

TERMS OF USE OF COSMOTE.GR ONLINE STORE (“COSMOTE e-shop”)

1. E-SHOP OPERATION

1. An on-line store is in operation at the website “www.cosmote.gr” (hereinafter “e-shop”), created and managed by the société anonyme with the corporate name:

‘ORGANISMOS TILEPIKOINONION TIS ELLADOS A.E. (HELLENIC TELECOMMUNICATIONS ORGANISATION S.A.) trading as ‘OTE SA’ or ‘OTE’ or ‘COSMOTE’, with its headquarters in Marousi, Attica (99 Kifisias Ave., 15124), GEMI No 1037501000, TRN: 094019245, Athens Tax Office for Sociétés Anonymes, and hereinafter referred to as the “Company”, and whose contact details are telephone number 13888 for the provision of COSMOTE products and services.

2. Use of the e-shop is governed by these terms (hereinafter “Terms of Use”) and conditions, and in addition by the conditions of the website www.cosmote.gr, which users are required to read carefully and comply with on every visit and use. Use of the e-shop requires and implies unconditional acceptance of the above terms. Use of COSMOTE landline and mobile telephony services and programmes, internet, and television is governed by the General and Specific Terms that are in effect for each service/programme and which are posted on the corresponding page and prevail in any case.

3. The Terms of Use are governed by the applicable provisions of Greek Law, such as the provisions on consumer protection, e-commerce, protection of personal data, protection of intellectual and industrial property rights, and all other relevant provisions.

4. The company is entitled to amend the Terms of Use at any time without notice, but undertakes the obligation to update this text with any amendment or addition.

5. Any invalidity of a specific term shall not entail invalidity of the remaining terms. Failure by the Company to exercise its rights deriving from the Terms of Use shall not imply waiving of these rights.

2. PRODUCTS AND SERVICES PROVIDED

1. The e-shop provides:

- services and financial plans for new connections, portability requests, upgrades, conversions, or renewals of fixed and mobile telephony, internet, and television provided to the Subscriber by the Company in accordance with their respective General and Specific Terms.
- terminal equipment for the use of the above services
- mobile and fixed telephony devices, televisions, audio and video systems, etc.
- mobile telephony accessories

2. The availability of products, as displayed in the e-shop, may, for technical reasons, not correspond to the actual availability of the products, especially in periods of discounts or offers when demand and traffic are unusually high. Product offers that appear in the on-line store are always valid until stocks run out.

3. The Company makes every effort to ensure the completeness and validity of the information provided on the e-shop websites, both as regards the appearance of the essential characteristics of the products made available and the accuracy of the information regarding the services provided by its on-line shop, without prejudice to any technical or typing or other errors

that have occurred accidentally.

4. The Company makes every effort for the smooth operation of the e-shop and the best provision of services to the users, with no responsibility for any inability of the users to access it or execute individual operating orders, as the e-shop operation may be affected by user equipment, the communications networks, the large number of simultaneous users, or other causes.

3. USER REGISTRATION – USE OF CODES

1. No registration is required in order to browse and carry out transactions at the e-shop.
2. The Company, however, provides users with the option of registering with the e-shop by completing the on-line registration application, after which the procedure for ordering during subsequent user visits is simplified.
3. Registered COSMOTE users can enter the e-shop using their COSMOTE username & password.
4. For each new registration, visitors/users state that their information is accurate and true, and accept that the Company may block their registration if it finds that the true data have not been declared. Users set and submit their personal codes, namely their personal username and their personal password, following the instructions provided during the registration process.
5. If users already have active codes for the e-shop/MY COSMOTE, they can use them automatically to enter, with no new registration required.
6. If an order is purchased without registration, the user is transferred to the order entry page. Additionally, some of the services or products to be ordered may require the completion of additional mandatory fields.
7. Users are exclusively responsible for the e-mail address they declare to be personal, true, and under their full and exclusive control, with the Company bearing no liability for any visitor/user loss from third-party access to their e-mail.
8. The Company reserves the right to request visitors/users provide further documentation to confirm that they are the legal owner of the e-mail address stated by them or that they are authorised to use it by its legal owner. Where the Company ascertains that the user is not the legal owner of the e-mail address, the Company reserves the right to delete it.
9. Following the creation of the e-shop account, it can be deleted by submitting a request to COSMOTE Customer Service.
10. The Company draws users' attention to protecting personal passwords. In any case, users are responsible for every transaction and action carried out with the Personal Passwords and are obligated to notify COSMOTE promptly of any unauthorised use that may be carried out with them and of any (even potential) security breach. These data are not disclosed by COSMOTE to third parties.
11. The Company shall not be liable for any damage or loss which may arise for users from the unauthorised or illegal use of personal passwords by third parties.
12. The Company is entitled at any time to terminate the provision of these services to the user and to refuse any current or future use of the e-shop, in the event of violation of the Terms of Use.

