GENERAL TERMS OF SERVICE ELECTRONIC COMMUNICATIONS

Among the Company under the name "Greek network cables M.EPE" and the distinctive title «HCN», Based in Kalamaria Thessaloniki

Street Pasalidi 90-92, with VAT number 800 320 403

Tax office of LARGE ENTERPRISES (AR.G.E.MI. 115 814 704 000) ("the Company") and the Customer data listed in the attached page of this ("the Customer"), agreed and mutually accepted the following:

1. DEFINITIONS

The following words and phrases used herein shall have the following meaning:

Authorization is the General Authorization for the provision of electronic communications services and activities, issued and held by Company of NTPC

Application: The application service which is signed by the Customer or by an authorized person and accompanied by supporting documents and documents requested by the Company.

Call Number: the phone number to be used by customers to use services.

EETT: National Telecommunications and Post Commission.

Equipment: The terminal equipment of the Company granted to the Client for the purposes of this Convention. The equipment is certified according to the Greek and / or Community law and appropriate for access to Electronic Communications Services. The equipment remains the property of the Company throughout the duration of this and returned to the Company as soon as this ceases to be valid for any reason. OTE: Hellenic Telecommunications Organization.

Client: The natural person who contracts with the Company for the provision of telecommunications services and access of the Company's telecommunications network for domestic use only, excluding any commercial and which is billed by the Company. Where reference is made herein to Holder, the relevant provisions apply only to the case where the Holder is different person from the Customer.

Contract: The present, including the General Conditions, its Annexes and Application.

System: Is the electronic communications service provider system, which installs and operates the Company, according to license.

Telecommunications Network: The telecommunications network of the Company and the infrastructure that is used by the Company for providing Electronic Communication Services.

Telecommunication connection HCN: direct connection to the company network for provision of Electronic Services Communications. Rates: The invoice / s of System of Electronic Communications Services provided, Company's products or other services

connected to the system, as will be issued from time to time by the Company as formed in accordance with the right of the Company to fix, impose and alter the fees for all services provided system services and the Company's products. The current price list is attached and forms integral part thereof. Electronic Communications Services: fixed telephony services (voice) and / or broadband access (data and content) - Internet access and / or access to video and audio-visual content of third parties according to the product of the company chosen by the Client Application (in accordance with the provisions of Article 2.4 of present) and to be provided by the Company under this. Institution / Organization: is any entity, organization, company or authority in accordance with the applicable legislation involved the implementation / activation of providing Unbundling Local Loop Unbundling (LLU), the implementation of number portability numbers and any other services necessary for the provision of Electronic Communications Services.

2. PROCEDURE ACTIVATION OF ELECTRONIC COMMUNICATIONS SERVICES

- 2.1. In principle, the Customer signs the Application and Contract for the provision of Electronic Communications Services. The Company has the right to request the supporting documents proving the identity of the Client, home address of, the AFM and other documentation for the proper execution of this. The Company in any case reserves the right not to activate this Agreement if in the judgment of the Client is insolvent, if the Customer has not paid interest due accounts or any other reasonable cause, notifying the decision to the Client.
- 2.2. Also the Customer shall provide all necessary supporting documents and sign the documents and / or warranties to the Company in accordance with the applicable legal framework addressed to third parties / Organizations and the signature of which is required to be transmitted by the Company to enable the Activation of Electronic Communication Services. The company in this case, informs the Customer for activation date soon informed by the Agency / Organization and shall make all necessary actions to activate the Telecommunications Association HCN and delivery of the Equipment. The Company has no responsibility, beyond the timely transmission of relevant documents to the Agency / Organization. For this reason, in case of non-activation or Services Electronic Communications activation delay from Institution / Organization, the Company will not be liable to the Customer for any breach of the obligations of the Agency / Organization under applicable law.

