Record of Changes to the General Terms for the Provision of Electronic Communications Services

No.	Previous terms	New terms	Type of Change	Material Change
1	Article 1.1	Article 1.1	**Amendment**	The Company's responsibility for its own activation actions is clarified. The exemption from liability for delays caused by third parties is limited to cases in which the relevant conditions are met.
2	Article 1.2	Articles 1.2 and 1.3	**Amendment – Addition**	The term of the Agreement is distinguished from the renewal of individual Services. It is clarified that automatic renewal does not create a new minimum commitment period. Information obligations prior to expiry are added.
3	Article 1.3	Article 1.3	**Amendment – Addition**	The rules governing the submission and withdrawal of a termination request are supplemented. It is clarified that outstanding debts do not prevent number portability, while the obligation to pay lawful charges remains in force.
4	Article 1.4	Article 1.4	**Replacement of Provision**	The general provision classifying all charges as one-off and non-refundable is replaced. A distinction is introduced between completed, standalone works and ongoing services, for which charges are settled on a pro-rata basis.
5	Article 1.3	Article 1.4	**Relocation of provision/ Amendment**	An early termination fee is introduced, applicable only where expressly agreed, subject to a specific calculation method, a cap in respect of prepaid services, and applicable exemptions.
6	Articles 1.3 and 1.4	Article 1.4	**Amendment/ Addition**	Deadlines and methods are introduced for refunding the credit balance shown on the final bill without the need for a specific request. A separate procedure is also established, upon request, for refunding any remaining prepaid balance following number portability.
7	Article 1.5	Article 1.5	**Amendment/ Addition**	Technical inability to activate the Service is linked to the specific Service concerned. Refunds are provided for Services that have

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				not been delivered, while the remaining Services are retained, subject to the relevant provisions concerning bundled Services.
8	Article 1.6	Article 1.6	**Amendment/ Addition**	The right of withdrawal from contracts concluded at a distance is reformulated. An electronic withdrawal function is introduced where required, together with provisions for pro-rata charges where early commencement of the Service has been requested, specific rules governing early number portability, and a deadline for refunding payments to consumers.
9	Article 1.7	Article 1.7	**Amendment/ Addition**	Cumulative criteria for inactivity are established, together with a requirement for prior notification before termination. The general exceptions to refunds are abolished, and it is clarified that inactivity does not, in itself, result in termination of the Agreement.
10	Article 1.8	Article 1.8	**Amendment of termination conditions**	The grounds on which the Company may terminate the Agreement are further specified and linked to the severity of the breach, the actual risk involved, and the applicable notification and suspension procedures.
11	Article 2.1.	Article 2.1	**Amendment/ Addition**	The monthly or bimonthly billing cycles and the bill issuance date are specified. Further provisions are introduced regarding the information to be included in the bill, the treatment of previous payments and credit balances, and the prevention of duplicate charges.
12	Article 2.2	Articles 2.2 and 11.3	**Amendment – Consolidation**	The procedure for price changes is consolidated with the general procedure for amendments to the Terms and Conditions. Restrictions on changes during the agreed contract term are introduced, together with clarifications regarding additional services and the transfer of a connection.
13	Article 2.3	Article 2.3	**Amendment**	The categories of charges subject to a specific amendment procedure are further specified, together with the exemptions

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				applicable to included call minutes and the requirements for notifying the Subscriber.
14	Article 2.4	Article 2.4	**Amendment/ Addition**	Payment deadlines and the pro-rata calculation of charges are further specified. The imposition of statutory default interest is expressly stated as a right of the Company. The non-renewal of a prepaid balance is distinguished from an overdue debt.
15	Article 2.5	Article 2.5	**Amendment/ Deletion of evidence required**	The deadline for reviewing the bill is retained, while the automatic acceptance of its accuracy in the absence of an objection and the provision linking the expiry of the 45-day period to the establishment of a separate default are removed. The statutory rights to dispute the bill and to provide evidence to the contrary are preserved.
16	Article 2.6	Article 2.6	**Replacement of provision**	The description of variable billing units is replaced with a monetary balance. The provision for the expiry of prepaid units after 24 months is abolished.
17	Articles 2.7 and 2.8	Articles 2.7 and 2.8	**Amendment/ Addition**	The rules governing warnings and temporary or permanent suspension are further elaborated, including the scope of service barring, protected communications, charges that may be levied during suspension, and the Subscriber's rights in relation to their telephone number.
18	Article 2.9	Article 2.9	**Amendment**	Reconnection is made conditional upon settlement of the overdue and payable amounts that justified the suspension, or the acceptance of an arrangement for their repayment. The rules governing the retention and reassignment of telephone numbers refer to the relevant provision.
19	Article 2.11	Article 2.10	**Amendment**	The credit limit is defined on an aggregate basis per account. The provision for the exceptional issuance of a billing document upon exhaustion of the credit limit is removed. A distinction is

