

## **Mobile WiFi plan – Terms of provision**

1. The Mobile WiFi plan is offered with a monthly subscription of €35 for a volume of 100GB, provided that the customer retains the plan for a continuous period of 24 months from the provision date. The customer can choose to have additional mobile internet bundles, with an additional monthly fee on the basic subscription €5/20GB.
2. With the provision of the 24-month Mobile WiFi commitment plan a free WiFi Router Huawei B315 or Huawei B535 will be provided by Cyta according to availability of each model.
3. The SIM card provided for the plan can be paired with the free WiFi Router B315 or B535 and cannot be used in conjunction with any other device.
4. After expiration of the initial 24-month contract period the monthly subscription will be increased from €35 to €85 unless the customer commits to a new 24-month contract.
5. A new WiFi router will not be provided for free in the case where the customer commits to a new 24-month contract.
6. In case of termination of the Mobile WiFi plan, before the end of the 24-month commitment the customer is obliged to pay the amount of €25 for early termination and the amount of €85 for the cost of the WiFi Router. In the case of termination of a second 24-month commitment, the customer is only obliged to pay the amount of €25 for early termination. "Termination" also means the portability to any other provider, the change to any other plan or the transfer of ownership to another customer.
7. In case of a temporary disconnection (e.g. due to SIM Card loss or bill settlement delay), the total monthly subscription will continue being charged.
8. The Mobile WiFi plan is charged daily apart from the month of service termination, change to another plan or transfer of ownership where the charge is performed on a monthly basis.
9. Any remaining mobile internet volume of the plan is not transferred to the following month.
10. The abovementioned prices include VAT.
11. The fair usage policy, as determined by Cyta and can be found on the link [www.cyta.com.cy/fairusage/en](http://www.cyta.com.cy/fairusage/en) provides that the Mobile WiFi plan is offered only for private or personal use. Their resale to third persons or their use for profit is not allowed under any circumstances.
12. The Mobile WiFi plan is only available for local use. The use of the plan in a roaming environment is not allowed.
13. More information regarding the Mobile WiFi plan can be found at [www.cyta.com.cy/mobile/en](http://www.cyta.com.cy/mobile/en)
14. Cyta reserves the right to amend the present terms and conditions.
15. The Cytamobile-Vodafone mobile service is subject to the Uniform Agreement and the Special terms and Conditions for mobile service.

## **Mobile WiFi additional terms regarding Internet access quality levels**

1. Cyta will carry out its best effort to provide the Mobile WiFi plan in accordance with the Defining Quality of Electronic Communications Service Order 2005 and Open Internet Access Decree 2017 as amended or replaced from time to time by the Commissioner of Electronic Communications and Postal Regulation ("the Commissioner"). However, due to the nature of Mobile Networks, the quality and coverage of the Service is dependent on the customer's terminal equipment, on Cyta's network coverage at the area that the service is being used.

2. Coverage and Services may be affected in a negative manner by radio interference, atmospheric conditions, geographic factors, network congestion, maintenance, or other operational or technical difficulties which means that the customer may not receive the Service in certain areas or at certain times. Other factors that may affect the quality of the Service and speeds received by the customer are:

- i. Wireless connection of the terminal equipment to the Device.
- ii. The terminal equipment used by the customer.
- iii. Other programs or applications running at the terminal equipment of the customer.
- iv. Operation of other devices in the customer's area that affect the quality of the Service.
- v. Use of the customer's connection by other users on the same site and / or by other users without the customer's approval.
- vi. Infection of the customer's terminal equipment by viruses, spyware, etc.
- vii. Interference of other equipment causing delays to the customer's terminal equipment.
- viii. Speed test over a VPN where a lower speed will be typically assigned due to security and encryption.
- ix. The type of application used by the customer with the Service.
- x. Network congestion level when the customer tests the speed. The access speeds may vary throughout the day depending on how busy the internet is as a whole and the node where the website the customer wants to visit is located.

3. The advertised speed is the 85% of the maximum speed the customer can receive while using the Service, unless paragraph 2 exceptions apply.