2.3. If the Customer and Marketing Association is different person: a) Computer Services

Communications will only be given if the Holder of the Association has provided evidence of his identity, signed and / or produce the required documents and requested and agreed / agreed to make use of the connection of the Customer for the provision of Electronic Communications Services by the Company to the Customer, accounting fully (Holder) for inaccuracies in the data. b) The Holder of the Telecommunications Association HCN asks the Company and accepts in connection with the Customer that the Customer will receive electronic communications services using the connection Holder, c) the Customer agrees to be charged by the Company for services received Electronics Communications, but also for fees for obtaining and maintaining HCN Telecommunications Association on behalf of

Holder. The Holder exercising its rights as holder Telecommunications Association HCN, is solely responsible opposite to the Customer if the exercise of those rights deprive the Customer receiving the Services Electronic Communications (e.g interruption or transfer of the telecommunications link). The Company is not liable to the Holder if the Client does not fulfill its obligations to the Company (e.g non-payment of bills leading to disconnection). d) The Company shall not be held responsible for any illegal use of telecommunication connections of HCN, or other provider by the Customer or for the violation of the agreed between the Customer and the holder for the use connection and equipment. In particular, the Company is not liable in the event that the Customer is acting throughout exceeded attorney Holder or without authority.

- 2.4. The Client Application selects one of the current availability of products of the Company that either include or combine the following electronic communications services: fixed telephony services (voice) and / or broadband access (data and content) access to web and / or access to video and audio-visual content third. Detailed information on the Company's products, their characteristics and the corresponding charges made available through customer service department of the Company, the selling points of the services, Site of the Company and other information material.
- 2.5. Examples of products include access to video and audio-visual content of third parties, the Company provides Customer, if he requests the application and without any charge, a) access to free TV channels (analog and digital) and b) the right to use part of the capacity of the system storage of digital and electronic material, through which the Customer will be able to record and re watch within a short time programs of free TV channels.

3. OBLIGATIONS OF THE COMPANY

- 3.1. Subject relating to lack of responsibility on the company to this contract, the Company ensures the smooth operation of telecommunications networks and for the proper provision of the Services and Electronic Communications takes all appropriate measures to ensure the security, integrity and operation of the network covered by the obligation control, respecting the relevant Regulations and Decisions of EETT or any other provisions of law and in Authorization issued transactions instruments that provide more stringent or additional obligations in terms of quality services. The Company may set off or interruption of the Services Electronics Communications for conducting planned network maintenance work where this is expressly notified to customers via email or press release or other appropriate means.
- 3.2. Except in the case of paragraph 3.1., If the availability of the Company's network and / or service Electronic Communications interrupted for reason of exclusive fault of the Company, the Company shall give to the next account to credit the Customer section of the tax paid from this amount of the fixed fee corresponding the period of interruption of service of Electronic Communications. Apart from the aforementioned credit, agreed that the Company shall have no other liability will under direct and / or consequential losses suffered by the Customer for loss of profits or revenue, loss or data corruption or any other loss suffered by any Customer, unless solely attributable to the fault.

