

Cyta's 'Internet in the Car' Service

'Internet in the Car' Service (the "Service")	Cyprus Telecommunications Authority Telecommunications Street, P.O. Box 24929, Nicosia, 1396, Cyprus
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CONTRACT SUMMARY DOCUMENT

- This contract summary provides the main elements of this Service offer as required by EU Law¹
- It helps to make a comparison between service offers
- Complete information about the Service is provided in other documents
- All references to 'Cyta, 'us', 'we' and 'our' are references to Cyta in Cyprus (the "Territory").

Service and Equipment	<p>Main characteristics: The Service enables drivers and passengers to make use of internet connectivity provided by a Vodafone SIM embedded into your vehicle. This can be accessed through the Wi-Fi hotspot in the car or (depending on your car model) the other internet services built into the cars on-board computer system.</p> <p>Equipment: To use the Service your car must be equipped with suitable hardware, which is separate to this contract and is the responsibility of the car manufacturer. No equipment is provided as part of this Service.</p> <p>Plan/Offer: Use of the Service begins when you purchase or receive a data bundle which will be credited to your account. Use of the Service will decrease your data bundle accordingly. You may use the Service in the Territory. You may also use the Service outside of the Territory (roaming), but usage will be subject to Vodafone's IITC roaming fair use policy which is detailed in the full terms and conditions.</p> <p>If you sell your vehicle, you may continue to use your account and data bundles registered to it via a SIM installed in another vehicle, of the same brand, equipped with compatible hardware and software. If you do not access your account via a compatible vehicle, any data bundles registered to it will expire. Vodafone will not refund you for any unused data allowance.</p>
Speed of Internet service and remedies	<p>Due to the nature of mobile technology, Vodafone cannot accurately estimate the download and upload speed, coverage or connection speed (together, the "Network Quality") as these may vary due to factors including network coverage and signal strength (which are affected by factors such as geographical location, weather conditions and network obstruction).</p> <p>In the event that you are unhappy with the Network Quality and the 14-day Cancellation Period has passed, you can simply stop using the Service when your data bundle expires and/or cancel Auto-Top Ups via the Portal. If you have made a complaint and our Support Desk has not resolved the issue within eight (8) weeks of being notified of your complaint, you can refer your issue to the independent Alternative Dispute Resolution service provided by Ombudsman Services in the Territory.</p> <p>For the avoidance of doubt, we are responsible for loss or damage you suffer that is a foreseeable result of our breaking the contract or our failing to use reasonable care and skill, but we cannot be responsible to you for any issues concerning the Network Quality that arise as a result of:</p> <ul style="list-style-type: none"> • the suspension of the Service in order to upgrade, modify, maintain or otherwise work on the Network and/or the Service; • the suspension of the Service due to something outside our reasonable control; or • your access to foreign networks (via 'roaming') that may be limited in quality and coverage.
Price and Duration:	If applicable you can view details of your free trial data bundle by logging into your account on

¹ Article 102(3) of Directive (EU) 2018/1972 of the European Parliament and of the Council of 11 December 2018 establishing the European Electronic Communications Code (OJ L 321, 17.12.2018, p. 36).

	<p>https://internetinthecar.vodafone.com/login .</p> <p>After you fully consume your free trial data bundle allowance, your service will no longer be available. You may choose to top up by purchasing data bundles below to continue using the Service.</p> <p>Daily 5GB data bundle Bundle expires when data allocation has been used or after 24hours, whichever is sooner Price: 3 EUR</p> <p>Monthly 50GB data bundle Bundle expires when data allocation has been used or after 28days, whichever is sooner Price: 20 EUR</p> <p>If you have activated an auto-top up for this data bundle. This means that you pre-authorise a purchase of the same data bundle as soon as it has expired. You will be charged using the same payment details you provided when you placed your order. The auto-top up function can be deactivated at any time on your account page.</p>
<p>Duration, Renewal and Termination</p>	<p>Duration of contract: The validity / duration of the bundle is dependant on the bundle selected, as set out above. The validity period will start to run when the data bundle is registered to your account and the data allowance is made available for use.</p> <p>Conditions for termination: You can terminate the contract for any reason:</p> <ul style="list-style-type: none"> (i) within 14 days of entering the contract, by providing notice to 80092709 or +35722032304 or internetinthecar.cyta@vodafone.com (ii) beyond 14 days of the contract, by contacting the Support Desk on 80092709 or +35722032304 or internetinthecar.cyta@vodafone.com <p>Fees on termination:</p> <ul style="list-style-type: none"> (i) within 14 days of entering the contract: No fee payable is payable by you, and Vodafone will reimburse to you the pre-payment received; (ii) beyond 14 days of entering the contract: please contact the Support Desk for options (see 'Support Desk' below).
<p>Footprint</p>	<p>The internet connectivity is also available in a number of other countries. The number of countries supporting Internet in the Car will grow over time and is subject to change. Please go to internetinthecar.vodafone.com for the latest list.</p>
<p>Support Desk</p>	<p>If you need customer or technical support or assistance in relation to the Service, or want to make a complaint, please contact the customer Support Desk on 80092709 or +35722032304 or internetinthecar.cyta@vodafone.com</p>