4. ORDERING PROCEDURES

1. Orders are accepted and shipment of goods are carried out only within Greece. Listed product prices are final (VAT included).
2. The e-shop reserves the right to change prices without prior notification of the customer. In any case, users are charged the price stated at the time they place their order.
3. Each order is registered in the on-line store with a unique order number. This number is disclosed

to the user in a corresponding e-mail sent to the e-mail address they have registered. The Company informs users to note this unique Order number for their own convenience.

4. In order to ensure security and for faster user service, a maximum order quantity per product is set on a case-by-case basis, while the daily transaction volume of each user cannot exceed €1000.

5. New fixed & mobile telephony services/financial plans connections of the Company:

- For fixed telephony, fixed telephony & internet, and subscription TV services and financial plans provided by OTE, the order is registered and confirmed following a telephone call between Customer Service and the user requesting the purchase of the service/financial plan.

- For new connections under mobile and mobile internet financial plans, the order is registered upon submission of the application. COSMOTE General Terms and Conditions and/or any related Special Terms are sent via courier to the address stated by the user, along with the documentation provided for in ANNEX 2, otherwise the service cannot be activated.

6. Renewals/upgrades: Renewals and upgrades of mobile telephony, fixed telephony & internet financial plans, as well as new connections, pay TV renewals/upgrades, may also be carried out by the corresponding MY COSMOTE operation for registered users. In all other renewal or upgrade cases, the Company follows a verification procedure by sending a one-time password to the mobile phone or e-mail which is entered by users in the corresponding fields on the renewal page, for mobile renewals, while in all other cases the verification procedure provided by the respective e-shop section [Offers for you (Offers for ALL)] and telephone confirmation is followed.

7. In cases where the order is followed by confirmation, this will be done within Customer Service business hours
(Monday to Sunday, 8:00am - 22:00pm excluding official holidays), within 48 hours from when the order is sent or on another day
/time set by users. If communication for confirmation is not possible within the time period set, the order will be cancelled.

8. No changes can be made after the order has been confirmed. By way of exception, the Company will make every possible effort to comply with a user cancellation request, provided they have first contacted COSMOTE Customer Service at 13888, and provided that the order has not been registered with the systems.

9. If users order products that are not immediately available, the Company informs them by phone or e-mail, and makes every effort, if users so wish, to secure them at a later time. If users do not want the unavailable products to be delivered at a later time, they may request the cancellation of their order.

10. Delivery of the product shall be made by showing to the courier the original identity card or passport of the person requesting the order or the person receiving it on his behalf and by recording their personal data on the courier company voucher. If the signing of an Application - Contract or Solemn Declaration is required for new mobile connections, delivery shall be made to the applicant in person.

5. PAYMENT METHODS FOR GOODS (not services/financial plans)

1. Payment of the price of the ordered goods is possible – by charging any through COSMOTE Payments following the relevant order of the Owner, with the restrictions applicable by law on movement of capital – with cash on delivery to the employee of the courier company, for amounts of up to five hundred (500) euros per order

2. If paying using a credit card, users fill in the minimum required card details (type of card, number, expiry date, and last 3 digits on the back of the card CVV or CVC) in the e-shop's corresponding fields. This information will be sent to a financial institution of COSMOTE Payments' choice to check their validity and to carry out the transaction safely. In all cases of purchase using a credit card, buyers must also be the holders of the card used for the transaction.