- 3.3. The Company has no responsibility for the quality, adequacy and safety, improper operation of telecommunications and / or other third party networks or to route outgoing call from the fixed public telephone network the telecommunications network for the termination of outgoing call to the destination network of the called number. Specifically, the Company is not liable for the quality of the call (incoming or outgoing), since the call is initiated from another network or leads to another network, and the quality depends on objective and for technical and other networks. The above apply to the image service for email and Internet services (Internet).
- 3.4. In case of failure or malfunction of the Equipment, the Company undertakes, choosing in its sole discretion, either replace or repair it, a reasonable time, without any billing Customer if the injury or equipment malfunction not due to misuse or improper use of or attributable to the Customer.
- 3.5. H Company reserves the right to interrupt momentarily and at random times the Customer's access Telecommunications Network to ensure by the Client, the good functioning of the network and its systems.
- 3.6. The Company is required by the Customer Service Department (til.2310 480 001) consider any Customer's request on Application, installation, start or stop, pricing, quality of service and trouble shooting, within a reasonable time from the Customer's relevant notification. Exclusively for damage issues, may be used toll-free line 2310 480 001. The Company has direct examination procedures of the Client's complaint, has organized Section Dispute Resolution and shall, within a reasonable time, all the necessary facilitation and assistance to the Client providing measures to solve problems related to the operation of the Telecommunications Network and Services Electronic Communications. The Company is not responsible for the time of repair faults which require action by or involve it's self any way other players.
- 3.7. In case of activation Telecommunications Association HCN, if the holder does not apply for portability existing number, the phone number will be determined by the Company. The Customer will be notified of the call number from Company's Customers Service before enabling Telecommunications Association HCN. In case of wishing to change the phone number or transfer of such change of address should be paying the fees according to the then current price list.
- 3.8. Company at its discretion, has the right to request from the Customer a guarantee of any kind for activation of this asset or reconnection fee in the event of disconnection fault of the Customer.
- 3.9. The nominal speed Cable Internet is not guaranteed, but the longest speeds as dependent conditions and technical parameters beyond the Company's control. Therefore, does not guarantee uninterrupted ensuring that the highest possible speed upload (upstream) throughout the course of providing the Service, as actual upload speed (upstream) depends on third parties (external) factors and technical parameters beyond the control of Company (indicative of the line quality of relating and Customer cable, the network users and the distance from the installation of the Client from the Urban Center (A /

- F) private network). In any case, it is stated that a first activation of the Service in order to determine whether the maximum speed upload (upstream) may achieved for the specific connection of the Customer.
- 3.10. The Company is obliged to inform the Client before signing the Application for general conditions, terms and conditions of access and use of service, as each will determine the Company, the duration and the methods of termination, the rules of use of the equipment, rates, features System, quality of service and coverage area.

4. CUSTOMER OBLIGATIONS

- 4.1. The Customer is solely responsible for the proper completion, accuracy and correctness of the data referred to in Application and other necessary documents for activation.
- 4.2. The Customer is obliged to declare to the Company within five working (5) days and in writing (by fax or letter) any change of information (personal or otherwise) contained in the Application and / or has notified the Company, otherwise each performance is validly declared to the address on the application, subject the Company to immediately terminate present.
- 4.3. The Customer shall, if appropriate and in consultation with the Company, to admit authorized representatives of the Company, at his residence and access to the telecommunications network that is established there in order to perform installation, maintenance or repair of the Telecommunications Network, and any other necessary steps for the proper performance of the Contract. O Customer shall be liable to Company and must have obtained the necessary prior consent from third parties for the above if that third parties are entitled to refuse to perform the above tasks the customer site or in the communal area. Customer is required to check the proper functioning of the internal network, the entry point of the copper cable of the telecommunications link to the installation site of the Equipment. This part of the network belongs to Customer (or Holder of Association), who is responsible and bear exclusively for repairing damage in section it.
- 4.4. The Customer is not entitled to interfere in any manner or medium in Telecommunications Network or the equipment serves its connection with it and bears full responsibility if such intervention.
- 4.5. Throughout the term of this Agreement, the Customer is unable to handle calls certain numbers, call number EPAK calls via carrier selection or default, or broadband access via another provider, as long as it has Telecommunications Sign HCN.
- 4.6. The Customer is obliged to make good use of Electronic Communications Services and Equipment, respecting the applicable law, the terms of the Convention, morality and the Company's instructions, as incorporated in access systems to electronic communications services, Internet services (internet) and email (e-mail account) or otherwise communicated to the Customer by the Company. In particular, the Customer shall as is any kind of surgery, change, alteration, forgery and interference to the Electronic Communications Services and / or equipment, as well as the prevention of use of those Services from other customers of the Company. The Electronic Communications Services including unlimited use by the Client for

a fixed monthly fee will be intended solely for domestic use, the exclusion of any commercial for consideration. Use of Electronic Communications Services constitutes excessive or abnormal use, in particular in relation with normal use of the Customer or in relation to the average of a normal household subscriber will entitle Company to suspend the Electronic Communications Services upon notice to the Customer and activate them again should the Customer consents to join again fully complies with the terms hereof. In each case, the Company has the right to ask the Customer to pay the price of calls that are unnatural or overuse. As excessive or abnormal use means particularly whether such use is residential, but professional or other use for consideration, and the use of which is defined by the fair and equitable discretion of the Company, in connection with the average use an ordinary household subscriber and the estimated use of the Services or otherwise it deems most appropriate.

