

Terms and conditions of GoMo subscription contract

Your Subscription Contract with Epic Ltd (HE141156) trading as GoMo (trade name registration number EE59153) is made up of different parts. These terms and conditions define the provision of Services and access to the Network. The following terms and conditions are provided at www.gomo.cy:

- Terms covering the prices and types of calls, messages and data.
- Other terms relating to other Services, offers and promotions.

All these documents together, along with the application, make up your Subscription Contract and determine the provision of Services to you.

1. Definitions

“Agents” means any contractors, distributors, suppliers, dealers or Agents appointed by us to fulfil our obligations under the Subscription Contract.

“Bar” means the suspension of access to the Services. It includes either the outgoing bar, which restricts the use of Equipment to make calls as well as access to Services, or the incoming bar, which restricts the use of the mobile phone to receive calls and to access Services, or both cases.

“Charges” means all monthly access charges, monthly cost of Services, charge for Services consumed outside the Subscription Plan allowance, and monthly charges for call time, any fees and charges for additional Services as well as data usage payable by you and any other applicable charge as set out in our website (www.gomo.cy), all of which are payable by you.

“Commissioner” means the Commissioner of Electronic Communications and Postal Regulations.

“Default Rate” is the rate of 2% above the prevailing base rate of the Central Bank of Cyprus per month or any other rate notified to you and it applies from the payment due date to the date where the payment received in full by us.

“Directory Information Service” means the database of the universal telecommunications Service provider, where your personal data is communicated with your consent by us.

“Equipment” means any terminal device which is used to benefit from the Services and includes mobile phones, laptops, tablets, netbooks and/or any other device,

“GoMo”, “we”, “us” or “ours” means Epic Ltd (HE141156) trading as GoMo (trade name registration number EE59153).

“Law” means the Regulation of Electronic Communications and Postal Services Law 2004 (L.112(I)/2004), the Regulation of Electronic Communications Law 2022 (L.24(I)/2022) and the decisions and orders of the Commissioner and comprises any Law amending or substituting each from time to time.

“MyGoMo” means the online self-care portal at www.gomo.cy through which you can contact us and manage your account and Services.

“Minimum Period” means a period of 1 month as specified in your Subscription Contract (or any other period agreed in writing) from the date of commencement indicated in paragraph 2 below.

“Network” means Epic’s Public Mobile Telecommunications Network which is used for the provision of the Services in accordance with the Subscription Contract.

“Personal Data” means any information relating to an identified or identifiable natural person (‘data subject’); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.

“Personal Identification Number (PIN)” means the secret Personal Identification Number (PIN) assigned to your or created by you for purposes of access to certain Services.

“Services” means the electronic communications services offered by us using Epic’s Public Mobile Telecommunications Network, and any related products and services provided to you by us or our Agents from time to time.

“SIM Card” is the subscriber identity part needed to operate your mobile phone and through which you are connected to the Network and means any SIM Card issued by us to you.

“Subscription Contract” means the entire agreement between you and us which comprises of (i) these terms and conditions, (ii) the form completed by you with your details and signed by you for connection to the Services, (iii) any policies and terms relating to your selected Subscription Plan and (iv) any offer terms from which you benefit.

“Subscription Plan” means access and talk time plan you selected, as amended from time to time, which form part of the Subscription Contract.

“You” or “your” means the person who completes and signs the Subscription Contract.

2. Validity period

- a. The Subscription Contract shall enter into force on the date of your SIM Card is connected with the Services so that you have access to them. In order for your SIM Card to be connected to the Services you must create a MyGoMo account and validate your details. The connection and the provision of the SIM Card are subject to the acceptance of your application to GoMo and requires your acceptance of the MyGoMo terms and conditions and the payment of a connection fee.
- b. Your connection to the Network or to a Service lasts for a Minimum Period. The Subscription Contract will continue to apply for the duration of this Minimum Period and after the expiry of the Minimum Period, the Subscription Contract will continue to apply until terminated and/or replaced with a new Subscription Contract for a Minimum Period.

