

SALESPERSON CODE:

No. Application:

SUBSCRIBER DETAILS

Private	Individual Enterprise (Freelancer - Pretentiary)	Legal Entity (G.P, L.P)	P.C	L.L.C.	S.A	Other

SURNAME / BRAND:

FATHER'S NAME:

T.I.N.:

F.S.D :

STREET:

NUM.:

P.C.:

CITY:

AREA :

DATE OF BIRTH:

I.D.N./ PASSPORT NUM:

AUTHORITY OF ISSUE:

LEGAL DATA OF A COMPANY OR OTHER LEGAL PERSON

SURNAME :

FATHER'S NAME:

DATE OF BIRTH:

I.D.N./ PASSPORT NUM:

AUTHORITY OF ISSUE:

CONTACT DETAILS:

PHONE (mobile):

for notification of activation of the Program via SMS..

E-MAIL:

For my convenience I wish to receive an update on my account via e-mail from the Company to the above information, which are mine:

YES NOT The above declaration may be withdrawn at any time without retroactive effect.

PROGRAM SELECTION

SELECTED PROGRAM	COST / MONTH	COMMENTS

TYPE OF EQUIPMENT PROVIDED	COST OF EQUIPMENT	INSTALLATION COST

SEND ACCOUNT

SMS	E-MAIL	MAIL Cost of charge for client 1,20€
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Solemn Declaration and Acceptance of Terms

- I have been aware of all the general and special conditions that govern this, which are an integral part of it and I fully and unreservedly accept their content. I unreservedly accept the term regarding the processing of personal data by SKYTELECOM.
- I have been aware and unreservedly accept skytelecom's price list of the characteristics, geographical coverage of the services provided and the specificities of the W.I.S.P. service.
- I declare and accept that the above information is accurate, complete and true and I accept the terms of contract which appear on the following pages and that my debt is evidenced by the extracts of its commercial (electronic or non-electronic) books company, considered competent.

DATE: / /	The Subscriber or The Subscriber's Legal Representative (Signature and Stamp)
PLACE:	Full name:

REQUEST – CONVENTION

Between the Company under the name "SKYTELECOM & CO E.E.", with the distinctive title "SKYTELECOM" based in the Municipality of Tripoli, Arcadia, at 28th October and Mainalo street, with T.I.N. 800683969, P.F.S TRIPOLI, (hereinafter referred to as "SKYTELECOM" or the "Company") and the Subscriber with the information on the front of this (hereinafter referred to as "the Customer") were agreed and the following were mutually accepted:

GENERAL TERMS

1. Prices include VAT 24%
2. In the case of non-recouping of the debt within the specified period in accordance with the 'SPECIAL TERMS', the connection shall be terminated. The Subscriber must pay the arrears and the reconnection fee of €4,99.
3. In the case of transport of the telecommunications equipment used to another address, the Subscriber must pay the Resettlement Cost amounting to eur 50 (50).
4. The Customer declares that he is a subscriber of the mobile phone number(s) and an exclusive owner of the e-mail address, which are true and under his full and exclusive control, and the Company shall not be liable for any damage of any third party access to the above. The Customer accepts that he is obliged to inform the Company in case of a change in the mobile phone number or email address.
5. The Company is entitled to send information allotments and advertisements regarding its Programs and/or Services by e-mail to the contact details declared by the Customer in the corresponding section. In case the Customer does not wish to receive promotional messages by e-mail for the purpose of promoting the Company's products and services, he may declare his objection by requesting him electronically via the contact form at www.skytelecom.gr or via (e-mail) at info@skytelecom.gr.

SPECIFIC CONDITIONS FOR INTERNET ACCESS SERVICE USERS

The terms of this paragraph shall apply only where the Subscriber receives internet access services. The parties agree that the maximum definitive speed of the line provided to the Subscriber will be determined after activation. This speed is the maximum speed a Subscriber can have when connected. In case where the maximum permissible speed achieved is less than that is foreseen the Subscriber may either accept it or not accept it and terminate this and in writing within one (1) month of activation of the service with the exception of the activation fee which he must in any case pay and if he has already paid it, he is not entitled to seek it. Moreover, the Company states that with regard to connection speeds and quality parameters, the provisions of Regulation (EU) 2015/2120 of the European Parliament and of the Council on the adoption of measures relating to open internet access and amending Directive 2002/22/EC on universal service and users' rights in relation to electronic communications networks and services (Government Gazed 242/ Issue Two/05.02.2019)

1.CONTRACT OBJECT

Refers to the customer's selection program according to your Statement in the "PROGRAM OPTION"