- 4.7. If the Customer does not comply with the terms of the Contract, the Company reserves the right, upon notice to the Customer, at its discretion, to immediately partial and / or total interruption of service to protect customers but also from the same side effects and side effects resulting from misuse services offered. Further, if the Company harmed in any way by the actions or Customer omissions, is obliged to redress any loss of the Company and the Company shall be entitled to any legal action to support its rights before administrative and other authorities and courts.
- 4.8. The Customer shall be informed of the Company's policy, the current values and guidelines for protection confidentiality of communications from the website or outlets the Company's products and services.
- 4.9. The Customer must notify the Company of the existence of equipment (alarm, fax, POS, etc.) that are online with the telephone line. H Company accepts no liability if such equipment is not suitable for connection provided by the applicable law.
- 5. SPECIAL REQUIREMENTS FOR CUSTOMER SERVICES INTERNET / VIDEO-audiovisual content
- 5.1. Customer will receive services INTERNET / VIDEO, according to the product chosen by the Client Application (in accordance with the provisions of Article 2.4 hereof) by the Company exclusively through Telecommunications Association HCN. H Company offers the Customer special equipment.
- 5.2. The Customer is responsible for installation of the Equipment.
- 5.3. Your username (username) and password (password) granted for strictly personal use. Customer must act diligently and take all appropriate safety measures (e. g. frequent changing password, ban by third parties, etc.) to prevent the unauthorized use of personal information online. In case of loss Password (password) of the Customer or used by a third party (with or without the consent of the Customer), the Customer must immediately notify the Company in writing. During the period until received by the Company the relevant information document, the Customer is responsible solely that for any loss or damage arising in this or the Company from illegal Use of Electronic Communications Services.

- 5.4. Should the Customer use any other equipment (other than equipment that is provided by the Company), the Company has no responsibility for compatibility with systems and telecommunication network Company and / or third, for installation and maintenance, to activate, connect and provide Electronic Services Communications, and to remove any problems, failures, or anything related to or derived from the presence and use thereof.
- 5.5. All kinds of misuse by the Customer of Electronic Communication Services. As misuse means indicative of the appropriated attempt another client password, the sending of unsolicited and / or large numbers email (e-mails) to mailing lists and against their will (spamming), the use of Internet in order to prevent this operation or use by third parties, the commission of criminal offenses, such as distribution of illegal, pirated or pornographic material, the use of personal data, records and other codes client, with or without his consent, failure to inform the Company in case of loss of the Customer's Password or use of personal data against his will. The Company has the right to delete from the server (server) of content that is contrary to law, morality and the Convention, which may come to its attention in a lawful manner. Misuse by the Client gives the Company the rights of Article 4.7 above. The Company expressly states that it shall advance to control the content transmitted over the network and therefore bears no responsibility on the content to which the Customer accesses and / or receive through the Services that are provided by Company.
- 5.6. All laws on wireless telegraphy and telecommunications applied in the use of the Services Electronic Communications via the Equipment. Furthermore the Customer shall: a) Make good use of the Equipment in accordance with the instructions supplied to him. b) Do not use it himself and not allow others to use the Electronic Communications Services immoral or illegal purposes. c) Comply with the Company's instructions on how to use the Services Electronic Communications. d) Uses only the equipment for the system. No resale or any commercialization of equipment and network services which the Customer uses. The responsibility for the proper functioning of the Equipment belongs exclusively to this manufacturer. The Company informs the Customer on the functioning of the Equipment. In the event of equipment used by the Customer must refer directly to the Company.
- 5.7. Access to adult content is solely the responsibility of the Customer and for this purpose the Company will grant Customer specific password. The Company is not responsible in case of access to services aimed at adults from users who are under 18 years of age or by unauthorized third parties. O Customer must protect minors from accessing content that appeals to adults. In each would otherwise solely responsible.
- 5.8. Ensuring the safe operation of the equipment and the network of the Customer or Holder is the sole responsibility this / s. The Company shall bear no responsibility for any damage caused by misuse or improper use of Equipment. Exclusive responsibility for any such losses and expenses (including relevant court expenses) arising as a result of what, without limitation, listed below, are borne solely and

