits are met (<26) and automatic credit (top-up) will continue to be done each month unless the customer decides to terminate the automatic credit (top-up).
26. 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.
27. Noted that, the switch 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/€20/€35 + Handset Installment	€25

28. To avoid network congestion and to protect the quality of service provided to customers, Cyta implements a Fair Usage Policy, which provides that the soeasy youth 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 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, to transfer the client to another program and/or disconnect temporarily or permanently terminate the service.