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				introduced between available credit, overdue amounts and the credit limit selected by the Subscriber.
20	Article 2.12	Article 2.11	**Amendment/ Addition**	The options and operation of the Subscriber's spending limit are further specified, and the Company's general exemption from liability is removed. The consumption notifications at 80% and 100% are retained, as they were already provided for under the previous Terms and Conditions.
21	Article 2.13	Article 2.12	**Amendment**	A technical overrun of the limits does not entail an unconditional obligation to accept all charges. The right to dispute such charges and the Company's liability for the improper implementation of the agreed mechanisms are preserved.
22	Articles 2.14 and partially 1.2.	Article 2.13	**Amendment**	Renewal shall take place 14 days prior to expiry, provided that the available balance is sufficient to cover the applicable charges. The Subscriber shall receive reminders 10, 4 and 1 days prior to expiry, as well as a notification following expiry. Where the available balance is insufficient to cover the renewal of all Services expiring simultaneously, none of the Services shall be renewed unless the Subscriber makes an express selection. Where the Subscriber submits a timely request for non-renewal, the charge for the new renewal period shall be fully reversed.
23	Article 2.15	Article 2.14	**Amendment / Substantive addition**	The provisions governing premium-rate services are further supplemented, addressing the Company's role, the default spending limit, free-of-charge barring and unbarring, channels for submitting requests, disputes, refund deadlines and mandatory credits.
24	Article 3.5.	Article 3.5	**Addition/ expansion of reference**	Free access is expressly extended to include other destinations that are required to be free of charge, in addition to emergency numbers, such as the relevant fault-reporting lines.

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25	Articles 3.6. and 3.7.	Articles 3.6. and 3.7.	**Amendment/ Addition**	Technical limitations are addressed alongside an express preservation of the Company's obligations to ensure access to emergency services and location information. A requirement is also introduced for the caller to provide their actual location, where possible.
26	Article 3.9.	Article 3.9.	**Amendment/ Addition**	Specific rules are introduced governing the retention, reconnection, reassignment and portability of telephone numbers following the expiry of the right of use, including the three-month and six-month applicable periods and the relevant exceptions.
27	Articles 4.1 and 4.2.	Articles 4.1. and 4.2	**Amendment/ Addition**	The provisions on accessibility information, identification, representation of legal entities and electronic contracting are further specified. The Company's liability for its own actions is not limited solely to the transmission of documents.
28	Article 4.3.	Article 4.3.	**Addition**	Prior disclosure of the terms of the security deposit and the refund or release of any remaining balance following the final settlement are provided for.
29	Article 5.2	Article 5.2	**Amendment/ Addition**	Technical changes shall not affect the agreed characteristics of the Service. Where a contractual term is amended, the procedure set out in Article 11.3 shall apply.
30	Article 5.3.	Article 5.3.	**Amendment of liability provisions**	The general exemption from liability in respect of third-party networks is narrowed. The Company's liability for its own acts and omissions, as well as for persons for whom it is legally responsible, is expressly preserved.
31	Articles 5.4. and 8.1.	Articles 5.4. and 8.1.	**Relocation / Consolidation / Amendment / Addition**	Service interruption credits are consolidated under Article 8.1 and calculated in respect of the affected Service. Regulatory credits, conditional doubling of credits and automatic issuance are introduced. The absolute exclusion of liability for damages is