Only the manufacturer: a) personal injury or death of persons, b) damage to any property and used equipment, c) attacks on intellectual and / or industrial property including.

6. DURATION OF CONTRACT AND TERMINATION

- 6.1. The validity of the Contract shall commence on the date of activation of Electronic Communication Services. Activation Services Electronic Communications depends on the Body / Agency which shall act within the timeframes set by legislation. For this reason, the Company is not liable for any delay on the part of Institution / Organization on the activation of the Service.
- 6.2. The Convention is temporary, lasting one month commencing as above. Upon completion date the contract period, the contract is automatically renewed for an indefinite period unless the Customer or the Company a written request the non-renewal of thirty (30) days before the contract expiration dates. The Customer is responsible for the full payment all charges arising from the provision of Electronic Communications Services until their discontinuation.
- 6.3. The Customer may terminate the contract before its expiry, unnecessarily after written notice of Company, which will be deemed valid after thirty (30) days from its receipt.
- 6.4. If the Client has submitted request portability to another provider, then portability is implemented within the deadlines defined by the applicable regulations of the EETT, without affecting the Client's obligations towards the Company pursuant to Article 6.3.
- 6.5. Upon expiry of the Convention (dissolution or termination of this in any way) all mutual claims become due and payable and the Customer shall return to the Company the Equipment in good condition or state justified by normal use and wear of time, failing which the Company has the right to charge the Customer related costs. Any allotment of the Equipment under the Company's commercial policy constitutes a loan and not free transfer of ownership.
- 6.6. If the holder of the Association is a different person from the Customer and submit the Holder document request the Company to terminate the present, this will be solved similarly as referred to herein Customer, without requiring the consent of the Customer.
- 6.7. By Subject to paragraph below, if the activation of the Telecommunications Association HCN technical proves not possible, the Company will immediately inform the Customer and this agreement will lapse.
- 6.8. Where the Company's products which include access to video services and audiovisual content of third parties to provide this depends on the state of the Customer's telephone line and this may be certified after the activation of the Telecommunications Association HCN. If the connection does not support access to image and audiovisual services of third parties, then the Customer will be transferred without additional charge corresponding product that does not include access to video and audiovisual services third party information to receive other services of the product was chosen initially with similar charges the relative pricing of the Company for that product, provided that the Customer has

returned to Company Equipment (Set-Top-Box) which had provided for access to image services and audiovisual third party content. In any case, the Customer has the right to request to disconnect without incurring the related charges, in accordance with this. This right may be exercised within fifteen (15) days from the activation date Telecommunications Association HCN.