3. Coverage, Maintenance and Services

- (a) Quality Level. We will use our best endeavours to provide quality Services in accordance with the Defining Quality of Electronic Communications Service Order 2005 as amended or replaced from time to time by the Commissioner. However, due to the nature of the telecommunications, it is impossible to provide Services seamlessly and the quality and coverage of the Services is partly dependent on your Equipment, partly from the Network and partly from other providers and other telecommunications networks which connects with or to which the Network is connected.
- (b) Coverage and Services can be adversely affected by radio interference, atmospheric conditions, geographic factors, network congestion, maintenance, outages on other networks and provider sites or other operational or technical difficulties which means that you may not receive some or all of the Services in certain areas or at certain times. Data connection speeds are subject to various factors including network coverage, terminal Equipment capabilities and signal strength and therefore we cannot guarantee that your connection will reach any specific speeds.
- (c) You agree to follow the instructions about the Services and ensure that everyone who uses your SIM Card also meets your responsibilities under the Subscription Contract. You agree that you are fully responsible if anyone else, authorized by you or not, uses or misuses your SIM Card or the Services.
- (d) You agree not to use the SIM Card or Services for any abusive, illegal or fraudulent purpose.
- (e) We may prevent you from using the SIM Card immediately, if we believe it could cause any interference, that you have used it to send spam to other users or that you are sending excessive number of written or other messages, or if they are not approved for use in connection with the Services.
- (f) Using or agreeing to use the Services does not give any rights to you in any part of the Services.
- (g) If your SIM Card is stolen or you lose it, you must report this to us immediately via MyGoMo, so that we may prevent further use. You will be responsible for all calls made or Services accessed via your SIM Card until we have been notified of its loss or theft. If you want to continue using the Services, you can obtain a new SIM Card from GoMo. We may charge you a replacement fee. You must continue to pay your monthly Charges even if your SIM Card has been stolen or lost. If you want to terminate the Services, you must follow the termination procedure set out in paragraph 15. The Subscription Contract will remain in force until it is terminated in accordance with the provisions of paragraph 15.
- (h) We are required to take all necessary technical and administrative measures to ensure the security of the Networks and Services, at a level commensurate with the level of risk in accordance to the provisions of the Law. If there is a risk of a network security breach, we will inform you of this risk and of any possible deterrence, including the cost involved that you will be required to pay in case the risk is caused due to your fault.
 - (i) In order to avoid congestion in the Network and protect the quality of the Services to our subscribers, we implement a Fair Usage Policy for our plans, programs, Services and offers relating to unrestricted use and/or in any other circumstances deemed necessary. Unrestricted usage is mainly for voice calls, video calls, SMS, MMS, data transfer, and Internet usage through the Network. Such unlimited usage is offered for legitimate, private, personal use of the relevant Service and/or offer for use in devices which can use all Subscription Plan benefits (voice, SMS and data). Under no circumstances do we permit the unlimited usage for profit purposes or the resale of the Service and its use for commercial purposes such as sending bulk messages to you lists of databases instead

of using the Bulk SMS Service. In the situation where you use the Service for profit, reselling or for other purposes prohibited under this term, we reserve the right, after informing you, to issue additional charges and/or transfer your subscription to another program and/or terminate and/or exclude you from the Service/offer and/or the Network, temporarily or indefinitely, without further notice. In addition, the use of unlimited voice and/or messaging and/or data and/or the use of the Internet can only be done through a simple telephone device.

Any use of a PBX or any other line connected to a computer for making a large number of voice and video calls and/or sending large volumes of messages (SMS, MMS) and/or data is prohibited. Unlimited usage does not include calling and sending SMS and/or MMS abroad, calls and SMS and/or MMS to short Service codes as well as calls, SMS and MMS that are made during roaming. The consumption of unlimited voice and/or video calls and/or messages and/or data and/or the use of the Internet is valid for your billing period.