2.ACTIVATING SERVICES – PROCEDURE

- 2.1. The Customer signs the Application and the Contract for the provision of telecommunications services. The Company is entitled to request the supporting documents proving the identity of the Customer, his address of residence, the Tax Office and any other related to the proper execution of this document. The Company reserves the right not to activate the Contract if it considers that the Customer is insolvent, if the Customer has not paid his arrears or for any other reasonable reason, notifying this decision to the Customer.
- 2.2. The Customer in addition to the Application and the Contract is obliged to provide all necessary supporting documents and/or authorizations to the Company which, according to the applicable legislative framework, are addressed to third parties Bodies/Organizations and the signature of which is required in order to be transmitted by the Company in order to enable the activation of the Telecommunications Services. The Company in this case informs the Customer of the activation date as soon as it is informed by the Organization/Organization. The Company is not responsible, other than the timely transmission of the relevant documents to the Agency/Organization. For this reason, in the event of non-activation or delay in the activation of the Services by the Agency/Organization, the Company will not be liable to the Customer for any violation of the obligations of the Agency/Organization under applicable law.
- 2.3. The services concerned will be provided only if the Telecommunications Connection Holder has provided his identity, signed and/or provided the required supporting documents. The Telecommunications Association holder is fully responsible for any inaccuracies in his data.
- 2.4. Where this concerns the transfer of the Telecommunications Association to another person, the following applies in addition to the above: a) Telecommunications Services will be provided only if the Customer has provided his/her identity, signed and/or provided the required supporting documents and (b) the Holder of the Telecommunications Association has applied on the front of this and consents to that transfer to the Customer's data, understanding from now on how to terminate telecommunications association.
- 2.5. The Customer asks the Company and accepts that it will receive the Telecommunications Services using the telecommunications connection and accepts that it will be charged by the Company for the received Telecommunications Services and for the fees acquisition and maintenance of the SKYTELECOM Telecommunications Association as Holder of the Telecommunications Association
- 2.6. The Company is not liable for any illegal use of the SKYTELECOM Telecommunications Association or another provider by the Customer.
- 2.7. The parties agree that the maximum definitive speed of climb/descent of the line provided to the Subscriber will be determined after activation. This speed is the maximum speed Subscriber can have when connected. Where the maximum permissible speed achieved is less than that provided for, the Subscriber may either accept or not accept it and terminate this present and unresponsive in writing within one (1) month of activation of the service, with the exception of the activation fee which he must in any case pay and if he has already paid it, he is not entitled to seek it.
- 2.8. In the event that the Customer already uses SKYTELECOM Telecommunications Services through the pre-selection of a body and makes this Agreement, he continues to enjoy these services until the activation of the Telecommunications Association. In the event that the activation of the Telecommunications Association is not possible for technical reasons of force majeure or for reasons due to third natural or legal persons and is therefore out of control of SKYTELECOM, then the Customer continues to use services of SKYTELECOM through the pre-selection of a body and on the basis of the initial contract established at the start of the provision of services by SKYTELECOM.

3.EQUIPMENT

- 3.1. **The necessary terminal Equipment is installed, at the customer's choice, either by him at his own risk or by SKYTELECOM. For the installation of the divisor/ filter/ modem by SKYTELECOM, Customer is charged at a cost stated in the respective price list of SKYTELECOM services.**
- 3.2. All Telecommunications Equipment provided by SKYTELECOM shall remain the customer's ownership throughout the period of validity of this, without the obligation to return it as soon as this ceases to apply for any reason.
- 3.3. SKYTELECOM is not responsible, nor does it guarantee the smooth operation of the Service in the event that the Subscriber intervenes in any way with the equipment provided by SKYTELECOM.
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- 3.4. In the event that the Subscriber chooses to obtain Telecommunications Equipment from a third party, then it is fully and exclusively responsible for the compatibility of such Equipment with the SKYTELECOM's network, its installation and maintenance, the any problems caused by such equipment and its activation.
- 3.5. The Customer must ensure access to authorized technical staff of SKYTELECOM in the context of the maintenance, control and restoration of the connection and/or equipment purchased by the Customer from SKYTELECOM.
- 3.6. The Customer must make good use of telecommunications equipment according to the instructions delivered to him. SKYTELECOM shall not be liable for any damage caused by the poor or improper use of the equipment.
- 3.7. In order to repair faults or malfunctions in telecommunications equipment and to provide the service, SKYTELECOM reserves the right to remote access and data management to telecommunications equipment used by customer for the implementation of the service.

