

### Discount for Pensioners

**1. What is the COSMOTE offer for pensioners?**

COSMOTE offers a 10% discount on the monthly subscription fee for all new and existing subscribers who are pensioners aged 65 and over.

This offer applies to all commercially and non-commercially available contract plans for residential customers, except for the plans listed below.

**2. I am a new subscriber and a pensioner aged 65 or older. How can I get the offer?**

You can visit any COSMOTE shop with your ID card and the required proof of pensioner status (see question 4).

**3. I am an existing subscriber and a pensioner aged 65 or older. How can I activate the offer?**

You can call **13888** (COSMOTE Customer Service) or visit a COSMOTE shop. The process is simple and quick, and the discount will be applied once your personal information is verified and the required documents are checked.

**4. What documents do I need to provide?**

If you are a pensioner, you need to provide one of the following:

- A certificate from your pension fund confirming your retirement status,
- Any pension-related document, such as a pension payment slip or statement (monthly, quarterly, annual, etc.),
- An official document showing your pension fund, your name, and confirmation of your retirement status (photocopies are also accepted),
- A tax clearance form listing you as a pensioner, or the first page of your insurance booklet stating your retirement.

Please note that the offer is only available to pensioners aged 65 and over.

**5. I am a pensioner over 65 and want to activate a new connection, but I don't have the required documents. What can I do?**

To complete your new connection and activate the offer, you must provide the required documents at the COSMOTE shop.

**6. Can I combine the offer with a discount instead of a subsidy?**

Yes, the offer is compatible.

**7. I have activated the offer. When will I see the discount on my bill?**

The discount will appear on your next bill after the offer is activated.

**8. If I have multiple connections or a family package, can I activate the discount on all lines?**

No, the offer can only be activated on one connection under your name.

**9. Which plans are compatible with the discount?**

The discount can be activated on all commercially and non-commercially available mobile contract plans for individuals, except the following:

- ΚαρτοΣυμβόλαιο,
  - COSMOTE Mobile 1500,
  - COSMOTE Mobile Basic,
  - COSMOTE Mobile Internet,
  - COSMOTE At Home.
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## Social Offer for Unemployed Customers

### FAQs

#### Discount for Unemployed Customers

**1. What does the COSMOTE offer for unemployed customers include?**

COSMOTE offers a **10% discount on the monthly subscription fee for 18 months** to all new and existing subscribers who are unemployed.

This offer applies to all commercially and non-commercially available contract plans for individuals, except for the plans listed below.

**2. I am a new unemployed subscriber. How can I get the offer?**

You can visit any COSMOTE shop with your ID card and proof of unemployment (see question 4).

**3. I am an existing subscriber. How can I activate the offer?**

You can call **13888** (COSMOTE Customer Service) or visit a COSMOTE shop. The staff will guide you through the process. Once your information and documents are verified, the discount will be activated. Note: For existing customers, the offer can only be activated on voice plans except COSMOTE At Home.

**4. What documents do I need to provide?**

To be eligible, you must be registered with OAED (Greek Employment Agency) and provide one of the following:

- A valid unemployment card, or
- An unemployment certificate issued through the OAED website or a KEP office.

Certificates dated up to 30 days before your application are accepted.

**5. I am unemployed but do not have the required documents. What can I do?**

You must bring the required documents to the COSMOTE shop to complete your new connection and activate the offer.

**6. Can I combine the offer with a discount instead of a subsidy?**

Yes, the offer is compatible.

**7. I have a family package under my name. Can I activate the offer?**

Yes, if you are the family package account holder, you can activate the offer.

**8. When will the discount appear on my bill?**

The discount will appear on your next bill after the offer is activated.

**9. If I have multiple connections or a family package, can I activate the discount on all lines?**

No, the offer can only be activated on one connection under your name.

**10. What happens to my monthly fee after the offer ends?**

After 18 months, the discount will expire, and you will be charged the standard rate of your plan.

**11. Which plans are compatible with the discount?**

The discount can be activated on all commercially and non-commercially available mobile contract plans for individuals, except the following:

- ΚαρτοΣυμβόλαιο,
- COSMOTE Mobile 1500,
- COSMOTE Mobile Basic,
- COSMOTE Mobile Internet
- COSMOTE At Home.