4. Charges & Payment

- (a) All Charges are available to you on our website www.gomo.cy. We will provide a monthly statement of the monthly fee due. The monthly account statement and the analytical account statement is available electronically via MyGoMo (charges apply as per the price list on our website). You must pay the total amount of your account statement by the date indicated on that statement. We may later charge for some Roaming Services depending on when such charges reach other electronic communications providers and providers in general. We may charge you interest on amounts not paid on their due date equal to the Default Rate and charge you with any reasonable costs (including legal costs) incurred by us from collecting money owed by you to us or exercising any of our legal rights.
- (b) We may use any credit balance on any of your accounts or use any money we owe to you to cover the due Charges, either on your instruction or by giving prior notice to you. Subject to these rights, we will refund any unused credit at the end of the Subscription Contract.
- (c) We may, in exercising our discretion, set credit limits for your use of the Services. You must comply with any credit limits we set from time to time. We may restrict your use of the Services without further notice to you, if you exceed the credit limits we set. However, you will continue to be responsible for all Charges that will arise and exceed any credit limit in force. We will inform you accordingly of any credit limits and/or Charges, while equivalent information is available to you at our website www.gomo.cy.
- (d) You are responsible for the use made by the SIM Card(s) issued to you until we deactivate the SIM Card(s). Removing the SIM Card from your Equipment does not deactivate the SIM Card.
- (e) In the event that we issue more than one SIM Card to you, all the numbers corresponding to such SIM Cards will be included within a single account and therefore all Charges that relate to each of these numbers will be charged with a unique invoice. In case any Charges which relates to any of your mobile numbers are not settled by the due date, all Services will be Barred until you fully settle all of your SIM Card(s) account.

5. Subscription Plan/s

- (a) For Charges (including call charges) please visit our website at www.gomo.cy. We reserve the right to adjust call charges periodically by notifying our subscribers accordingly. There might be minimum call charges as detailed in Plan Guides on our website www.gomo.cy. If you make a voice-messaging, fax/data Services and calls to universal access numbers, premium numbers, short and special numbers, you will be charged the rate as published by the Service provider of that number, plus your normal airtime rate. Roaming charges are charged when you use the SIM while abroad, except within the European Union, when connected to a foreign network, including incoming calls or specifically mentioned. Access to the voice mail menu, calls to universal access numbers, telephone numbers, short and special numbers are governed by different charging principles. You may visit our website www.gomo.cy to obtain billing information.
- (b) The inclusive minutes, text allowances, MB for use of data and any other entitlement in any Subscription Plan are subject to plan guides and other terms and conditions hence available to our website www.gomo.cy. Roaming usage, international calls and SMS are not included in the inclusive entitlements of Subscription Plans except roaming in the European Union unless specifically mentioned. You are responsible for checking charges that apply in roaming usage or international usage.
- (c) If you request an additional Service it is up to you to check what, if any, special terms and conditions there may be for this

additional Service. You may visit our website at www.gomo.cy for [relevant information](#).

- (d) Roaming charges apply when you are using your SIM Card while abroad, except while in the European Union, connected to any foreign network, including charges for incoming or outgoing calls, SMS, data or any other communication or information. Roaming charges can be found at www.gomo.cy. Special free call numbers may be charged for by external carriers. You agree that all charges incurred while roaming will be charged to your monthly statement. You agree to pay all charges in full when they are due. There may be delays in receiving notice from external carriers of charges to be billed to you. This does not affect our right to charge you or receive payment from you. Promotional offers will not apply to you while you are roaming. If you are in doubt you can visit our website for more information and/or contact us via MyGoMo before you leave Cyprus.
- (e) You acknowledge that Service outside of Cyprus is provided by external carriers and is subject to those carriers' terms and conditions. You agree that we will not be responsible for the way in which any external carrier provides or fails to provide any Service (including disconnection, lack of coverage, or the performance of that carrier's network).

6. Access to your account information

You are obliged to inform us of any changes regarding your personal information which was originally provided to us in your Subscription Contract.