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				removed. The 24-hour prior notice requirement for maintenance is retained.
32	Article 5.5	Article 5.5	**Amendment/ Addition**	A specific response deadline is introduced for complaints and claims submitted under the applicable procedures, together with a reference number and an acknowledgement of receipt specifying the contents of the request. The obligations applicable where third parties are involved are also clarified.
33	Article 5.6	Article 5.6.	**Clarification of scope of application**	Recourse to the Consumer Ombudsman is expressly linked to the complainant's status as a consumer and the jurisdiction of the relevant authority.
34	Article 5.7	Articles 5.7 and 11.6.	**Amendment/ Deletion - Addition**	The specifically named mediation center and the time limits of 15 days, eight hours and 30 days are removed. Provision is made for a separate written agreement following the emergence of the dispute and the mutual selection of a mediator or mediation center, without any contractual restriction on the right to seek immediate judicial relief.
35	Article 5.9	Article 5.9	**Amendment/ Addition**	The pre-contractual information requirements are supplemented to include the contract summary, where required, as well as information on the billing cycle, renewal and the right of withdrawal.
36	Article 5.10	Article 5.10	**Amendment/ Addition**	Security measures are made subject to the principles of necessity and proportionality, limited duration and notification of the Subscriber. The provisions governing the handling of incidents involving indications of fraud and notification of the Hellenic Telecommunications and Post Commission (EETT) are also supplemented.
37	Article 5.11	Article 5.11	**Amendment/ Explanation**	The provisions governing the parallel operation of telephone numbers and the provision of recorded announcements following a number change are further specified, including the exemption

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				applicable to premium-rate numbers and the free-of-charge playback of the announcement to callers.
38	Article 6.1	Article 6.1	**Amendment/ Deletion of restriction**	Business use is permitted as a general rule, while any restriction on residential use requires a specific agreement. Call forwarding is permitted in accordance with the terms of the relevant package. Any additional charges shall be subject to previously agreed rules and rates.
39	Article 6.2	Article 6.2	**Amendment/ Addition**	A distinction is introduced between the Subscriber, as the holder of the right to use the telephone number, and the authorized persons using the Services, such as a company's employees. The general reference to the declaration of a different user is replaced.
40	Article 6.3	Article 6.3	**Amendment/ Addition**	The requirement to notify the Company of any changes within five working days is retained. The general provision deeming any dispatch to constitute valid service of notice and the right to immediate termination in the event of any omission are removed. The procedure for transferring a connection through the Company is further specified.
41	Articles 6.4 and 6.5.	Articles 6.4 and 6.5.	**Amendment / Restructuring**	The prohibitions and measures for addressing breaches are linked to the principles of legality, necessity and proportionality. Suspensions due to outstanding payments are subject to the specific applicable procedures, and compensation is linked to the Subscriber's liability under applicable law.
42	Articles 6.6 and 6.7.	Article 6.6	**Amendment / Consolidation**	The rules governing access security and notification of unauthorized use are consolidated. Provision is made for authorized persons, and the absolute exclusions of liability are replaced with an allocation of liability based on the cause of the incident and the obligations of each party.
43	Article 6.8	-	**Deletion**	The Subscriber's standalone obligation to monitor the Company's website for information on prices, terms and privacy rights is

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				removed. The Company's information obligations are instead set out in the relevant provisions.
44	Article 6.10	Article 6.7	**Amendment**	The prohibition on reselling and onward assignment is expressly provided for, without retaining the previous exception allowing such practices with the Company's written consent. A distinction is made between such prohibited transfers and the lawful transfer of a connection through the Company.
45	Article 7.1	Article 7.1	**Amendment/ Addition**	Unconditional acceptance of the Privacy Policy is replaced by an acknowledgement of receipt of the relevant information. It is clarified that acceptance of the Company does not constitute general consent to all forms of personal data processing.
46	Articles 6.9 and 7.2.	Article 7.2	**Transfer/ Consolidation/ Addition**	The provisions governing access to data and itemized billing information are consolidated. Access to a 12-month usage history through my.modulus.gr, a free minimum level of itemization and the relevant billing options are introduced. The masking of the last three digits is retained.
47	Articles 7.2 and 7.3	Article 7.3	**Consolidation/ Addition**	The requirements for informing authorized users prior to their use of the Services are consolidated. The Company's general exemption from liability is replaced by a clarification of each party's obligations regarding confidentiality and data protection.
48	Article 9.1	Article 9.1.	**Amendment**	It is clarified that the Company does not operate its own public telephone directory and that it forwards Subscriber information to the relevant third parties only where the Subscriber has opted to be listed.
49	Article 9.3	Article 9.3	**Amendment/ Addition**	The general consent previously inferred from directory listing is replaced by specific information and consent options. The provisions governing reverse directory searches are further specified, and the right to free correction or deletion is introduced.