4. DURATION OF THE CONTRACT – COMPLAINT

- 4.1. The duration of this Agreement shall be 24 months. It expires either by termination by the Customer whose results are thirty (30) days after its performance on SKYTELECOM, or by termination of any of the parties and from its performance in the event of a major reason. After the end of 24 months the contract is automatically converted into an indefinite period.
- 4.2. The conditions relating to the use of the service shall be considered essential for the safe and orderly provision of the service. In the event of their violation by the Customer, SKYTELECOM shall not be liable for the operation of the service and for any problems that may arise, and is entitled to terminate the contractual relationship immediately.
- 4.3. In the event of termination of the Contract by the Customer without the fault of SKYTELECOM or by SKYTELECOM due to the fault of the Customer, the Customer must, in addition to the payment of his accounts until the time of the termination, pay also to SKYTELECOM the appropriate cost of disconnection.
- 4.4. With the termination of the Contract all claims on both sides become overdue and due.
- 4.5. The Customer accepts that in the event that the Telecommunications Connection Holder is a different person from the Customer and submits to SKYTELECOM a request to terminate this, this will be terminated within thirty (30) days, without the customer's consent required. The Holder, exercising his rights as the holder of the telecommunications connection, is solely liable to the Customer if the exercise of those rights deprives the Customer of the receipt of the Service. SKYTELECOM is not liable to the Holder if the Customer does not fulfil his obligations to the Company (e.g. non-payment of accounts leading to a termination of the connection). SKYTELECOM is not liable for any unlawful use of the SKYTELECOM Telecommunications Association or another provider by the Customer or for the violation of the agreed between Customer and Holder in respect of the use of the telecommunications connection and the relevant Telecommunications Equipment. In particular, SKYTELECOM is not liable if the Customer acts in excess of the holder's power of attorney or without attorney
- 4.6. In the event of termination of the Contract by the Customer without the fault of SKYTELECOM or by SKYTELECOM due to the Customer's fault, the Customer must, in addition to the payment of his accounts until the time of the termination, pay also to SKYTELECOM the relevant disconnection fees. Prepaid fixed fees are set off against SKYTELECOM's requirements due to the early termination of the Contract. In any case, if the Customer has submitted a portability request to another provider, then portability is implemented within the time limits set by the applicable EETT Regulations, without this affecting the Customer's obligations vis-à-vis the SKYTELECOM on the basis of the relevant article of this customer's obligations. In the event that the Customer terminates this without submitting a portability request to another provider, the operation of the Customer's telephone line is interrupted from the date of validity of the complaint and his number may be assigned to another Customer after a period of six (6) months from the date of termination of the service.
- 4.7. Upon termination of the Contract, all claims on either side shall be charged by SKYTELECOM and become due and due within 30 days of the issue of the relevant SKYTELECOM invoice (stated daily). At the same time, the Customer, if he does not become a owner, must return the Telecommunications Equipment to the Company in a condition justified by the usual use and wear and tear from time. Any free concession of equipment by SKYTELECOM to the Customer as part of marketing policies constitutes a loan and not a free transfer of ownership.
- 4.8. If the activation of SKYTELECOM'S Telecommunications Association proves technically not possible no later than two (2) months after the signing of this, SKYTELECOM will immediately inform the Customer and terminate this Agreement with immediate effect from the notifying the Customer of all existing options that can meet his needs. In such a case, the Customer, if he wishes to receive alternative Telecommunications Services from SKYTELECOM, must sign the contract in question, unless he has stated in advance that he wishes to provide the Services under the earlier

Contract.

5. COMPANY OBLIGATIONS

5.1. SKYTELECOM shall ensure the smooth operation of the Telecommunications Network and the provision of the services, but shall not be liable for direct or indirect damage, foregone profits or revenues or any other loss to the Customer (unless solely due to its deceit or negligence) or in cases of excessive violence or for any interruptions in the provision of the service due to problems or damages detected on its network (including the telephone line) OTE or third-party Providers. SKYTELECOM is obliged to observe the quality characteristics provided for in the applicable legislation, i.e. the harmonised specifications for the technical interfaces and/ or functions of the services defined by the applicable standards and/ or at Community level, as specifically specified by the SKYTELECOM License, in such a way as not to endanger the life, physical safety, health and property of the Customer.

5.2. SKYTELECOM shall take all measures to remedy any malfunctions reported by the Customer in the use of the service, provided that the Customer uses the service and the telecommunications equipment provided in accordance with the terms hereof, and if the technical or operational problem is due to skytelecom's network or equipment and not to the Equipment purchased by the Customer from another supplier, nor to problems related to safety, quality, availability and adequacy networks for which SKYTELECOM is not at all responsible.

5.3. SKYTELECOM announces on its website its policy on any matter relating to the provision of the service, including the time limit for the provision of maintenance services, or the removal of faults, provided that the malfunction of the services due to the company's fault.

5.4. SKYTELECOM must inform in a timely manner of any scheduled operations or scheduled operations on ote's network previously notified to it by OTE and of any matter relating to the provision of the service, including the the provision of maintenance services or the removal of damage, provided that the malfunction of the services is due to the company's fault. SKYTELECOM may disable or temporarily suspend the provision of telecommunications services for the conduct of planned maintenance work on its network if this has been explicitly notified to customers by electronic means of notice to the press or otherwise appropriate manner. SKYTELECOM is not responsible for the required time of repair of faults that require actions by a third party or involve other operators in any way.

5.5. SKYTELECOM is not responsible for the quality, adequacy and security, misoperation of telecommunications and/or other third-party networks or for the routing of the outgoing call from the fixed public telecommunications network to the SKYTELECOM Telecommunications Network or for terminating the outgoing call to the destination network of the so-called number. In particular, SKYTELECOM is not responsible for the quality of the call (incoming or outgoing) in so far as the call starts from another network or ends on another network and the quality is objectively and for technical reasons by other networks. The above also applies to e-mail and internet services.

5.6. SKYTELECOM is not responsible for the safety, quality, availability and adequacy of third-party networks or third parties where the Customer will have access through the SKYTELECOM service.