7. Credit references and provision of related Services

- (a) When you ask for additional Services, we may ask from you additional recommendations for your credit ability and/ or a guarantee for that Service and may additionally impose a credit limit. Roaming, international calls/SMS and premium Services might be subject to credit limits.
- (b) We may decline your application (and/or any request for additional Services) or provide a restricted Service at our discretion:
 - (i) in case we consider that you have a history of inconsistency in the settlement of your accounts, or
 - (ii) in the event that you have not paid your overdue amounts to Epic Ltd, or
 - (iii) for any other reasonable cause, which we will explain in due detail to you.

8. SIM Card and Personal Identification Number (PIN)

For your Protection, you must protect the SIM Card with your own Personal Identification Number (PIN) that is confidential to you. You must not disclose or keep a record of your Personal Identification Number (PIN) on or near the SIM Card or your Equipment.

9. Equipment and Additional Services

- (a) If your Equipment does not support all of the Services offered by us, we are not under any obligation to take any action so that you can access any such Services.
- (b) We do not make any warranty as to the accuracy, completeness or currency of any content or material which you may access or have provided to you, using our Services and we accept no responsibility or liability for the quality or nature of Services provided by a third party.
- (c) Content or material which you may access or has been provided to you, using the Services, is for your use only. You may not forward such content or material to any third party or interfere with it in any way.
- (d) You agree that you are responsible for ensuring that you have the right to send all data and information that you send when using the Services. You acknowledge that we may alter any data or information that you send when using the Services in order to enable delivery of that data or information to the recipient.

10. Mobile numbers and number transfer

- (a) Mobile numbers allocated to you by us are not your property.
- (b) We may be required by Law, under contracts with other network operators or for other reasons to change your SIM number(s). We will do our best to complete any change required. We will not be liable for any costs which you, or anyone else, may incur as a result of such change.
- (c) If your connection to the Services, disconnects by you or by us, we may allocate your SIM number to another customer.
- (d) Transferring your mobile number from another Cyprus network will follow the procedure provided for in the Law, Regulations and the Commissioner's Orders.

11. Data protection

- (a) We may process, use or disclose your personal data, pursuant to

Regulation (EU) No. 2016/679 on the protection of natural persons regarding the processing of personal data and on the free movement of such data. Such data, may include amongst other, your name, surname, email, address, your debit or credit card details, bank details and other payment information as well as your billing records.

- (b) Generally, we, may collect your Personal Data when you:
- (i) register as a subscriber,
 - (ii) enter any promotions, competitions or prize draws through one of our Services,
 - (iii) make changes to, or close your account,
 - (iv) buy services or products from us.
- (c) Your Personal Data shall be strictly processed, used or disclosed solely for the purposes of:
- (i) fulfilling our obligations and providing you the Services required under the Subscription Contract,
 - (ii) subscriber billing and interconnection payments,
 - (iii) managing your account and helping you to manage your account,
 - (iv) getting in touch with you (e.g. if we need to tell you about any problems with a service),
 - (v) recovering any money you might owe us,
 - (vi) complying with any legal and/or regulatory obligation to which we, as the Controller, are subject to,
 - (vii) maintaining our client relationship management systems,
 - (viii) client support,
 - (ix) checking your creditworthiness, credibility and payment integrity so we can assess and decide on whether we can give you (and members of your household) credit,
 - (x) resolving client complaints and handling requests and enquiries,
 - (xi) initiating or participating in litigation procedures,
 - (xii) performing customer satisfaction surveys,
 - (xiii) conducting investigations relating to disputes, billing, suspected illegal activities or fraud,
 - (xiv) processing of payment instructions, direct debit facilities and/or credit facilities requested by you,
 - (xv) analysing your use of the products and/or Services to help us improve, review, develop and efficiently manage the products and/or Services offered to you,
 - (xvi) managing the Network,
 - (xvii) helping you issue an insurance coverage for your device,
 - (xviii) your personal information may be shared with other network operators, so you can make and receive calls, so we may transfer numbers from one network to another and to monitor or investigate fraud. We may also need to give your personal details to emergency services.
- (d) For the purposes listed in paragraph 11(c) above, your Personal Data may also be disclosed to the following recipients:
- (i) our agents, partners and suppliers, enabling it to provide you with the products and services that you have requested timely and efficiently (e.g. Othisi S.A., ACS Air Courier Services (Cyprus) Ltd, Check Point Software Technologies Ltd);
 - (ii) other network operators (e.g. BICS);
 - (iii) consulting, technical and support service providers (e.g. Ericsson AB, GCC Computers Ltd, Huawei Technologies (Cyprus) co. Ltd, A.S. Print Xpress Ltd, Nedeco Electronics Ltd);
 - (iv) commercial and credit information providers (e.g. Infocredit Group Ltd);
 - (v) companies providing credit risk management, debt recovery and call center services (e.g. Infocredit Group Ltd);
 - (vi) companies for the storing, managing and protecting of information as well as cloud storage companies (e.g. Iron Mountain Inc.);
 - (vii) banking institutions and card payment processing companies (e.g. JCC Payment Systems Ltd);
 - (viii) insurance companies;
 - (ix) our external legal advisors;
 - (x) our accountants;
 - (xi) any court, supervisory, or public authority as required by law;
 - (xii) an acquiring entity, in connection with a corporate re-organization, merger or amalgamation, or a sale of all or a substantial portion of our assets provided that the Personal Data disclosed continues to be processed only for the purposes permitted by our Privacy Statement / Policy which is set out in our website (www.gomo.cy) and according to applicable legislation, by the entity acquiring the data;
 - (xiii) people or entities to which you have instructed us to disclose your Personal Data.
 - (xiv) For any changes and/or additions to the list of recipients,

