

Frequently Asked Questions for COSMOTE Roaming Data Limit service

Are existing COSMOTE Roaming Data Limit subscribers affected?

COSMOTE Roaming Data Limit existing subscribers will automatically get the chance to experience the new, updated service COSMOTE Roaming Data Limit:

- Additional SMS notifications at 40% limit consumption on top of the existing 80% and 100% notifications.
- SMS notifications including the option to expand their current limit.
- Service deactivation is prohibited in order to ensure constant cost control.

Are subscribers with COSMOTE Roaming Data Limit deactivated service affected?

These subscribers are not affected. In order to have cost control of their bill, they must request activation of COSMOTE Roaming Data Limit service, via SMS to 1256, writing the desired usage limit as text, or by calling the Customer Service Fixed & Mobile OTE Group of companies, at +306971013888 for Residential Customers and at +306971013818 for Business Customers.

What changes for new subscribers?

COSMOTE Roaming Data Limit with usage limit set at 62€ is still automatically activated, for all new subscribers. These subscribers will get the chance to automatically experience the new, updated COSMOTE Roaming Data Limit service.

Why do you provide options for very high data usage limits?

COSMOTE Roaming Data Limit offers absolute cost control to roamers all over the world.

Examples include:

- Subscribers without active COSMOTE Travel Pass service.
- Increased data needs
- Roaming in high cost countries, where other roaming services are not available.

In all cases subscribers are fully protected as

- Are able to select the appropriate data limit
- Receive SMS notifications at 40% and 80% of the limit consumption.
- Temporary barred at 100% limit consumption.

What happens if a subscriber with increased needs for data usage requires greater usage limit?

The following charges are included in COSMOTE Roaming Data Limit:

- Pay as you Go data charges, in EU & non EU.
- Roaming surcharge in EU, according to EU regulation.
- Above bundle Pay as you go charges of Travel Pass subscribers when the available national data bundle has been consumed.

Excluded charges:

- COSMOTE Travel Pass Daily Fess.
- All additionally purchased bundles, while roaming - upon request.
 - Travel & Surf Passes.
 - Extra (national) bundles. (unless in above bundle)

Which charges are added to the new service COSMOTE Roaming Data Limit?

Data charges estimated according to volume charge are added to the new service COSMOTE Roaming Data Limit (basic roaming charges for data usage, additional roaming charges according to the European Regulation and charges of the service COSMOTE Travel Pass, for data consumed after the consumption of the free data of the Plan). Charges of additional services are not added (f.i. charge of Travel and Surf daily pass).

What happens if the mobile connection is transferred?

For optimal protection of the new user, COSMOTE Roaming Data Limit will be reset to the Default data usage limit of 62€. The new user can change the data usage limit at any time and adjust it to his needs.

How can a Subscriber change the data usage limit?

A subscriber can change the usage limit by sending an SMS to 1256 (writing the desired usage limit as text) or by calling the COSMOTE Customer Service Fixed & Mobile OTE group of Companies at +306971013888 for Residential Customers and at +306971013818 for Business Customers.