



Redefine fiber.

24-month commitment contract

Invoice

Receipt

Subscription Agreement for internet - telephone connection

Subscriber details:	Last Name	Name	
Father's Name	Customer Code		
Date of birth	VAT No	Tax Office	
ID No or Passport No	Issuing Authority		
Mobile	Landline	e-mail	
Street & Number		Region	
Floor	City	ZIP Code	

New connection

Change details

Reconnection

Student

Disabled

Package	Download	Upload	Landline	Mobile	Dual Band	Price
Light +	30Mbps	3Mbps	Unlimited	30'	✗	19,00€
Flow+	500Mbps	500Mbps	Unlimited	Unlimited	✓	28,00€
Stellar	750Mbps	750Mbps	Unlimited	Unlimited	✓	38,00€
Sonic	1000Mbps	1000Mbps	Unlimited	Unlimited	✓	57,50€
Pro Redefined	600Mbps	600Mbps	Unlimited	-	✓	53,00€
Pro Advanced	1Gbps	1Gbps	Unlimited	-	✓	103,00€

All packages offer guaranteed speeds. / The activation fee of €55 includes a router with a 1Gbps port. The reconnection fee is set at €25 within the HCN network and €40 outside of it. The listed speeds apply to wired connections only, not wireless. All packages are unlimited with a Fair Use Policy. *



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Choosing one of the following packages includes a telephone connection with a time charge based on the current price list

I don't want a phone connection

Phone line details

I would like a new phone number by HCN

I want portability of an existing phone number

Type of existing telephony

PSTN ISDN MSN

Phone Number 1: |

Phone Number 2: |

Phone Number 3: |

Phone Number 4: |

Call packages

Packet	Steady	Cell phones	Price
Talk GR	Unlimited to Greece	-	5,00€
Talk GR+	Unlimited to Greece	Unlimited to Greece	15,00€
Talk GR 360	Unlimited to Greece	360' to Greece	8,50€
Talk EU	Unlimited to E.U.	-	25,00€
Talk EU+	Unlimited to E.U.	Unlimited to E.U.	35,00€
Talk	Time charge	Time charge	-

Additional charges, benefits and products

Service	Information	Charge	Price
1 Static IP	Applies to Business Packages	Monthly	6,00€
/29 Pool	Applies to Business Packages	Monthly	11,00€
/28 Pool	Applies to Business Packages	Monthly	16,00€
Dual Band Wifi	Applies to Light+ Packages	One time	15,00€

Hellenic Cable Networks Ltd. • Passalidi 90-92 Kalamaria, 55132 • VAT number: 800320403 • Tax Office: Kalamaria • General Commercial Register No: 115814704000 Thessaloniki: Kalamaria, G. Mavrou 12 / Charilaou, 25th March 112 / Center, Stratou Avenue 29 / Ampelokipoi, Eleftheriou Venizelou 79 Katerini: Ethnikis Antistaseos 1 Veroia: Elefthriou Venizelou 41 • Kilkis: Eleftheriou Ethnikis Antistaseos 1 office@hcn.gr



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Delivery of the HCN bills

HCN's monthly bills are sent electronically to the email address you have provided in this application.

In case you do not have an electronic email address you should notify one of our representatives.

*By sending paperless bills we help the protection of the environment and any delays due to mail services are avoided.

Provision of detailed billing through printed or electronic invoice.

Printed

Electronic

Direct connection

If you have requested the immediate activation of your services, before the expiry date of the 14-day period, this implies a waiver of the right of withdrawal. The withdrawal only applies to distance contracts (by phone or online).

Equipment installation

The equipment was installed by the technical team at the location indicated by the subscriber or the person present on site.

Suspension of services

If it is determined that the subscriber/user's charges, regardless of the financial plan they have, for out-of-plan charges, are higher than:

€100.00 €200.00 €300.00 Inactive service

Amount specified by the customer _____

** The suspension of services occurs when it is determined that the maximum limit has been exceeded. The determination must take place within 5 business days from the exceedance.*

*** If you have more than one phone number, the maximum charge limit is applied to each one separately and not cumulatively.*

Entry in the Registry of article 11 par. 2 of Law 3471/2006

I want the phone number _____ to be entered in the Register.

(Registration in the Registry, Article 11 of Law 3471/2006). I do not wish to receive communications via any means of electronic communication, with or without human intervention, for the purposes of direct marketing of products or services, and for any advertising purposes.

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Solemn Declaration

- I declare that I have become aware of the terms found on the website <https://www.hcn.gr/el/oroi-chrisis/>
- I fully accept HCN's privacy policy as set out on the website <https://www.hcn.gr/el/politiki-aporritou/> under the General Data Protection Regulation (GDPR).
- I agree to receive updates from HCN about its services and offers in any way.
- I provide and consent to the retention of my personal data for as long as I remain a subscriber including my photo, my date of birth and my reference as an indicative subscriber. I have been informed that I reserve the right to request the deletion of my personal data.
- HCN has my consent to wire my apartment to the fiber optic box. If there are different wiring specifications from my apartment building I will inform HCN to follow the specified specifications.
- * FAIR USE POLICY: If the customer uses 50% more data than the average monthly usage of the total HCN network, the company reserves the right to reduce the customer's speed to ensure the proper functioning of the overall network. For telephony, the fair usage policy prohibits resale, the use of the line for call center services, telemarketing applications, or any abusive practices. For more information, visit <https://www.hcn.gr/en/terms-of-use/>.

By signing this contract, the provider offers access to all basic and additional services at the customer's location through its fiber optic network, according to the customer's chosen package. The subscription contract is of indefinite duration and remains in effect until either party requests its termination for any reason, without the return of the activation fees paid by the customer.

On behalf of the provider

The customer

Place

Date