- 6.9. Since according to the applicable provisions permitted a contract remotely for services provided by the Company, if the contract is concluded at a distance or off-premises, the Customer has the right to terminate this within fourteen (14) calendar days from receipt of this or within fourteen (14) calendar days from the activation of electronic communications service requested, should this be communicated simultaneously with the activation of these. The withdrawal is done without penalty. The Customer is charged only for the use of Electronic Communications Services for the period until the final interruption of the Services by reason of withdrawal.
- 6.10. The Company is subject to all its other rights, may additionally terminate immediately and without penalty for this present after notice, in any of the following cases: 1). If the Customer does not comply with any of these terms or any other terms or agreements between the Customer with Company or distributor or representative or Partner and non-compliance constitutes an illegal act. The Company may in case look for any incidental or consequential damages suffered by the unconventional use of services thereof. 2). In case of non-payment of overdue debts immediately on expiry of two months from the temporary interruption and after notification to the Customer of this in writing. 3). In case of bankruptcy of the Customer or another similar situation or application has been submitted or not, if the Customer becomes insolvent to the lenders. 4). If the Customer or allows himself commit acts may result in the position at risk of providing Electronic Communication Services. 5). If the License for any reason revoked, expired, canceled, modified partially or totally. 6). If the Log cause of technical malfunctions Telecommunications networks or telecommunications networks of other providers.
- 6.11. The Customer may change the product the Company has chosen initially by submitting a request to the Company, in cases and under the conditions currently applicable. Depending on the selected product, this possibility provided to the Customer or any time during the term of this Agreement or only after the lapse in time twelve (12) months from the entry into force of this Convention. Clarified that a prerequisite for product change which included access to image and audiovisual services of third parties, is the return of the Customer the Company's Equipment (Set-Top-Box) which had provided for accessing video and audiovisual services third party content. Detailed information becomes available through customer service department of the Company, the outlets of its services, the website of the Company and other information material.
- 6.12. In all cases the product change, as defined above under 6.11., The Company may charge the Customer conversion cost according to the then current price list. Additionally, in each case the Customer does not return the Equipment as required, the Company has the right to charge the Customer the cost.

7. CHARGES CUSTOMER-PAYMENTS

- 7.1. For the provision of Electronic Communications Services and HCN Telecommunications Association and any other charges, the Client is charged with the then current list price of the Company. The current pricelist attached hereto and forms an integral part thereof. For these services, the charge starts from date of activation of these services. The Price List of the Company varies according to the following combined criteria: inflation, investment costs, cost of service of the network, the cost operation and maintenance of the network criteria provided in the current Law on Electronic Communications and rules of fair competition. Any increases in listed prices and fees of the Company enter into force after one (1) month or earlier in accordance with the law and shall be published either in the press or on its website Company or otherwise in accordance with applicable laws or making provisions, the Customer has the right to terminate writing this without penalty within a period of thirty (30) days of its notification. Fee reductions may apply directly from their announcement.
- 7.2. The Company will issue account to the Client for a period of one (1) month. The first bill will charge the Customer proportionally for the days of activation of Electronic Communications in the first month, and for fixed charges next month.
- 7.3. The bill is payable within fourteen (14) days from the date of issue and is paid according to how payment chosen by the Customer and included in the Application. Delayed payment of the account is charged with default interest, subject to the rights of the Company for temporary and permanent cessation of provision of Electronic Communication Services.
- 7.4. The Customer is responsible for paying the bill for the electronic communications service contained in that even if the electronic communication service used by any third party.
- 7.5. The Customer will examine the bill and will check the credit and debit entries are shown in this and will notify the Company in writing of any omission or error in the account. After fourteen (14) days from the date the account without raising objections from the Customer agreed that the account is accurate and that was correct charge from the Company and is a legitimate means of proof and documents the meaning of the law on full proof Customer's debt for the full amount stated.
- 7.6. Subject to any legal rights, the Company may unilaterally temporary interruption of telecommunications services to the Client because of due and payable to the Company, after Over fifteen (15) days of being notified of this in writing to the Client (including through the this account).
- 7.7. Subject to any legal rights, the Company may make a unilateral termination of the provision of Telecommunication Services to the Client because of due and payable to the Company, only after sixty (60) days of temporary interruption of the service for the same reason as above, and since the Customer has not paid the already due and payable debt and then notifying the relevant written notice to the Customer. The final termination and

disconnection of the Customer by the Telecommunication Network will occur without prior notice in the event of fraud or persistent late payment or non-payment of bills.