3. Users are taken to a secure COSMOTE Payments website, linked to the Company's website, where the following information is entered:
- The Card number, the month and year of expiry and
 - The Card verification number, which is printed in the space reserved for the Holder's signature (CVV/VISA or CVC/MC).
4. The Company is prohibited from storing, electronically or in writing, data related to the Cardholder's Card verification number (CVV/VISA or CVC/MC).
5. COSMOTE Payments checks the above Card details and provides electronic notification within approximately ten (10) seconds regarding the approval or rejection of the transaction, sending at the same time the unique transaction confirmation code assigned by COSMOTE Payments. Upon approval of the transaction, users are notified with a corresponding 'success' message and, at the same time, they are sent an e-mail with their transaction details.
6. In case of a request to cancel a transaction (only applicable for a credit card transaction), before its completion by the Company, the Company shall cancel the transaction and the Cardholder's card shall not be charged. In case of purchase of a mobile telephone with a connection, the credit card is charged upon completion of the order. If the connection is not completed, the transaction shall be cancelled.
7. In the event of a Transaction Dispute request (only applicable for a credit card transactions), holders are required to submit a relevant dispute request to the Issuing Bank of their card.
8. Each payment method has the option of issuing either a retail receipt or an invoice. In the case of cash on delivery, users are not obligated to pay if they do not receive the legal documentation (Receipt - Invoice). An invoice is issued to companies and to freelancers, provided that they fill out the following information when placing their order: company name, tax identification number, tax office, and profession for self-employed persons
9. The services and financial plans ordered through the e-shop are paid for through the corresponding accounts issued by the Company.

6. DELIVERY OF PRODUCTS - DISPATCH OF CONTRACTUAL DOCUMENTS for SERVICES - FINANCIAL PLANS WITH OR WITHOUT TERMINAL EQUIPMENT

1. The only method for receiving the products purchased with the order is via courier and it is carried out at no extra charge to users for all e-shop product orders, irrespective of the purchase price.
2. COSMOTE shall dispatch the goods ordered to users, accompanied by the corresponding tax documents, while providing all the relevant information to customers in accordance with the applicable legislation. Upon receipt of the ordered goods, customers shall sign the courier company voucher. If services have been ordered (new mobile telephony, fixed line telephony, internet, TV connections), users shall sign and hand over to the courier the courier company voucher, the relevant Contract Application (if required in accordance with the Company's commercial policy), and any other forms sent by the Company, and they shall receive any accompanying terminal equipment.

3. The delivery of products and relevant contractual documents for new mobile connections shall take place within 2-10 working days from the date on which the order was placed, depending on the availability of the products. Dispatches take place on weekdays from 9:00 am to 19:00 pm and on Saturdays from 9:00 to 14:00 (Sundays and holidays excluded).

4. For services and financial plans for new fixed telephony and pay-TV connections that include delivery of equipment or installation, the delivery of the relevant contractual documents (where provided for) and any accompanying terminal equipment shall be made after contacting 13888, and everything specifically set out on a case-by-case basis in the General and/or Special Terms of the respective service shall apply.

5. In exceptional cases (e.g. for reasons of force majeure), the delivery time may be extended, provided customers have been notified beforehand and that they have stated that they want their order to be executed at a later time.

7. WITHDRAWAL

1. For the services/financial plans purchased from the e-shop, users have the right of withdrawal, under the terms and conditions set out in the provisions of Law 2251/1994, on consumer protection, namely fourteen (14) calendar days:

A) upon receipt of the goods, if it is a purchase of goods (or a purchase of goods together with services). The day of receipt is the day when customers or third parties designated by them acquired the physical possession of the products. If customers bought more than one product with the same order, which were delivered separately, the day on which the last product was received is considered the day of receipt.

B) from conclusion of the contract, if it concerns provision of services - purchase of financial plans. Unless otherwise specifically stipulated in the General Terms governing the provision of the respective service, the following shall be considered the day of conclusion of the contract: aa) for new mobile connections, the date of delivery to the courier company employee of the signed Application-Contract, bb) for renewals of COSMOTE financial plans, the date of dispatch of the e-mail to the user with the details of the renewed plan, cc) for fixed-line connections, dd) for connections providing subscription television services the date specified in the relevant terms of provision of this service.

