

Terms and Conditions – Top Up

- Any top up is valid for 2 months from the renewal date. If there is no top up within 2 months, any cash balance at the date of completion of the 2 months will be forfeited. In 3 months (90 days) with no top up, incoming and outgoing traffic (MINUTES, SMS, INTERNET) will be barred and your connection will expire in 13 months.
- In case of multiple top ups, the total outstanding balance will expire on the later date of the top ups, with the date of the blocking date being the later blocking date resulting from the top ups.
- For security reasons, allowed online top ups are:
 - 1 renewal per day with a maximum daily amount of 30 €
 - 3 renewals per week with a maximum total of 60 €
 - 5 renewals per month with a maximum total of € 100
- COSMOTE gives an additional period of 10 months in which, if the subscriber top up its balance, it automatically renews the duration of its connection for another 13 months. However, if 13 months have elapsed without any top up, the number is automatically deleted and therefore its connection to the COSMOTE network is interrupted.
- 10% of the prepaid telephony fee is deducted from the amount of the renewal. The percentage of Mobile Telephony Tax is set at zero percent (0%) for individuals aged fifteen (15) up to twenty-nine (29) years. The application of the above exemption requires the submission of a request to the special application through the single digital portal of the public administration (gov.gr-ΕΨΠ). The zero tax is applied for one (1) connection or one (1) prepaid card per beneficiary, after the completion of the registration in the application of the beneficiaries or their custodians in case of minors, from the next renewal of airtime.