5.7. SKYTELECOM shall not be liable for the possible termination of the Customer's telephone connection during the process of activation of the service to the extent that it is not controlled by it.

5.8. SKYTELECOM in its reasonable and fair judgment has the right to ask the Customer to pay a guarantee of any form for the activation of this or fixed reconnection fee in the event of termination of the connection at the fault of the Customer.

5.9. For security reasons, as specified in the company's applicable Security Policy, SKYTELECOM reserves the right to suspend customer access to the Company's Telecommunications Network.

5.10. In the event of activation of skytelecom telecommunications connection, if the Customer does not request portability of his existing number, the call number will be specified by the Company.

5.11. In the event that the Customer requests the transfer of the number due to a change of address, SKYTELECOM will implement the transfer provided that it has the possibility of providing a Telecommunications Connection to the new address and the Customer will have to pay the corresponding fees in accordance with the applicable price list. SKYTELECOM will inform the Customer whether it may make the transfer within a reasonable period of time from the date of submission of the transfer request by the Customer

6. CUSTOMER OBLIGATIONS

6.1. The Customer is solely responsible for the correct completion, accuracy and correctness of the information completed in the Application and the other necessary for the activation of documents.

6.2. The Customer is obliged to declare to SKYTELECOM immediately and in writing (by fax or letter) any change in the information (personal or other, such as but not limited to his postal address, email address, mobile phone number) included in the Application and/or has communicated to SKYTELECOM. Otherwise, any service shall be validly made at the address declared on the Application, without prejudice to the Company to immediately terminate this.

6.3. The Customer is responsible and ensures that the service is used in accordance with the Law, good faith and transactional and morality. SKYTELECOM informs the Customer by letter of a third party complaint or request. The Customer must respond by registered letter or fax within (5) business days to skytelecom documents requests regarding complaints, requests or complaints from third parties or the communication of his data to third parties.

6.4. The Customer must not in particular infringe the provisions of Law 2251/94 "Consumer Protection", Law 2121/92 on intellectual property, Law 2472/97 on the protection of personal data and law 3471/2006 on the protection of personal data and privacy in the electronic communications sector, and corresponding Directives and recommendations of the European Union and other international organisations, etc. placement and dispatch of computer programs, the trafficking of pornographic and violent content, the service to acts constituting illegal access or attempting access to skytelecom or third-party computer systems, the bulk dispatch of non-requesting e-mail for commercial or non-commercial purposes (spamming) or the omission of acts prohibiting the dispatch of spamming. Finally, the Customer must comply with the applicable publicly available policy of acceptable use of forthnet services and network as posted on its website and is amended/updated. In the event that SKYTELECOM is in any way harmed by the Customer's actions or omissions, the latter is obliged to repair any damage and SKYTELECOM is entitled to call him as a procedural guarantor in the relevant proceedings before the Tripoli Courts Or E.E.T.T..

6.5. The Customer acknowledges that the Internet is an open environment, that he is solely responsible for keeping his personal information, that he must act with excessive diligence by taking the necessary security measures, in order to prevent the illegal use of the network, the passwords of the data (username, password) and the telecommunications equipment used by third parties authorised or not.

6.6. The Customer must without delay make frequent changes to the personal password by using the service that SKYTELECOM has made available to users on its electronic pages and even memorize his/her details personal account, not to list it on items it transfers or makes accessible to third parties, nor to allow the use of its data codes by others.

6.7. The Customer is obliged, if necessary and in consultation with SKYTELECOM, to allow the entry of authorised representatives of SKYTELECOM to his residence and access to the electrical and telecommunications network located installed there in order to carry out installation, maintenance or repair work on the Telecommunications Network, as well as any other necessary actions for the proper performance of the Contract. The Customer is responsible to SKYTELECOM and must have obtained the necessary prior consent of third parties for the above in case third parties are entitled to refuse to perform the above operations on the customer's site or in shared space. In the event that, in prior consultation with the Customer, authorised representatives of SKYTELECOM or a third party provider at the request of SKYTELECOM go to the Customer's domicile in order to determine and resolve any damage announced by the Customer to SKYTELECOM, but they are not allowed to enter the Customer's premises, either in the absence of the Customer or for any other reason, or it is found that the fault exists in the part of the network belonging to the Customer, the Customer is charged with a fee of unnecessary according to SKYTELECOM's price list. The Customer is obliged to check the proper operation of the internal network, i.e. from the entry point of the copper cable of the telecommunications connection to the installation area of the terminal equipment. This part of the network belongs to the Customer, who is responsible and is solely responsible for repairing the damage to this section.