2. The right of withdrawal is exercised through the submission of the respective return form found at the end of the Terms or the Withdrawal form that can be sent to users, or any other document with equivalent content.

The withdrawal declaration is submitted either electronically to the address indicated to the user following communication with 13888 or via the contact form available at www.cosmote.gr or by post at the Company's headquarters.

3. In the case of an electronic submission, the Company shall immediately notify the user via e-mail of the receipt of the withdrawal statement. In the case of postal correspondence, the date indicated on the postmark or courier receipt is considered the date of exercise of the right of withdrawal.

4. In cases of withdrawal from the purchase of goods, users must return them in their original excellent condition and in their full packaging, together with the initial contents (cables, components, forms, accessories, etc.), at the latest within fourteen (14) calendar days from the day they declared their withdrawal from the contract, otherwise they shall bear any loss or damage to the products that resulted from use or handling that was not necessary to determine the nature, characteristics, and operation thereof.

5. The Company shall reimburse the product price within (14) calendar days from the day it was informed of the exercise of the right of withdrawal, but is entitled to delay the refund until the receipt of the products, unless the withdrawing party provides earlier proof of their timely return in accordance with the above conditions. The money paid by credit card shall be returned in the same way, i.e. by order of the Company to COSMOTE

Payments for payment/refund of the money paid to the Card with which the transaction was completed.

6. In case of cash on delivery, if users are Company subscribers, the refund shall take the form of credit to their next bill. If users are not Company subscribers, the paid amounts shall be paid into a bank account to be indicated by them to the Company.

7. The cost of returning the products is borne by users and the return shall be made either by post, courier, or by delivery to the address indicated to the user after they contact 13888.

8. The right of withdrawal is granted only to natural persons, insofar as they conclude a contract for reasons that do not fall within their commercial, business, small industry or self-employment activity.

9. The right of withdrawal is not provided in the case of the supply of goods: (i) which are manufactured according to the consumer's specifications or are clearly personalised, (ii) which are sealed and not suitable for return for health protection or hygiene reasons and which have been unsealed after delivery, (iii) the supply of sealed audio recordings or sealed video recordings or sealed computer software that were unsealed after delivery, (iv) the supply of digital content not supplied on a tangible medium, if the performance was initiated with the customers' prior express consent and confirmation that they are thereby losing their right of withdrawal.

8. PRODUCT RETURNS

1. During the delivery of the products, users must check the products they receive (as to their identity, integrity, condition, packaging, etc.). In all cases where users receive products bearing obvious damage, indicatively destroyed during transport, with poor packaging, etc., users must refuse to accept the product from the outset and must immediately contact us at +30 210 2580111. In any case, users shall retain the rights provided for by the applicable legislation.

2. The products may be returned:

A. In all cases in which, due to Company error (e.g. Error in ordering, shipping, etc.), products were sent to users which they did not order, and the users received them in good faith. The return of unordered goods must take place within four (4) days from their receipt, otherwise the Company is not obligated to carry out the initial order again.

B. In case of delivery of a damaged or defective product, in accordance with the Company's product replacement policy described below in term 10 and in accordance with Annex 3.

C. If users wish to withdraw from the transaction, in accordance with the provisions of term 7, above.

3. The products must be returned in the initial excellent condition in which they were delivered to the user, the original full packaging that normally accompanies the product (matching IMEI for mobile devices - product and packaging codes), along with all the documents included therein, all components, accessories, etc., and must be accompanied by their lawful purchase receipt. The Company may refuse to accept returned items that do not meet the above conditions.

4. Products are returned at no cost to users, except in the case of withdrawal.

9. GOODS – PRODUCT WARRANTIES

1. All products sold have warranties from the manufacturer, the main details of which are provided at the e-shop, along with the description of the goods, while its full content is available on the corresponding form included in the product packaging.

2. The Company is obligated to repair products accompanied by a warranty for as long as it is in effect and in accordance with its terms and restrictions, at no charge to the Customer. If the required repair time exceeds fifteen (15) business days, the customer is entitled to request the temporary replacement of the product for the duration of the repair.

