



Redefine fiber.

## Access to the Internet via a landline network

Detailed information by HCN (HELLENIC CABLE NETWORKS LTD) regarding the National Regulation for the Open Internet (Protocol No EETT 876/7B). The content of this is an integral part of the company's General Terms of Service.

### Definitions:

1. FTTH: A network architecture that uses fiber optic cables all the way to the Subscriber's terminal equipment. Throughput: The actual data transfer rate that can be achieved in a given network.
2. Delay: The time required for the transfer of data packets. Network delay refers to the time it takes for a packet to travel from the source to the destination.
3. Packet loss: The percentage of transmitted packets that do not reach their destination. Although most applications have error correction mechanisms, a high error rate can cause issues in interactive applications and streaming applications, and generally increase data transmission delay due to the need for retransmission of data.

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### Traffic management measures.

HCN (HELLENIC NETWORKS OF CABLES LTD), in providing Internet access services through its network, may apply traffic management measures for:

- The implementation of a fair usage policy
- Blocking access to illegal websites
- Ensuring the integrity and security of its network and services

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## Traffic management practices.

HCN implements traffic management practices, for as long as necessary, in order to comply with national or EU legislation, decisions of Authorities or courts, therefore:

- It prohibits access to gambling websites that are listed in the blacklist of unauthorized gambling providers by the Hellenic Gaming Commission (HGC) (Law 4002/2011).
- It prohibits access to websites that infringe on intellectual property rights and/or related rights, based on the decisions of the Committee for the Notification of Online Infringement of Intellectual Property and Related Rights (EDPPI) (Article 66E, Law 2121/1993).

Ensure the integrity and security of its network by taking preventive measures:

- DDoS Protection, to protect the network during an attack.
- Block network ports used by third-party applications to maliciously obtain personal data.

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## Free minutes expiry notification.

The subscriber will receive informational emails with a reasonable delay when reaching 80% and 100% of the limit for free talk minutes.

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## Specialized services.

The provision of the specialized voice service via Internet Protocol (IP) has no impact on the Subscriber's connection quality, nor does it degrade the connection quality for Internet Users.

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## Remedial measures - compensation to the Subscriber.

HCN examines in accordance with the provisions of the General License Regulation (Government Gazette 4262/B/2017), as applicable from time to time, any complaint or complaint of the Subscriber regarding the National Regulation on Open Internet (EKAD).

1. Discount on the bill.
2. Refund of a portion or the entire fixed fee.
3. A combination of the above.
4. If significant continuous or recurring negative discrepancies are identified and HCN does not resolve the issue within twenty (20) days from the submission of the complaint or report, the Subscriber has the right to terminate the Contract without penalty. Any delays due to the Subscriber, such as cancellation of a technician's visit due to their fault, will not be counted within the 20-day period. In case the Subscriber's contract is for a fixed term, only the Subscriber's obligations for payment of any outstanding terminal equipment balance or any other subsidy, discount, or offer, according to the last concluded fixed-term contract with HCN, will remain in effect.
5. If the Subscriber does not accept the corrective measures or compensation proposed by HCN, they will not have the right to submit a new complaint, which is covered by the specific corrective measures or compensation.  
During the examination of a complaint by HCN regarding speed discrepancies, the Subscriber has no right to submit a new complaint or report for the same reason.
6. In the event that the cause of the deviation is attributed to the Subscriber's internal network, HCN does not apply remedial measures - compensation, informs the Subscriber for this reason and provides any facility to solve the problem.
7. HCN, when performance deviations are determined to be due to force majeure, does not implement remedial measures - compensation.  
HCN reserves the right not to review complaints or reports regarding discrepancies when the speed specified in the terms of service clearly refers to different environmental and operational conditions than those described in the Subscriber's complaint or report.



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## Speed Guarantee Synchronization in the download flow.

It is provided in all packages and refers to the network speed for wired connections (via Ethernet cable) and not for wireless connections (Wi-Fi). The synchronization speed is measured remotely on the customer's modem-router by the company's Customer Service Department.

Product	Guaranteed Network Speed
Light	9 Mbps
Light+	27 Mbps
Flow	108 Mbps
Flow+	324 Mbps
Stellar	540 Mbps
Sonic	810 Mbps
Pro Redefined	540 Mbps
Pro Advanced	900 Mbps
Mega Speed	9000 Mbps
Fiber 50	45 Mbps
Fiber 100/10	90 Mbps
Fiber 200/20	180 Mbps
Fiber 300/30	270 Mbps
Fiber 500/50	450 Mbps
Fiber 1000/100	900 Mbps

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