



ONLY FOR
PREPAID NOVA
PHONES

SOLEMN DECLARATION

(Article 8 L.1599/1986)

The accuracy of the details submitted with the current statement may be verified through the files of other authorities
(article 8, par. 4 Law 1599/1986)

TO:	HELLENIC TELECOMMUNICATIONS AND POST COMMISSION (EETT)						
Name:				Surname:			
Father's name and surname:							
Mother's name and surname:							
Date of birth ⁽¹⁾ :							
Place of Birth:							
Identity card/passport/identification document number:				Tel:			
Location of residence:			Street:			No.:	PC:
Fax no.:			Email:				

At my own risk and knowing the penalties provided for by the provisions of par. 6 of article 22 of Law 1599/1986, I hereby declare that the above information is accurate⁽²⁾, my Taxpayer Identification Number⁽³⁾ isand I wish to subscribe to the following connections with numbers:

1. 69..... 2. 69..... 3. 69.....

The user⁽⁴⁾ of the above connections is:

User Full Name	Father's name	Identity card / passport / identification document number ⁽⁵⁾	Taxpayer Identification Number ⁽³⁾	Date: of Birth	Place of Birth:

I make a solemn affirmation that I maintain a total of connections with NOVA S.A. and connections with other providers.

I make a solemn affirmation that I am aware of and accept that according to paragraph 6 of article 3 of law 3783/2009, as supplemented by article 46 paragraph 1 subparagraph b of Law 4487/2017 (Government Gazette A 116/9.8.2017) and subsequently amended by article 25 paragraph 5 of Law 4508/017 (Government Gazette A 200/22.12.2017), I am allowed to activate up to 20 subscriber connections of prepaid airtime.

Services:	Yes	No
I want my number to be hidden in outgoing calls.		
I want my number to appear in the telephone directories of NOVA and of third party/universal providers.		
In the event that I choose not to have my number appear in the telephone directories of NOVA and a third/universal provider, I wish that in case of an emergency call to 112, NOVA will give my name and surname to the competent authorities for dealing with emergency situations.		
I do not wish to receive telephone calls for the promotion of products & services. I am aware of and accept that the details of my telephone connection will be included in the Register provided for by article 11 of Law 3471/2006, which NOVA must transmit to each advertising company, upon request and in accordance with the law.		
I wish to receive from NOVA and the companies acting on its behalf, communications via telephone, automatic calling, SMS, MMS, email for the commercial promotion of its products and services and/or for market research purposes.		

I agree with all the above options

Date: / /

The Declarant (signature)

The Subscriber is informed of the range of available speeds for the whole of the Territory via the speed map at the following link nova.gr

Access to the map is also available via the FREE2GO app & myQ App.

In case of continuous or repeated, negative deviation from the maximum expected speed and depending on the size of this deviation, if the Company fails to remedy the problem within thirty (30) days from the time of submission of the relevant complaint, the Subscriber is entitled to redress. An example of a type of redress is the provision of additional services without charge. In any case, it is clarified that the content of the proposed reparations is left to the Company's discretion and depends on its commercial policy, while the needs of the Subscriber are taken into account on a case-by-case basis. The Company may withdraw the granted compensation in case the quality of the internet access services is restored.

Furthermore, if the continuous or repeated deviation is also classified as significant, the Subscriber reserves the right to terminate his/her contract without prejudice. It is clarified that the Subscriber is not entitled to any compensation in case the discrepancies are due to force majeure.

NOVA 13800 support team: The charge is 0.25€/call from a fixed or mobile Nova (the price includes VAT and fixed or mobile telephony fee. The mobile telephony fee does not apply to beneficiaries of exemption). The charge from prepaid Nova is 0.25€/call with VAT. The charge for the call from another network is determined by the relevant provider. The service is available 24ώρες a day, 7 days a week and the average waiting time does not exceed 5 minutes, except in cases of emergencies and special situations, in which case the above limits may not be technically and reasonably achievable. The above mentioned charges do not apply to the waiting time.

Fault report line 13700: Free-of-charge from all landlines and mobiles in Greece. This service is available 24/h a day, Monday to Sunday and the average waiting time does not exceed 5 minutes, except in cases of emergencies and special situations, in which case the above limits may not be technically and reasonably achievable.

Notification of excess use of prepaid mobile telephony packages: Information is provided following the use of 80% and 100% of the airtime, SMS and data volume (MB).

Responses to complaints: These shall be given within 20 calendar days of submission

Detailed information on contract terms: f2g.gr/oroi-hrisis/ & myq.gr/gr/oroi-xrisis/

Detailed tariff information and price increase announcements: f2g.gr/timokatalogos/ & myq.gr/gr/timokatalogos/

Detailed information on accessibility for end-users with disabilities: f2g.gr/prosvasimotita/ & myq.gr/gr/prosvasimotita

(1) Write in full.

"Any person knowingly stating false events or refusing or hiding the actual events through a written solemn statement, provided for by article 8, shall be punished with at least three months of imprisonment. If the person responsible for these acts intended to obtain for him/herself or for others an actual benefit, by damaging a third party or intended to damage a third party, he/she shall be punished with up to 10 years of imprisonment."

(3) Natural persons will fill in the field requiring their Taxpayer Identification Number (AFM) if available.

(4) User: any natural or legal person who uses a publicly available mobile telephony service for personal or business purposes, without necessarily being a subscriber to a provider of that service.

(5) Where the user is a different person from the subscriber, the identity of the user, if any, should also be collected.

**For legal persons, the following apply: Where the surname is required, it will be filled in with the entity name, where the place of residence is required, it will be filled in with the address of the registered office, where the name is required, the full name of the legal representatives shall be noted, and where the father's name is required, the father's name of the Company legal representative shall be noted.*