3. In the event of the occurrence of a real defect or lack of agreed feature of the product within two (2) years from the sale, the provisions of the Hellenic Civil Code regarding correction, replacement,

etc. of the product shall apply, in addition to the written warranty provided by the manufacturer (Civ.Code Articles 534 et seq.)

4. Further information on the products or the duration of the warranty provided is available from COSMOTE Customer Service.

5. The table in Annex 3 refers to the time period within which the device (depending on its type) can be replaced

if it presents a problem (“DOA”), as well as the time period (depending on the type) for which it is covered by the manufacturer’s warranty.

9. Defective device replacement policy

1. The e-shop provides the option of replacing the defective mobile or fixed telephony device it delivered, within the time period set out by the product manufacturer and displayed in the table above.
2. The criteria for characterising a device as an immediate replacement (DOA) are that the device, upon first activation, is non-operational or has limited or problematic operation.
3. At the same time, there are some additional criteria that must be met for such a device to qualify as a direct replacement (DOA), namely:
 - The product must not have been subjected to irregular use as defined on the warranty card. Otherwise, the product will be treated according to the terms of the warranty.
 - The product must also be complete and in the packaging in which it was received, i.e. in its original packaging with battery, charger, forms, bags, memory cards, USB cables, headphones, etc., and the warranty.
 - The serial number of the device (IMEI) must match that of the box and the purchase receipt.
4. The device must show no signs of “bad” handling (impact, scratches, broken components, and other obvious signs of use).
5. The product must also be returned complete in the packaging in which it was received, i.e. in its original packaging with battery, charger, forms, bags, memory cards, USB cables, headphones, warranty forms, manuals, etc.
6. In the case of a defective device and if the above criteria apply, customers must contact the Customer Service staff via 13888 regarding the method of sending the defective product and having it replaced.

11. PERSONAL DATA PROTECTION

With regard to the processing of your personal data, please read the Data Privacy Notice, as set out at [https://www. cosmote. gr/cs/cosmote/gr/data_privacy_notice. html](https://www.cosmote.gr/cs/cosmote/gr/data_privacy_notice.html) .

12. Cookies

The Company may use cookies to identify users. Cookies are small text files stored on the hard drive of each user, and they do not acquire knowledge of any document or file from their computer. They are used to facilitate user access to specific services and for statistics purposes, in order to determine the areas in which the e-shop’s services are useful or popular or for marketing purposes. Users can configure browser settings so as not to receive cookies, blocking them overall or on a case-by-case basis. In this case, users cannot have further access to these services.

13. INTELLECTUAL PROPERTY RIGHTS

1. The Content of the website is the property of the Company and/or, as the case may be, the

lawful beneficiaries of the respective rights of the products and services provided by the e-shop. The names, images, logos and distinctive features representing the Company, the e-shop and/or the posted products and/or services of third parties are trademarks and/or distinctive features of COSMOTE and/or third parties with which it has concluded contracts, and their beneficiaries. Their use is governed by Greek and EU law on trademark, industrial and intellectual property protection, unfair competition, and all other relevant laws. In any case, their appearance and display on the e-shop website must in no way be construed as a transfer or assignment of a license or right for their use and exploitation.

2. Any copying, distribution, transfer, processing, resale, creation of derivative work or misleading the public with regard to the real beneficiary of the Content, the trademarks and other distinctive features included on the e-shop are prohibited. Any reproduction, republication, uploading, announcement, dissemination or transmission or any other use of the Content in any manner or means for commercial or purposes other than the use of the e-shop to purchase or inform the user about the products and services provided, in accordance with the Terms, is permitted only with prior written consent of COSMOTE or the beneficiary of the corresponding intellectual and industrial property rights.

14. TRANSACTION SECURITY

The Company acknowledges the importance of the issue Personal Data and electronic transaction security, and has taken all necessary measures, using the most modern and advanced methods, to ensure the maximum possible security. The security of the Company's e-shop is achieved through the following methods:

- a) Customer Identification - Passwords (article 1 of these terms)
- b) Encryption protocol: To ensure the confidentiality of the data transfer, an SSL128bit encryption protocol is used. The system has been certified by Verisign, which specialises in transaction security issues.
- c) Automatic Disconnection: If there is no activity for 30 minutes, users are automatically disconnected.
- d) Controlled Access (firewall): Access to the Company's servers is controlled by a firewall, which allows for the use of specific services by customers/visitors, while prohibiting access to systems and databases containing confidential company data and information.