6.8. The Customer is not entitled to interfere in any way or means with the Telecommunications Network or the existing equipment that serves its connection to it and shall bear full responsibility in the event of such interference. If the Customer obtained the Telecommunications Equipment from SKYTELECOM, then in case of failure or destruction of the terminal equipment due to his own fault (slight and gross negligence, any degree of deceit), he/she will bear the cost of replacement of equipment

6.9. The Customer shall not be entitled to transfer SKYTELECOM Telecommunications Equipment to an address other than that declared as the service activation address in this agreement, nor to intervene in any way or means in the Telecommunications Network or existing Equipment serving its connection to it and is fully responsible in the event of such an intervention. In the case of transport of the telecommunications equipment used to another address or unauthorised by the user of third-party access to the telecommunications equipment used or other interference with telecommunications equipment, on the other hand, under the terms hereof, SKYTELECOM does not guarantee either the smooth provision of the service or the protection of the Subscriber's Personal Data, and is not responsible in particular for charges that may arise from the use of telecommunications Equipment by unauthorized third parties. In any event, if the transfer of telecommunications equipment is found or contrary to the terms of this use, SKYTELECOM reserves the right to immediately discontinue the provision of the service. The Customer must immediately inform SKYTELECOM within 24 hours of any loss of any SKYTELECOM Telecommunications Equipment.

6.10. Throughout the duration of the Contract, the Customer will not be able to handle calls of certain numbers, cPC number calls or broadband access through another provider, provided that he has a Telecommunications Connection with SKYTELECOM.

6.11. The Customer is obliged to make good use of the Telecommunications Services in compliance with the applicable legislation, the terms of the Contract, the morals and the instructions of SKYTELECOM. Use of Telecommunications Services which constitutes excessive or unnatural use, in particular in connection with the usual use of the Customer, will entitle SKYTELECOM to immediately suspend the Telecommunications Services, upon notification to the Customer and to reactivate these if the Customer consents to join a category of Telecommunications Services at a different monthly price. In addition, the use of the service in combination with automatic call mechanisms, continuous or widespread call diversion, telesales (indicative for commercial, political, charitable purposes, etc.) is not permitted, the mass fax ing or recorded message systematic connection for data exchange (indicatively or access to the Internet, databases, etc.) . If use is found beyond the contract agreed in the relevant contract, SKYTELECOM has the right to terminate the contract, subject to information to the customer.

6.12. In the event that the Services are provided in a place with many residents or residents or in a professional facility with multiple users, the Customer confirms that he has informed and must keep all users informed in the future with the case-by-case basis to send detailed accounts (printed or electronic).

6.13. In the event that the Customer requests a change of program and in particular the choice of a more financial program than it originally selected with the signature of this, then the Customer expressly accepts that SKYTELECOM cannot proceed with the downgrading of the program originally selected and therefore the Customer is obliged to enter into a new contract with SKYTELECOM after the original contract has been terminated by the payment by the Customer of the amount of money required up to and including the completion of the contractual duration of the contract concerned.

6.14. The Customer must be informed of SKYTELECOM's policy, applicable prices and instructions for the protection of telecommunications confidentiality from SKYTELECOM's website or outlets.

6.15. In the event that the Customer does not comply with the terms of the Contract, SKYTELECOM reserves the right, upon notice to the Customer, at its discretion, to terminate this and/or to make a partial and/or total termination of the service in order to protect its customers and the same from adverse reactions and side effects resulting from the abuse of the services offered. Furthermore, in the event that SKYTELECOM is in any way harmed by the Customer's actions or omissions, the customer is obliged to recover any damage to SKYTELECOM and SKYTELECOM is entitled to call the Customer as a procedural guarantor in the relevant proceedings before the Administrative Authorities and Courts.

6.16. The Customer must inform SKYTELECOM of the existence of equipment (alarm, fax, POS, etc.) connected to his telephone line. SKYTELECOM is not responsible if the equipment is not suitable for the connection provided in the provisions of the applicable legislation.

6.17. X. SPECIAL TERMS OF SERVICE X.1. SPECIAL CLIENT OBLIGATIONS FOR HOME PROGRAMS – BUSINESS AIRFIBER, UPSTREAM and PRO

X.1.1. The terms of this paragraph apply if the subscriber owns static IP and has selected one of the Home - Business Airfiber, Upstream or PRO programs.

X.1.2. In the event of non-compliance with internet connection speeds with a deviation of 15% in the Home - Business Airfiber programme, 10% in the Upstream programme and 10% in the Pro programme, the subscriber is entitled to determine the possible deviation if it has been documented by a monitoring mechanism certified by EETT to inform SKYTELECOM either by telephone or by e-mail to the info@skytelecom.gr to take the necessary measures to remedy the potential damage. From the declaration of damage and if found by the company, the subscriber will be exempt from the amount corresponding to the period thereof and until it is restored.

X.1.3 The Company does not implement traffic management measures that could affect the quality of internet access services, subscribers' privacy and the protection of their personal data. In addition, the Company does not implement measures to limit the volume, speed or other quality parameters of the service that could in practice affect internet access services and in particular the use of content, applications and services.

X.2 SPECIFIC CLIENT OBLIGATIONS FOR TRY AND BUY PROGRAMME

X.2.1 The subscriber of the TRY AND BUY programme shall obtain the right to a free trial of the services included therein for a period of three (3) days starting the day following the installation of the equipment by the competent technician. After the trial period has elapsed, the contract is automatically converted to a 24-month duration under the terms described therein.