please visit our website www.gomo.cy, from time to time, for the appropriate updates.

- (e) How do we transfer information about you?

Transfers within our group.

Information about you may be transferred and/or disclosed to affiliated, parent or subsidiary entities for any of the purposes listed in paragraph 11(c) above. As a result, your information may be transferred and stored outside Cyprus. This includes countries outside the European Economic Area (EEA) and countries that don't have laws considered to provide adequate protection for personal information. Such transfers shall apply provided that the appropriate standard data protection clauses have been agreed between Epic Ltd and other organisations or third-party providers, as adopted by the European Commission or other safeguards meeting the requirement of the European General Data Protection Regulation for transfers of personal data outside the EEA.

- (f) How long we keep your Personal Data?

For as long as it is required for a relevant purpose described in the Subscription Contract and our Privacy Notice. We may retain it for longer, if that's required or permitted by applicable law or regulation.

- (g) Your rights:

- (i) You may request from us a copy of your information,
- (ii) Request us to correct, update or delete your information,
- (iii) You have the right to lodge a complaint with the supervisory authority if you think that any of your personal data rights have been infringed by us. (commissioner@dataprotection.gov.cy),
- (iv) The right to request that we restrict the processing of your Personal Data in certain circumstances. However, there may be circumstances where you ask us to restrict the processing of your information, but we are legally entitled to refuse that request. Please note that if your Personal Data has been provided to us by a third party, you should contact that organisation or individual to make such queries and/or complaints.

For any further information on how we use your Personal Data, you may contact our DPO by email at dpo@epic.com.cy

12. Directory assistance and listing

We may include your personal information in any telephone or similar directory or directory enquiry Service provided or operated by us, or by a third party, subject to any objection or preference you may have indicated to us. If you indicate that you wish to be listed in the Cyprus Directory Information Database and/or for directory assistance, your name(s), telephone number(s) and address details will be given to the universal Service provider for listing. If you are listed, you may request the amendment of your listed data at any time.