15. USER LIABILITY

1) Users accept, agree, and declare that they will make lawful and appropriate use of the e-shop and in a manner that does not restrict or prevent its use by third parties. Therefore, users, indicatively and not restrictively, agree that they will not use the Company's e-shop for:

- (a) publishing, sending by e-mail or transmitting in other ways content that is unlawful or contrary to good faith and fair dealing, or is transmitted in a manner that harms third parties or harms the individual and social rights of third parties, is threatening, offensive, defamatory, slanderous, vulgar, obscene, libellous, constitutes a violation of privacy, or expresses racial, ethnic, or other discrimination,
- (b) may causes harm to a minor;
- (c) Publishing, sending by e-mail or transmitting in other ways content that users do not have the right to transmit (such as confidential information acquired or disclosed as part of contractual relationships or covered by confidentiality agreements);
- (d) sending, publishing, e-mailing or otherwise transmitting content that violates any patent, trademark, trade secret, copyright, or other proprietary rights of third parties;
- (e) misleading anyone as to the origin of the content of the e-shop, harming in any way the reputation of the Company or third parties, compromising the security of the Company's internet, preventing any user from having access to the e-shop;
- (f) installing and promoting, in any way, any kind of advertising or unsolicited electronic messages (spam), chain letters, pyramid schemes, and any other form of unsolicited marketing or correspondence;
- (g) publishing, e-mailing or transmitting in other ways material containing viruses or malicious

software, other code, files or programs designed to interrupt or damage the operation of any software or hardware, computers

(h) harassing third parties in any manner;

(i) collecting or storing of personal data;

(j) In all cases of use that is illegal or contrary to the Terms, users are obligated to compensate COSMOTE for any incidental and consequential losses incurred by it. Failure by the Company to exercise its rights deriving from the Terms shall not imply waiving of these rights.

2. In any case, visitors are required to use the e-shop in accordance with the law, good faith, and these terms, and not to engage in acts or omissions that could cause harm or malfunction to the e-shop, affect or jeopardise the provision of cosmote.gr services.
3. The Company is entitled at any time to terminate the provision of the e-shop services to users and to refuse any current or future use, in the event of violation of the Terms of Use.

16 NETWORK AVAILABILITY – LIMITATION OF LIABILITY

1. The e-shop website is provided “as is”, along with information, names, photographs, graphics, trademarks, illustrations, product descriptions, and general content (hereinafter “Content”) posted on it. Under no circumstances shall the Company be liable for any losses, incidental or consequential (such as, for example, loss of earnings, data, etc.), incurred by users or third parties, related to the operation or not, and/or use of the e-shop, and/or due to a failure to provide services and/or information made available by it, and/or due to any illegal third-party interventions on the website, in products and/or information made available through it.
2. The Company shall make reasonable efforts for the maintenance and availability of the e-shop. Nevertheless, users accept that COSMOTE is entitled to amend and/or temporarily or permanently discontinue it in its entirety or in part with and/or without notice to users, given that availability may be affected by user equipment, other communication networks, the large number of people trying to use the e-shop simultaneously, or for other reasons.
3. Consequently, the Company is not liable for any type of loss (incidental, consequential, due to negligence, contractual or other) caused by the inability of users to access it, the cessation of all or parts thereof, delay, non-delivery, interruption or poor quality in receiving its services or loss of their content, the existence of any kind of errors. In any event, the Company reserves the right to temporarily or permanently terminate the operation of the entirety or part of the e-shop at any time for maintenance or upgrading purposes, or for any reason.
4. Although the Company shall make every effort to protect the e-shop from digital viruses, it cannot guarantee that it will never be infected with viruses (virus free). Therefore, each user must ensure their own protection (use of antivirus, virus scanner or other protection systems) before using the e-shop or storing information, software or content on their computer.
5. The Company is not liable for customer / user losses that may arise from the execution or not of their order (and which do not fall under the cases of paragraph 10. ‘Product returns’). The Company also reserves its rights as to the delivery time of goods in cases of force majeure

