

Offered Service: Mobile		
		Contact details for support/complaints: 87 Kennedy Avenue, 1077 Nicosia, Cyprus admin@gomo.cy Tel No.: 94 628212
CONTRACT SUMMARY		
The Contract Summary provides the main elements of the service offer, as required by EU Law ¹ . It helps to make a comparison between service offers. Complete information about the offered service can be found in other documents.		
1. Service (and Equipment where applicable):	GoMo	Unlimited minutes and SMS to national networks. Unlimited data (Fair use limit of 100GB applies, consumption continues at a speed lower than the maximum without additional charges. See more at gomo.cy). A fair usage policy applies for roaming within the EU, with a 14GB limit. Access to 5G network is subject to the subscriber's device and the network coverage. €10 credit limit applies for out of bundle usage.
Access speeds:	<i>Not applicable</i>	
1.a) Equipment:	-	
2. Price (€):		<i>Information for other charges at www.gomo.cy</i>
Nominal per month:	€ 7.99	
Activation Fee:	€ 9.99	
3. Duration of contract (months):	4. Renewal (main conditions):	5. Termination (fees):
Until it's terminated. Minimum period one (1) month.		With termination notice. The termination is in effect on the last day of the month in which the notice is given.
6. Features for end-users with disabilities:		
7. Other relevant information:		
7.1. Payment, delivery and execution (a) Payment is made monthly by automatic payment via credit or debit card. (b) Delivery of services is made when the services are activated (usually within 7 days from the date of the contract).		
7.2. Right of Withdrawal / Returns - Change of Products <u>Your right of withdrawal:</u> You have the right to withdraw from the contract within a period of 14 calendar days from the day the activation of the service has occurred, without giving any reason and without any charges, except of the fees that are related to the activation of the service, and charges that are related to the use of the service until the date of withdrawal. <u>Exercising your right of withdrawal:</u> In order to exercise your right of withdrawal you must inform us of your decision to withdraw from the contract by an unequivocal statement through a letter or by using the model withdrawal form below, and send it by post (at 87 Kennedy Avenue, 1077 Nicosia), or by email (at the following address: admin@gomo.cy), or by uploading it at MyGoMo, our selfcare portal, always keeping proof of postage. In case of withdrawal from the contract, we shall reimburse to you all payments we received from you (except any charges related to the use of the service, and the fee for the activation of the service, for which you are still responsible), using the same means of payment as you used for the initial transaction, unless expressly agreed otherwise. <u>Portability:</u> If you wish to exercise your right of withdrawal and transfer your number to another provider you will have to submit a portability application to the said provider up to one month after the termination of your contract. We bear no responsibility in case your existing mobile service number is lost.		
¹ Article 102(3) of Directive (EU) 2018 (1972). For completing the Contract Summary form, refer to Implementing Regulation EU 2019/2243, Part B.		
Complaints: For any complaints, please contact us first and in case it is not resolved then you can contact the Communications Commissioner (http://www.ocepr.ee.cy/) or the Electronic Dispute Resolution platform (http://ec.europa.eu/odr).		
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Model withdrawal form

(complete and return this form only if you wish to withdraw from the contract)

To: GoMo - Care of GoMo Administrator

Address: 87 Kennedy Avenue, 1077, Nicosia

Fax No: 96969375

Email: admin@gomo.cy

— I/We (*) hereby give notice that I/We (*) withdraw from my/our (*) Contract for the provision of the following service

— Ordered on..... (*)/received on (*),

— Name of consumer(s):

— Address of consumer(s):

— Signature of consumer(s) (only if this form is notified on paper):

— Date:

(*) Delete as appropriate

Please tick the box ("X") below, if applicable (in case you will send a letter, please use the following wording, if applicable):

I / We have filled in and submitted a portability form to another provider, which must be processed, before you terminate the contract.