Information on soeasy Combo

1. soeasy Combo plans are addressed to all new and existing mobile telephony customers and is offered with the option of a handset (24month commitment) or only the sim or eSIM (without commitment).

2. soeasy Combo includes specific content allowance (local Minutes, local SMS, GB, pocket money), valid for 31 days.

3. soeasy Combo plan with a monthly auto top-up requires commitment to a 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 .

4. The option of a soeasy Combo 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.

5. soeasy Combo plan (with Handset or sim-only) included content, is automatically monthly updated, based on the chosen top-up value.

6. The soeasy Combo plan (with handset) requires commitment of 24 consecutive months for both prepaid and subscription plans.

7. With soeasy Combo 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.

8. For after sales device support, you may contact the sales shop/company, from which the handset was purchased.

9. soeasy Combo plan without handset (sim only) is without any time commitment.

10. soeasy Combo with a monthly auto-top-up can be ordered online through Cyta website soeasy Combo | Cyta, Cyta or partner shops.

11. 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.

12. 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.

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. SMS to foreign networks or to other services (short numbers) are excluded.

14. Mobile Internet (GB) applies to Internet use over a mobile telephone while in Cyprus and/or while roaming within European Union. 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. When you roam in the European Union with your soeasy Combo plan, the European regulation Roaming Like At Home (RLAH) applies. The RLAH is bound by a fair usage policy that can be found at Roaming Like at Home | Cyta.

16. Any unused allowance (minutes, SMS, Mobile internet) of the plan is not transferrable from one month to another.

17. If the content of soeasy Combo plan is exhausted or at any time you wish, you may top-up and receive credit in your soeasy number.

18. If the minutes or SMS allowance is exhausted within a month, then a fix charge applies (soeasy Tariffs | Cyta)

19. If data volume allowance is exhausted within the month, then, depending on the choice of the customer, the relevant charges apply.

20. 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).

21. In case of temporary disconnection (e.g. due to SIM Card loss or bill settlement delay), the total monthly subscription will still be charged.

22. Any change in the amount of the automatic top-up of the soeasy Combo (with or without a device) does not affect the validity of the 24-month commitment.

23. Upgrade of the soeasy Combo plan for a higher allowance soeasy Combo 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 and is subject to a charge of €25.

24. In case of termination of the automatic top-up for soeasy Combo with a device, before the end of the 24-month period, an early termination fee will apply €25. Additionally, any remaining installments for the device must also be paid. Termination is also considered when transferring to another plan (Classic, soeasy), switching from soeasy Combo with a device to soeasy Combo sim only, FLEX/FREEDOM sim only, or porting to another provider

25. After 24 months you may:

- Renew the soeasy Combo plan
- Transfer to any other Cyta Mobile plan (FLEX, FREEDOM, Classic, soeasy)
- Renew, change or cancel Auto top-up

26. To avoid network congestion and to protect the quality of service provided to customers, Cyta implements a Fair Usage Policy, which provides that the Combo Plans 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, use is prohibited for multiple simultaneous calling, conference calling, re-supply, call centre 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 nonstandard 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.