13. Limitations of Liability

- (a) We have no liability other than the duty to exercise the reasonable skill and care of a competent telecommunications Service provider or retailer. We do not accept liability for indirect or consequential loss, such as loss of profits, business, costs, expenses or any other form of economic loss.
- (b) We will not be liable for any delay or failure of the Services or for any loss or damage from such delay or failure to the extent that it was caused, in whole or in part, by an act of God, war, terrorism, civil disobedience, riots, strike, industrial stoppage or unrest, fire, volcanic eruption, earthquake, shortage of suitable labour, materials, Equipment or energy or any other event beyond our reasonable control.
- (c) Except as expressly set forth in the Subscription Contract, all conditions, warranties and representations implied by statute, common law or otherwise in relation to provision of the Services are hereby excluded to the fullest extent permitted by law.
- (d) You agree to keep us protected against any legal action taken against us and to meet any losses we may incur as a result of such use of the Services in breach of the terms of the Subscription Contract and/or illegal or unlawful use of the Services and/or use which breaches the rights of third parties.

14. Transferring Responsibilities

- (a) We may assign (i) the whole of the Subscription Contract to a person duly authorised to provide Services and/or (ii) the right to receive any due amounts to any credit institution and/or third party. In the case of (i) above, you, after being informed of the assignment, are entitled within 30 days to terminate the Subscription Contract, without having to pay the administrative costs for the suspension and/or termination of the Subscription

Contract.

- (b) Your interests in the Subscription Contract are personal to you and you may not transfer or on-sell the Subscription Contract or any benefit or obligation under it to another person. If you are a company and your effective management or control is changed in any way, we may treat this as a transfer of the Subscription Contract entitling us to end it.
- (c) You must pay any costs in respect of recording any transfer to which we consent (including our costs in checking the creditworthiness of the transferee). Our normal credit criteria will apply to any proposed transferee.
- (d) We retain the right to alter Services and/or terms and conditions for the proposed transferee.

15. Ending or Suspending the Subscription Contract

- (a) The Subscription Contract may be ended either by you or us by giving at least one calendar months' notice. Your connection to the Network or the particular Service will be terminated within one calendar month after receiving your notice and this shall be the time of disconnection.
- (b) If you request us to terminate your connection to the Services, you must settle towards us in respect to each connection you have:
 - i. the entire subscription fee of the current month in which you terminate the Subscription Contract regardless of the termination date,
 - ii. the administrative cost for the suspension and/or termination of the Subscription Contract which is published on our website, at: www.gomo.cy
 - iii. if the Subscription Contract terminates during the Minimum Period any amount you received under any offer and/or Service (if applicable),
 - iv. all generated Charges up to the disconnection time, and
 - v. all outstanding Charges and other amounts payable by you for the Services, including any roaming charges imposed by overseas providers, regardless of when we take notice of them.
- (c) We can immediately suspend, Bar or restrict your use of any or all of the Services or disconnect your connection or terminate the Contract at our discretion if:
 - you do not pay your bill(s) by the due date or fail to pay any charges when they are due;
 - you exceed any credit limit in place or your usage of the Services is unusual or excessive;
 - you, are the subject of (or are likely to become the subject of) a bankruptcy order, or you become insolvent, or make any arrangements with or for the benefit of creditors, or if you, are a company and go into either voluntary or compulsory liquidation or a receiver is appointed over your assets;
 - you do not keep to the terms and conditions in the Subscription Contract;
 - we have reasonable cause to believe that the Service is being used in a way forbidden by the Subscription Contract even if you do not know that the Service is being used in such a way;
 - you tamper with or modify any SIM Card other than in accordance with instructions given to you by us;
 - we suspect you of using the Services for any illegal or fraudulent activity; or
 - any licenses required to operate the Network is ended or suspended or any interconnection agreement with any other provider expires or terminates.

All charges for any Services will be payable by you in accordance with the Subscription Contract. If we suspend your use of the Services, we will try to contact you before doing so. We do not need to suspend Services before disconnecting your connection. Where we suspend, Bar, Redirect or restrict the Services all Charges will continue to apply.
- (d) If we amend or replace the terms and conditions of the Subscription Contract, we will provide you with one (1) months' notice and the right to terminate the Subscription Contract, without any penalties, if you do not accept the amended or replaced terms and conditions.

16. Rights and responsibilities that continue

Ending the Subscription Contract does not affect any of the rights or responsibilities which are intended to continue or to come into existence after the Subscription Contract ends including (without limitation) any obligation you may have to:

- (a) pay any outstanding charges and/or any other amount owed to us in accordance with paragraphs 15(b)(i)-15(b)(v);
- (b) pay any early termination charges.