- 7.8. In case of temporary and / or permanent interruption of electronic communications services in accordance with the above Customer shall fully repay all outstanding accounts, and reconnection fees to reconnect with the Telecommunications Network and make reuse of electronic communications service. In the reconnection event, the Company reserves the right to issue new connection number. Where transfer of the Association to another provider with Customer's request, Customer will be charged for the provision of the Services Electronic communications by the Company to the moment of transfer of the line to the selected provider.
- 7.9. The Customer acknowledges from now on that all centralized account, monthly bill or quote account held by the Company in an electronic computer center which will include units charged separately telephone conversations and other services rendered and under those resulting amount in accordance with the respective current invoice as well as other charges, shall constitute adequate proof of the debt of the Company from fees, charges calls and additional services.
- 7.10. Method of payment
- a) The Customer shall pay to the Company the following amounts if they are charged:
- i. To end the Association, together with the activation,
- ii. The Fixed Monthly Fee, in advance,
- iii. Charges for all calls, after the provision of the Services,
- iv. The disconnection fee,
- v. The reconnection fee,
- vi. And other fees / charges, such as access to video and audiovisual services of third parties (video on demand, etc.) and for additional services provided by the Company, and detailing the attached price list, as they must be adjusted in each of the above, depending on the additional services selected by Client Application or will choose in the future.
- b) Especially in the case of payment of the account to debit bank account bears no responsibility Society for the switching time and the operation of such standard command.
- 8. CONFIDENTIALITY OF COMMUNICATIONS Privacy Copyright
- 8.1. The Company shall take all appropriate measures to secure the confidentiality of Customer's communications and transmitted information and data. However, the Company cannot guarantee the security of data transmitted over networks to the extent that the protection of those not achieved by taking appropriate security measures imposed by law. The Company, as a service provider Internet access is not responsible for: (a) the authenticity, accuracy, confidentiality, fair or unfair nature data (data) that the Customer

receives or sends to third parties or stores through access to the network, (b) any direct or indirect, incidental or consequential, physical or otherwise damage the Customer may suffer from its access to Internet, and (c) for any disputes arising between the Customer or between Customers and third parties and due to messages, data, or information (data) moving through its network. The Company states that lifted the confidentiality of Customer's communications are allowed only if and to the extent required to fulfill obligation under the legislation.

- 8.2. The Company declares and the Customer accepts that the personal data collected by the Company and concerning the Customer will be used for the proper execution, monitoring and protection of trade during the provision of electronic communication service, and if the Customer has given his consent, for his information on available services. Recipients of the data is the company and its staff and any legal or natural person to whom the Company is obliged or entitled to communicate the information under the Customer's consent, law or court order. In addition, the Company declares and the Customer accepts that under the network interface with telecommunications networks of other operators to provide interconnection services, the transfer of personal data required character of these even if requested hide them. These data will be transmitted to telecom operators solely for the costing of service. The Company also declares and the Customer accepts that within collection of accounts required data transmission. These data will be transmitted to Collection agencies solely for the collection of the Customer's accounts. The Customer has the right to withdraw consent to the processing of personal data concerning him, anytime with specific written notice to the Company, unless such processing is permitted without the consent of the Customer. Especially for case of emergency service, the Customer may call the 112 number or any other number set by the Competent Authorities for this purpose, and the Company may disclose upon request to the competent for emergency response organization name and surname of the Client to facilitate emergency and only for that purpose unless, in the case of undisclosed telephone connection, the Customer declares in writing the Company, through its Application or by sending a reply form that will be sent to the account or will find it in the Company's website that does not accept such notification. The Customer expressly declares to the Company if any do not wish to accept communications with human intervention (calls via fixed or mobile phones) for the purposes of direct marketing products or services and any kind promotional purposes in order for the Company to enter free the statement in a special directory, the which is available to any interested.
- 8.3. Without prejudice to the provisions on the protection of personal data, the Company will send to the Customer a detailed account with the minimum level of itemized billing as currently defined. The Customer may at any time request writing the deletion of the last three (3) digits of the called number of connections from a breakdown or failure provide the minimum level of itemized billing. If the use of Electronic Communication Services done by most home users, the Customer promises and guarantees that users are informed that the Customer will receive account analysis per call. Customer represents to the Company if it provides its consent to the inclusion in printed or electronic catalogs subscribers available to the public, and in any directory inquiry service provided either by the Company or other beneficiary institutions (upon availability of relevant listed below under (a), (b) and (c) data