X.2.2. The Company delivers the necessary Telecommunications Equipment to the subscriber of the TRY AND BUY program with the maintenance of its ownership until the end of the trial period and the conversion of the contract to a 24-month duration. After the expiry of the three-day trial period and if the contract is converted into a 24-month period, the equipment is self-rightly owned

X.2.3. In the event that the subscriber does not wish to provide the services provided for in the contract, he may, by the end of the fourth day of the installation of the equipment, declare in writing his wish to terminate the service in the company's email: info@skytelecom.gr, in which case the equipment will be returned to the company after consultation of the parties. After the company checks the equipment and finds him even and in the situation that handed him over to the subscriber, then the amount paid by the customer as a guarantee for the equipment will be refunded to an account that he will declare himself.

X.2.4. In cases where (a) the subscriber does not return the equipment, or (b) the equipment has suffered any damage, the company reserves the right to withhold the amount of the guarantee as a price for the sale of the equipment and to claim compensation from the customer for any other damage.

X.3 For each program individually the Customer has the right to request an upgrade of the speed of his program, which can be upgraded FREE, i.e. without the obligation to pay an upgrade fee.

X.4. CUSTOMER WITHDRAWAL FROM THE CONTRACT The customer may withdraw from the obligations arising from the contract signed with SKYTELECOM, either electronically or in paper form, within twenty-four(24) hours from its signature.

7.CHARGES - PAYMENTS

7.1. The Customer is responsible for the payment of the bill for the Telecommunications Services included in it even if the Telecommunications Services were used by any third party.

7.2. The Customer shall examine the account and check the credit and debit statements depicted therein and notify SKYTELECOM in writing of any omission or error of the account. After 45 (45) days from the date of issue of the account without the Customer objecting, it is agreed that the account is considered accurate and that a correct debit has been made by SKYTELECOM and is a legitimate evidence and a document within the meaning of the Law on the full proof of the Customer's debt for the entire amount he/she/ she/she, allowed for re-proof.

7.3. Without prejudice to any legal right, SKYTELECOM is entitled to unilaterally terminate the provision of telecommunications services to the Customer due to its overdue and due debt to SKYTELECOM, after the expiry of the fifteen (15) days from the notification of a written notice to the Customer by any appropriate means, for example through his account.

7.4. Without prejudice to all legal rights, SKYTELECOM is entitled to unilaterally permanently discontinue the provision of telecommunications services to the Customer due to its overdue and due debt to SKYTELECOM, only after sixty (60) days after the temporary interruption of the provision for the same reason, in accordance with the above and after notification to him of such written notice. The customer's permanent interruption and disconnection from the Telecommunications Network will occur without prior notice in cases of fraud or repeated late payment or non-payment of bills. In the event that the Customer maintains more than one connection and/or services and has chosen to receive a single account for all services received from the Company (e.g. Fixed Telephony, Internet) by filling in the relevant Field on the front of this, SKYTELECOM reserves the right to apply the above Article 6 hereof) in any connection of the Customer, where even for one of these connections there is an overdue and due debt to SKYTELECOM. In any event, such interruption, if technically feasible, is limited to the service concerned, for which no payment is made.

7.5. In the event of temporary and/or permanent interruption of the Telecommunications Services in accordance with the above, the Customer is obliged to fully pay all outstanding bills, as well as the reconnection fee of 4,99€, in order to reconnect with the Telecommunications Network and re-use the Telecommunications Services, except in the case where the temporary interruption in the following mentioned, lasts the entire billing period and the fixed fees includes prepaid talk time, which the Customer was unable to use due to the temporary blocking, in which case SKYTELECOM may charge only the connection maintenance fee, which includes the Local Loop user fee, network fees, licenses, etc. During the temporary interruption the Customer is informed of the above charges through his account and may request the immediate permanent termination of the charge. In case of transfer of the Telecommunications Connection to another provider at customer's request, the Customer will be charged for the provision of the Telecommunications Services by SKYTELECOM until the time of the transfer of the line to the selected provider.

7.6. In the event of termination of this for any reason (except in the event of termination of the contract by the Customer due to proven fault (fraudulent or gross negligence) of SKYTELECOM, the Customer is not entitled to claim a claim.

7.7. It is agreed and you agree that the amount of the Customer's debt to SKYTELECOM for each period of operation of the contract and/ or in any way terminated it is fully demonstrated by the extract of skytelecom's commercial books (tab) containing the updated individual indebtedness. It is expressly agreed that SKYTELECOM is entitled to lodge an Application for the Issue of a Payment Order on the basis of that extract and the relevant invoices or accounts, following an out-of-court action before the competent courts of the District Court of Tripoli.