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50	Articles 9.4 and 9.5	Articles 9.4 and 9.5	**Amendment/ Addition**	The procedures for exercising data subject rights are further specified. Directory listing preferences are distinguished from mandatory disclosures for 112 emergency services, and the provisions governing location and identification data, as well as each party's respective liability, are further elaborated.
51	Article 9.6	Article 9.6	**Amendment/ Addition**	Free registration and amendment of entries in the register referred to in Article 11 are expressly provided for. The information disclosed is limited to the prescribed purpose, and the liability of the Company and the recipients is further clarified.
52	Articles 10.1 and 10.2	Articles 10.1 and 5.3.	**Amendment / Removal of Standalone Provision**	The exclusions of liability are made subject to the applicable legal requirements, the actual impact and the duration of the incident. The standalone general exclusion of liability for third-party networks under Article 10.2 is removed, with this matter instead addressed under Article 5.3.
53	Article 11.1	Article 11.1	**Amendment**	The continued validity of the remaining provisions of the Agreement following the invalidity of any provision is made subject to the Company remaining capable of being performed. The replacement of any invalid provision shall be subject to applicable law and the Subscriber's mandatory rights.
54	Article 11.2	Article 11.2	**Amendment/ Addition**	The specific terms shall form part of the Company provided that they have been disclosed prior to the Subscriber becoming bound and have been agreed upon. Any amendments to the specific terms shall be expressly subject to the procedure set out in Article 11.3.
55	Article 11.3	Article 11.3	**Amendment/ Addition**	The means and content of notifications are revised, and a downloadable document is introduced. Where a right to terminate the Company without penalty is provided, the relevant period is extended to up to two or three months following the effective

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				date of the change, depending on the billing cycle. The applicable exceptions are further specified.
56	Article 11.4	Article 11.4	**Amendment/ Addition**	The general prohibition on the assignment of the Subscriber's rights is replaced. A distinction is made between the transfer of a connection, the allocation of telephone numbers and other claims. The provisions governing lawful debt collection and data protection are further supplemented.
57	Article 11.5	Article 11.5	**Supplementation**	The general provision allowing notifications by any appropriate means is expressly made subject to the specific requirements regarding the method, content and timing of notifications prescribed by applicable law or the Company.
58	Article 11.6	Article 11.6	**Amendment/ Addition**	The contractual requirement for prior out-of-court resolution is removed, and the Company's right to pursue the recovery of outstanding debts through legal proceedings is expressly provided for. The provisions on jurisdiction are revised, while mandatory procedures and the Subscriber's rights are preserved.
59	Article 12	Article 12	**Amendment**	The contractual documents forming part of the Company are further specified, together with the distinction between the Company's network and third-party equipment and networks, and the scope of application of the specific provisions according to the actual characteristics of the Services provided.
60	-	Article 12	**Addition of a Definition**	A separate definition is introduced for the purposes of applying the provisions concerning natural persons entering into the Company outside the scope of their trade, business or profession.
61	Article 12	Article 12	**Amendment**	The Price List is linked to the Services and the Company applicable to the relevant Subscriber. Any amendments thereto shall be expressly subject to the corresponding contractual procedures.

Other, non-material changes:

In addition to the amendments set out above, the following changes have been made **to the extent that they do not alter the substantive content of the relevant provisions:**

- Correction of spelling, grammatical and typographical errors.
- Simplification and clarification of wording.
- Standardization of terminology.
- Removal of repetitions and consolidation of related provisions.
- Renumbering of paragraphs as a result of consolidation, relocation or deletion.
- Correction of internal cross-references, including the ones in Articles 6.1 and 11.4 to the new Article 6.7.
- Adjustment of headings and formatting.