13. COMMUNICATION – APPLICABLE LAW – OUT-OF-COURT DISPUTE RESOLUTION – FORCE MAJEURE

1. For any clarification or complaint regarding e-shop products, questions and information on their orders, users may call 13888 from 08:00 to 22:00, Monday to Sunday, with the exception of official holidays. Alternatively, they can use the contact form found at [www. cosmote. gr](http://www.cosmote.gr).
2. To resolve any disputes arising from transactions with the e-shop, users can contact the Company via the contact form, to settle them immediately.
3. Users may use the European Commission’s Online Dispute Resolution platform at the following internet address: [https://webgate. ec. europa. eu/odr](https://webgate.ec.europa.eu/odr). The online resolution procedure is free

of charge for consumers, while the European Consumer Centre in Greece has been appointed as the national contact point for Online Dispute Resolution. Detailed information on the process can be found at the above website.

4. These Terms of Use and any amendment thereof are governed by Greek Law. The competent courts of Athens shall have jurisdiction in relation to any dispute that may arise from these terms and which is not resolved through the aforementioned extra-judicial proceedings.
5. If certain terms are found invalid by the Greek Courts, their invalidity does not entail the invalidity of the others. The Company shall not be liable for breach of these Terms due to reasons of force majeure, such as extreme weather phenomena, earthquakes, floods, fires, emergencies, etc.

ANNEX 1 WITHDRAWAL DECLARATION TEMPLATE

Withdrawal Declaration Template

(Applicable to remote and off-premises contracts with natural persons acting for reasons that do not fall within their commercial, business, small industry or self-employment activity.)

To: SELECT

-HELLENIC TELECOMMUNICATIONS ORGANISATION S.A. (OTE SA), Postal Address 99
KIFISIAS AVE., MAROUSI, GR-15124

- I hereby declare that I withdraw from the service provision contract. [DESCRIPTION
OF THE FINANCIAL PLAN SERVICE AND SUPPLEMENTARY SERVICES] for the purchase of
the product

.....

[PRODUCT

DESCRIPTION]

-Entered into on (* FILL IN DATE ACCORDING TO ARTICLE 7 OF THE TERMS OF USE) :

-Customer Name:

-Customer Address:

-Customer signature (only if this form is notified on paper) - Date

ANNEX 2 Required documentation for new subscribers

The new connection documentation to be sent is:

1. Proof of identity for subscribing natural persons or representatives of subscribing legal entities: A copy of the identity card or passport or, in the case of foreigners, of another corresponding legal document, such as a residence permit in Greece or a special expatriate identity card or foreigner identity card or special asylum seeker card or special identity card for political refugee or special temporary admission card for foreigners who have not been recognised as refugees or certificate of non-expulsion of foreign person who has applied for naturalisation or special travel document (T. DV) for refugees, indigenous persons, or residence permits for humanitarian reasons.

1. Proof of VAT verification:

Tax return (only the top part) or Computerised Income Tax Return or Computerised Road Tax or Computerised Tax Clearance (current) or Certificate of Provision of TIN or Computerised 'Licence or Public Utility Bill' (indicating the subscriber's TIN).

ANNEX 3

The table below indicates the time period within which the device (depending on the type) may be replaced if it presents a problem ("DOA"), as well as the time period (depending on the type) for which it is covered by the manufacturer warranty.

ELF/WARRANTY MANUFACTURER TERMS		
PRODUCT TYPE	REPLACEMENT PERIOD (Days from the date of purchase of the product by the final consumer)*	WARRANTY PERIOD (months)
MOBILE DEVICES/TABLETS/USB STICKS/FCTs/CONNEX EQUIPMENT		
SONY	9 calendar	24
MICROSOFT - NOKIA	12 calendar	24
MOTOROLA	9 calendar	24
ALCATEL	15 calendar	24
SAMSUNG	14 calendar	24
SAGEM	7 calendar	24
LG	14 calendar	24
FEMTO ACCESS POINT	-	12
HUAWEI DEVICE	15 calendar	24
MLS DEVICE	14 calendar	24
ZTE DEVICE	15 calendar	24
ZTE PAD	30 calendar	24
HTC	14 calendar	24
I-PHONE (APPLE)	3 calendar	12