7.8. In the event of termination of the Contract by the Customer without the fault of SKYTELECOM or by SKYTELECOM due to the Customer's fault before the completion of the contractual term, the Customer must pay his accounts by the time the contractual duration of 24 (24) months in the case of a fixed-term contract. In the event that the termination or transfer to a new provider takes place before the completion of twenty-four (24) months from the date of commencement of the service, the Customer, in addition to the above, must also pay to SKYTELECOM a termination fee as specified with the selected program It should be noted that the Customer who has a fixed-term contract which he continuously renews, at the end of it, with a new fixed-term contract, in the event that he/she/she/ she terminates it before the end of the fixed term (the new contract), will be charged, as detailed above, both by the payment of his accounts by the time of completion of the contractual term and the termination/termination fee specified in the new contract. The termination fee is not imposed on the customer due to termination or termination of an indefinite contract. The stop fee is charged by SKYTELECOM to third parties for enabling and disabling the Customer's connection to its Telecommunications Network. Prepaid fixed fees are set off against SKYTELECOM's requirements due to the early termination of the Contract. If the Customer has submitted a portability request to another provider, then portability is implemented within the deadlines set by the applicable EETT Regulations, without this affecting the Customer's obligations towards SKYTELECOM.

7.9. In DOUBLE PLAY programs, the cost of the equipment does not include the existing telephone device or the inverter (adapter) of an existing telephone device to a Voip phone.

8. PROTECTION OF PERSONAL DATA

8.1. SKYTELECOM takes all appropriate technical and organisational measures to ensure the confidentiality of customer's communications and to protect the Personal Data declared in his application in accordance with the relevant applicable legislation, the Regulations of the SAA and the Privacy Policy (Security Policy) that it maintains. SKYTELECOM does not guarantee the security of data transmitted through networks, to the extent that such protection is not achieved by taking appropriate security measures imposed by the relevant institutional and/or regulatory framework.

8.2. SKYTELECOM is not responsible for (a) the authenticity, accuracy, confidentiality, fairness or unfairness of the data that the Customer receives or sends to third parties or stores through his access to its network, (b) any data that the Customer receives or sends to third parties or stores through his access to its network, (b) any direct or indirect, positive or consequential, material or non-material damage may be suffered by the Customer from his access to the Internet, and (c) for any disputes that may arise between Customers and third parties due to messages, data, data or information (data) that may be through its telecommunications network.

8.3. SKYTELECOM declares and the Customer accepts that the personal data collected by SKYTELECOM concerning the Customer will be used for the smooth execution, monitoring and protection of its transactions in the provision of the Telecommunications Services, and, if the Customer has already provided his consent, for his information on the services offered. The recipients of the data are SKYTELECOM and its staff within the framework of their responsibilities, commercial partners of those who mediate on behalf of the above in the context of enforcement and on the occasion of this agreement, as well as any natural or legal person to whom SKYTELECOM is obliged or entitled to communicate the Personal Information of the Customer, on the basis of prior information and/or consent of the Customer, law or judicial decision.

8.4. Traffic data processed and stored by SKYTELECOM at the end of communication shall be destroyed or rendered anonymous, without prejudice to the provisions of Law 3917/2011 on data retention (Government Gazed A' 22) and paragraphs 2 to 6 of Article 6 of Law 3471/2006, as applicable. In particular, SKYTELECOM informs the Customer and the Customer accepts that it processes and stores traffic and location data relating to the Customer for the purpose of charging the Customer and the payment of the interconnections and/or accounts for a period not exceeding twelve (12) months from the date of communication, unless the account was contested or paid, in which case the data is kept until the irrevocable resolution of the dispute. In addition, SKYTELECOM informs Customer and Customer accepts that, in the context of an interconnection of its network with the telecommunications networks of other operators for the provision of interconnection services, SKYTELECOM transmits to the public network providers or publicly available electronic communications services traffic data of its subscribers even if they have been asked not to indicate the identity of the calling line (hide number) for the purpose of charging the services provided. SKYTELECOM informs the Customer and the Customer accepts that it transmits to the debtor information companies and administrative companies and/or administrative companies, the necessary traffic data and personal data relating to this contract for the sole purpose of informing the Customer of the existence of arrears and the extrajudicial or judicial collection of outstanding accounts. SKYTELECOM informs the Customer and the Customer expressly accepts that it transmits the personal contact information stated by the Customer (name, address, landline/mobile phone), to the Obligated Provider (OTE) solely for the purpose of initial activation of the selected service and/or the resolution of faults in the provision of the service in the execution of this agreement.

8.5. SKYTELECOM collects and processes the customer's personal data for the purpose of updating and sending advertising / information material about SKYTELECOM products and services by any means of printed and/or electronic communication, unless the Customer expressly declares to SKYTELECOM with the signature of this and at any time with a written statement to SKYTELECOM his objection to the processing of his data for this purpose. This information is not transmitted to third parties unless the Customer expressly declares his/her consent. The Customer hereby accepts, unless he expressly declares his objection in the above, to receive updates from SKYTELECOM free of charge with calls to the telephone service connections, by sms messages (on the mobile that he has declared to SKYTELECOM), by e-mail or forms and by any other appropriate means for existing or new services, information, offers and/or gifts to products and services of SKYTELECOM.