from Company to such entities) under the provision of publicly available directory inquiry services and directories, including individual liable Catholic service providers: (a) the number of the allocated secondarily by the Company or have been transferred to the Company by another provider of electronic communications portability, (b) personal information (i.e. name, surname, patronymic and the home address) or personal information without reference to the home address and (c) where any further information, then relative to customer specifications (i.e. the tax identification number, profession, email address mail (email), of this personal web pages). Furthermore, the Customer declares if it provides its consent to the any necessary processing of personal data in the context of re-use capabilities-based search functions embedded in electronic versions of the publicly available directory, as an example of operation of search by the name and the operation of the reverse lookup based telephone number. The Client or the Holder of the Association, if is different persons, if they choose the Application, recorded in these lists with the personal data specified in the application. The Customer reserves the right check and, if necessary, correct or request removal of that entry.

8.4. It is expressly agreed that any kind of data have been entered or imported by the Company to its network intended solely for the personal use of the Customer during the term of this Agreement. The copyright of all these data belong to the Company and may not be reproduced, copied, reprinted, modified, communication, transmission, translation, adaptation, arrangement or any other alteration by any means, means, electronic or form or another by the Customer except with the specific written authorization from the Company for this purpose.

9. FAILURE TO COMPLY WITH THE TERMS-FORCE MAJEURE

- 9.1. The Company has no responsibility for non-compliance or failure to meet the terms of this, when it is due to force majeure or due to other reasons outside the sphere of influence of the Company, including, wars, strikes, accidents, earthquakes, floods, fires, storms or other natural disasters, acts of terrorism, sabotage, government prohibitions, Greek or Community acts or other authorities, boycott, disruption or failure in the fixed public telecommunications network or telecommunication networks of third parties, judgments, prosecution orders, increasing distance of the Customer by the urban service area of the Company, replacing the copper network, etc.).
- 9.2. The Company is not responsible for the quality, adequacy and safety of third networks necessarily used to provision of services and for any inconvenience use of its services due to equipment Customer shall have no responsibility to replace, maintain or upgrade this equipment.

10. FINAL PROVISIONS

10.1. O Customer shall inform the Company of any changes to the data as reported in the Application Subscription. Until notification of such change, every invoice and document shall be valid to the old address. If the Customer does not notify the Company of changes in the data (address, phone), explicitly provides the right to the Company or its servants or authorized solely for operational service purposes of this Convention, to the intersection of

these information through OTE. Any notice of the Company to the Customer under the Contract may be made through the accounts sent to the Customer or electronically or by fax or any other appropriate manner especially with announcements in the press or advertising. The Company in any Service to the Customer and any kind of communication with him is using the Greek language. Any notice of Client to the Company shall be valid unless it is in writing and the signed and mailed or transmitted (fax) with proof of proper dispatch after this or otherwise at law if it can be demonstrate the mission and date with all legal means. E-mail messages (e-mail) if they carry electronic signature are valid and binding intention.

- 10.2. Invalidity of a / s word / s not render void the Agreement and the other terms remain valid and have full legal effect. The parties do not, will make every effort to replace any invalid conditions valid close, where possible, the content.
- 10.3. Any change, addition, deletion of the terms of this Agreement shall be valid unless it is in writing and signed by both parties, unless required by law or regulation or decision of the EETT or other appropriate authority. The Company must inform through the press or via email clients on the imposed modifications. The exception is the increase in tariffs, which can be done at any time, provided that respecting the provisions of section 7 of this.
- 10.4. This Agreement is governed by Greek law, the decisions and regulations of EETT, in force on electronic communications transactions and all relevant requirements. To resolve disputes arising from the application / interpretation of this contract the jurisdiction of the Courts of Athens.
- 10.5. It is expressly agreed that the Customer is not entitled to assign its claims and rights of the Convention. The Company may assign to a natural or legal person collecting owed by the Customer amounts based on Convention.
- 10.6. Each notification of documents between the parties is made properly at home or office, unless notified the change as above...