

FREQUENTLY ASKED QUESTIONS FOR THE EXTRA PACKAGES

1. What do the Extra packages offer and in which tariff plans are they available?

On the table below, you can view all the information regarding the Extra packages.

PACKAGE	EMBEDDED USE	AVAILABLE TO THE PLANS	CHARGE	VALIDITY PERIOD	FREE ACTIVATION COMMAND TO 1256
EXTRA 150 MINUTES	150 MINUTES TO ALL	<ul style="list-style-type: none"> • COSMOTE Mobile S,M,L,XL,Gold,Platinum • COSMOTE 1500 • COSMOTE Mobile PLUS • COSMOTE 20-100 & COSMOTE Platinum • COSMOTE UNLIMITED • COSMOTE Mobile To All • COSMOTE ECONOMY • COSMOTE UNLIMITED PAL (COSMOTE UNLIMITED 15 PAL is excluded) • COSMOTE UNLIMITED with Internet PAL • COSMOTE UNLIMITED PALAIA • COSMOTE UNLIMITED 35P & 45P • Free talktime rateplans COSMOTE 60 to 1000 and COSMOTE 60 PRIVILEGED, 120 PRIVILEGED, 180 PRIVILEGED, 240 PRIVILEGED, 360 PRIVILEGED, 480 PRIVILEGED, 600 PRIVILEGED, 1000 PRIVILEGED and COSMOTE 240 	5€	10 DAYS	150L
EXTRA 150 SMS	150 SMS TO ALL	<ul style="list-style-type: none"> • COSMOTE Mobile S,M,L,XL,Gold,Platinum • COSMOTE 1500 • COSMOTE Mobile PLUS • COSMOTE 20-100 & COSMOTE Platinum • COSMOTE UNLIMITED(COSMOTE UNLIMITED 50 is excluded) • COSMOTE Mobile To All • COSMOTE UNLIMITED PAL • COSMOTE UNLIMITED with Internet PAL • COSMOTE UNLIMITED PALAIA • COSMOTE UNLIMITED 35P & 45P 	5€	10 DAYS	150S
EXTRA 300 MB*	300 MB	<p>Voice tariff plans with embedded MBs from Series below:</p> <ul style="list-style-type: none"> • COSMOTE Mobile S,M,L,XL,Gold,Platinum • COSMOTE 1500 • COSMOTE Mobile PLUS • COSMOTE Tariffs • COSMOTE UNLIMITED • COSMOTE Mobile To All • COSMOTE UNLIMITED PAL • COSMOTE UNLIMITED with Internet PAL <p>And Mobile Internet tariff plans from Series:</p> <ul style="list-style-type: none"> • COSMOTE Mobile Internet Any Way PAL • COSMOTE Mobile Internet • COSMOTE Mobile Internet PAL 	5€	30 DAYS	300MB
EXTRA 1GB	1 GB	<p>Voice tariff plans with embedded MBs from Series below with monthly fee bigger than 30€:</p> <ul style="list-style-type: none"> • COSMOTE Mobile M,L,XL,Gold,Platinum • COSMOTE 1500 • COSMOTE Mobile PLUS 	10€	30 DAYS	1GB

		<ul style="list-style-type: none"> • COSMOTE Tariffs • COSMOTE UNLIMITED • COSMOTE Mobile To All • COSMOTE UNLIMITED PAL • COSMOTE UNLIMITED with Internet PAL <p>And Mobile Internet tariff plans from Series:</p> <ul style="list-style-type: none"> • COSMOTE Mobile Internet Any Way PAL • COSMOTE Mobile Internet • COSMOTE Mobile Internet PAL • 			

*EXTRA 150MB & 300MB packages are also available for tariff plans with free talk time, that have also active a data add-on service

2. In how many days may I consume them?

Within **10 days** after the date of their purchase for EXTRA 150 MINUTES & EXTRA 150 SMS packages and **30 days** after the date of their purchase for EXTRA MB packages. For example, if you activate a package (Minutes or SMS) on the 10th of the month it will be automatically deactivated on the 20th of the same month at 23:59:59.

3. How can I activate the packages?

You can activate the Extra packages by sending the respective activation command (view the above table), for free to 1256. Extra MB packages can also be activated through COSMOTE MyInternet service.

4. Are these packages renewed at a monthly basis?

The specific packages are valid only for 10 or 30 days after the date of their purchase.

5. Can I purchase the packages only when the Cost Control service suggests them via the SMS or can I purchase them any time?

You can purchase the Extra packages at any time.

6. Can I simultaneously activate Extra packages for a different use?

Yes, you may activate packages for a different use (minutes, SMS, MB) provided that they refer to the corresponding embedded use with your plan.

7. If I have the COSMOTE Mobile Internet data plan will I be able to share the Extra MB package with the voice plan with which it is combined?

Yes you can. In general, when activating an EXTRA MB pack from any of the connections of a data sharing scheme, the given MBs can be consumed from all the participating connections (e.g. voice plan, Mobile Internet plan, Mobile Internet Extra SIM).

8. How many Extra MB packs can I simultaneously have active, in a data sharing scheme?

You can have up to 3 Extra MB packs simultaneously active in a data sharing scheme. One activated from Voice plan, one activated from Mobile Internet plan and one activated from one of the Mobile Internet Extra SIMs in the scheme. All EXTRA MB packs can be consumed from all the connections in the data sharing scheme with the following priority: first the one bought from voice plan, then the one bought from Mobile Internet plan and last the pack bought from Mobile Internet Extra SIM.

9. Will I be receiving informative SMS for the consumption of the Extra package?

Yes, you will receive an informative SMS for the full consumption of Extra packages, via Cost control service.

You can at any time use the Free Units service, sending the free message 1 to 1256 and get informed on the remaining available use of your Extra package.

Only for MB packages, you can activate COSMOTE MyInternet service in order to be informed of the remaining available use of your Extra packages from the web page of the

service (<http://myinternet.cosmote.gr>) and also receive SMS alerts for the 80% and 100% consumption of Extra MB packages.

10. The Extra packages will be consumed only after the free embedded use of my plan is used up?

The embedded free minutes, SMS and MB of the Extra packages are consumed first in priority order and then the free embedded use of the plans or any additional packages.

11. May I use an Extra package while I am abroad?

Since 15/06/2017, the Extra packages can be consumed while roaming in the countries of E.U., Island, Liechtenstein and Norway.