8.6. The Customer shall at any time have the right to withdraw his consent to the processing of personal data concerning him, in a special written statement to SKYTELECOM, unless such processing is permitted and without the consent of the Customer in accordance with the applicable institutional and/or regulatory framework. 8.7. Where, despite the prohibition of the movement of the equipment provided by the declared activation address of the main line of the service, the Customer transfers the Telecommunications Equipment of the second line to another address,



8.8. SKYTELECOM complies as the law stipulates in the content of a Public Order, a court order, a decision of the E.E.T.T. or another independent authority without prior written information of the Customer, unless otherwise laid down by a law or court order. SKYTELECOM observes the lawful procedure for the removal of the confidentiality of communications and cooperates directly with the competent prosecuting, judicial or independent administrative authorities.

8.9. The Customer has been informed that he has the rights of access and objection regarding the data concerning him, as provided for in Articles 11 to 13 of Law 2472/1997 for the protection of personal data, as applicable.

9. WEAKNESSES OF USE

9.1 SKYTELECOM is not responsible for not complying with or incapable of complying with the conditions hereof, where this is due to force majeure or otherwise, the occurrence of which SKYTELECOM cannot control, such as, but not limited to, wars (declared or not), strikes, accidents, fires, floods, storms, earthquakes or other natural phenomena, terrorist acts, sabotage, government bans, acts of Greek or Community or other authorities, commercial exclusion, interruption or damage to the fixed public telecommunications network or to third-party telecommunications networks, court decisions, prosecutorial orders, increase customer's distance from the urban coverage area by the Company, replacement of the copper network, etc.).

9.2 SKYTELECOM is not responsible for the quality, adequacy and security of third-party networks that are necessarily used for the provision of its services, as well as for any difficulty in using its services due to customer equipment; shall not bear any responsibility for replacing, maintaining or upgrading such equipment.

10. FINAL PROVISIONS

10.1. SKYTELECOM is entitled in accordance with the law to unilaterally amend the terms of this agreement by informing the Customer by any appropriate means and without limitation and by posting the content of the contract on the relevant website. The Customer has the right to terminate the contract freely within one month of the notification of the amendment by SKYTELECOM, in accordance with the above relevant provisions in paragraph 4 (CONTRACT-COMPLAINT).

10.2. Any notification by SKYTELECOM to the Customer under the Agreement may be made through accounts sent to the Customer or by electronic or fax in any other appropriate manner, in particular by means of press or advertising messages. SKYTELECOM in any service to the Customer and in any kind of communication with him, uses the Greek language.

10.3. Any notification by the Customer to SKYTELECOM is valid only if it is made in writing and signed and sent by post or transmitted by fax with proof of correct transmission after the end of it or otherwise by any legal means provided that the declaration of will of each Party and its date by legal means may be demonstrated.

10.4. The Customer must comply with the terms of the acceptable use set out in this agreement as well as the terms announced by SKYTELECOM by any appropriate means, such as but not limited to by posting the content of the contract on the relevant website. SKYTELECOM provides up-to-date information on the price list applicable on the website concerned or on any other appropriate medium.

10.5. In the event of invalidity or cancellation of a term herein, the validity of the rest of the contract shall not be affected.

10.6. Any amendment, addition, abolition of the terms of this Convention shall be valid only if it is made in writing and signed by both parties, unless required by law or regulation or decision of EETT or other competent authority. SKYTELECOM reserves its right to amend the terms hereof, in accordance with applicable laws and conditions, with prior information to the Customer. In particular, the modification of the terms of this will apply after one (1) month: (a) from the relevant and appropriate publication of that amendment on skytelecom's website and (b) by the relevant information of the Customer through his account, by reference to an obvious part of the account or to a relevant form accompanying the account or in case a printed account is not sent with a relevant information by means of the notification of the issue of the account electronically and/or by e-mail. Over that period, it is presumed that the Customer accepts the new amendments, which will now form an integral part of this contract.

10.7. The Customer irrevocably accepts that the Contract is governed by Greek law and that in addition the decisions and Regulations of E.E.T.T., the applicable telecommunications transaction habits as well as all applicable relevant provisions apply. In order to resolve disputes arising from the application/interpretation of this agreement, the Customer has the right to appeal to the competent courts of the city of Tripoli.

10.8. It expressly consulates that the Customer does not have the right to assign his claims and rights from the Agreement. SKYTELECOM is entitled to assign to a natural or legal person the collection of the amounts due by the Customer under the Agreement.

10.9. Any notification of documents between the Contracting Parties shall be validly made at their place of residence or registered office, unless a change is notified.

I declare responsibly that I have been informed and accept what is stated on the pages of this Application (i.e. but not limited to the Application, the General Terms of the Contract, any Annexes), as well as the terms relating to the charges as reflected in skytelecom's applicable price list, in accordance with the above. Finally, I declare responsibly that all my information placed on the Application, as well as all my statements/warranties/consents on it, are accurate and true and I accept them unequivocally. I also declare that, in the event that the User of the connection is a different person, I have duly informed him of all obligations on either side of the parties arising from this agreement and accepts them.

DATE:

The Customer/Subscribe

Signature