I PAD	3 calendar	12
COSMOTE BLACKBERRY	7 calendar	24
FCTs (AT HOME)	15 calendar	24
USB STICKS	30 calendar	24
CONNEX	-	12
KAZAM HANDSETS	7 calendar	24
ALL VIEW	14 calendar	24
PRESTIGIO	10 calendar	24
ARKO	14 calendar	12
BITMORE	-	12
LENOVO HANDSETS & TABLETS	14 calendar	24
NEXTBOOK TABLETS	14 calendar	24
MEIZU	14 calendar	24
INTENSO TABLETS	30 calendar	24

WIRELESS - WIRED DEVICES/DIGITAL PRODUCTS/LAPTOPS/ TV SETS		
PANASONIC	15 calendar	24
ALCATEL, (GREEN TELECOM)	-	24
SAGEMCOM	Within warranty	24
PHILIPS	Within warranty	24
GIGASET	14 calendar	24
TELCO	14 calendar	24
AEG	14 calendar	24
SITEL	Within warranty	24
POWERTEL	14 calendar	24
Walkie Talkie MOTOROLA, MIDLAND	14 calendar	24
LAPTOP HP / COMPAQ	30 calendar	12
LAPTOP TOSHIBA	7 calendar	12
LAPTOP LENOVO	14 calendar	24
LAPTOP DELL	7 calendar	24
LAPTOP INFOQUEST	-	24
CONSOLES / GAMING ACCESSORIES SONY PS	7 calendar	12
CONSOLES / ACCESSORIES GAMINGXBOX	30 calendar	12

CONSOLES / ACCESSORIES GAMING NINTENDO	14 calendar	24
ACCESSORIES GAMING HAMA, ZEGETRON, ENARXIS	Within warranty	24

SONY GAMING TITLES	Within warranty	12
XBOX GAMING TITLES	30 calendar	12
OTHER GAMING TITLES	Within warranty	24
PREPAID ON LINE CARDS	Within warranty	24
IT CONSUMABLES - PERIPHERALS	Within warranty	24
USB STICKS	Within warranty	24
MEMORY CARDS	Within warranty	24
BATTERIES (REGULAR, ALKALINE, BUTTON CELL, RECHARGEABLE)	Within warranty	12
BATTERY POWER SUPPLIES	Within warranty	24
HDD TOSHIBA	Within warranty	24
HDD INTENSO	30 calendar	24
HP PRINTERS	30 calendar	12
CANON PRINTERS	-	12
NIKON, CANON, PANASONIC, OLYMPUS DIGITAL CAMERAS	14 calendar	24
SONY DIGITAL CAMERAS	7 calendar	24
DIGITAL ROLLEI CAMERAS	Within warranty	24
ACTION CAMS ROLLER	Within warranty	24
ACTION CAMS SONY	7 calendar	24
ACTION CAMS LENCO	30 calendar	24
MP3 - MP4 SONY	7 calendar	24
MP3 - MP4 CRYPTO	14 calendar	24
MP3 - MP4 OSIO	14 calendar	24
MP3 - MP4 SANDISC	Within warranty	24
DIGITAL TERRESTRIAL RECEIVERS	14 calendar	24
AUDIO HEADPHONES	Within warranty	24

MOBILE - TABLET - HF ACCESSORIES / CHARGERS - CABLES/BLUETOOTH /POWER BANKS /CASES / SCREEN COVERS	Within warranty	24
---	-----------------	----

SAMSUNG TV, LG TV, SONY TV, BLAUPUNKT TV	7 calendar	24
PANASONIC TV	14 calendar	24
iHEALTH	Within warranty	24
WRISTBANDS / WEARABLES	Within warranty	24
GADGETS / DRONES	Within warranty	24
TV ACCESSORIES	Within warranty	24
SPEAKERS B/ T	Within warranty	24

**The date of delivery is considered the date of purchase.*