17. Notices and Variations of Charges, Terms and Subscription Plans

- (a) We will send you notices and other documentation to the last known address or email address you have given to us. We may elect to send you a text message or leave a message on your voicemail directing you to contact us via MyGoMo or to visit our website for details.
- (b) We reserve the right to increase/decrease or remove any of our charges and/or benefits from time to time and/or introduce new charges from time to time for reasons such as compliance with National or European legislation, changes to the way we operate, increase in our costs, adherence to the principle of cost orientation or the introduction of new commercial proposals or due to capital investments in new technologies. If we increase our charges or introduce new charges, we will give you 1 (one) month's prior notice. You have the right to terminate the contract without any penalty if you do not accept the amendment.
- (c) We reserve the right to remove or change any Subscription Plans we may have offered from time to time and either replace them with new Subscription Plans or move you on to the most similar or suitable Subscription Plan then on offer to our customers. If we remove or change a Subscription Plan that affects you, we will give you one month's notice. You have the right to terminate the contract without any penalty if you do not accept the amendment.
- (d) We may amend or replace these terms and conditions from time to time whether upon the direction of the Commissioner or otherwise in the event of a change affecting or reasonably expected to affect the commercial or technical basis of the offering of the Services. The amended or replaced terms and conditions will then apply to the Services after we give you 1 (one) months' notice. We will inform you about this by sending you the amended or replaced terms and conditions along with your monthly statement. You will have the right to terminate the Subscription Contract, without any penalties, if you do not accept the amended or replaced terms and conditions. If you are in any doubt as to the current terms and conditions that apply to the Services, please visit our website www.gomo.cy. The current terms and conditions are available at all times for free at www.gomo.cy.

18. Administration charges

Where you require us to provide you with technical support, or administration Services (including, as applicable, dealing with accounts we consider to be dormant, dealing with unused credit balances, Service suspension, call barring, call redirection, supply of duplicate invoices or bank charges and/or any other relevant Services), we may charge you for the costs we incur in carrying out these Services, in accordance to the charges table which is found on our website at: www.gomo.cy. If you require prior notification of our current charges, you may visit our website www.gomo.cy.

19. Our Agents

- (a) We may appoint an Agent to provide billing services (including credit checking and control) and customer support services.
- (b) Invoices issued by our Agent will be binding on you and payment of those invoices in full to our Agent will be a valid discharge of your liability to pay those invoices under the Subscription Contract.

20. Cyprus Law and disputes

The Subscription Contract is governed by the Laws of Cyprus and you submit yourself to the jurisdiction of the Cyprus courts and to the Commissioner of Electronic Communications and Postal Regulation.

21. Waiver

If we neglect or delay to exercise any right or power in accordance with the present Subscription Contract, this will not be a waiver of the said right or power. Any neglect or delay will not stop us from exercising the said right or power in the future.

22. Severability

If one or more of the provisions included in the Subscription Contract are invalid, illegal or non-executable in any way, the validity, legitimacy and executability of the remaining provisions included in the Subscription Contract will not be affected in any way and the present Subscription Contract will be read as if the invalid or illegal or non-executable provision or part of it was not part of the Subscription Contract.

23. Complaints

If you have any complaints about us, you must report the complaint initially to us by post, via our website (www.gomo.cy) or via MyGoMo and if not satisfied, you may address the Commissioner. For more details, you may visit the Commissioner's website at <https://ocecpr.ee.cy/>.

GoMo is a trading name of Epic Ltd with trade name registration number EE59153. Epic Ltd is a limited liability company duly registered in accordance with the Laws of the Republic of Cyprus under the Registry number HE141156 and has its registered office at 16 Kyriakos Matsis Avenue, Eagle House, Ayioi Omoloyites, 1082 Nicosia and its head office at 87 Kennedy Avenue, 1077 Nicosia, Cyprus. The number Registry Licensing OCECPR is 31/2003.