

MourtzoukosWISP

INTERNET ACCESS SERVICE AGREEMENT

General and Specific Terms of Service | Electronic Version | Subscriber-Owned Equipment Edition |
Version 2026.1

Provider: CHRISTOS MOURTZOUKOS, trading as «MourtzoukosWISP» | EETT Providers Registry 21-152

Address: Mykinon & Ant. Michalarou, Megara, Attica, 19100 | e-mail: info@mourtzoukoswisp.com | tel.: 210 220 8572, 210 300 5308, 697 490 5358.

1. Plan and initial monthly fee

The plan, the initial monthly fee and any additional services selected by the Subscriber are recorded in the electronic application/acceptance and form part of the contractual relationship.

The plans and prices available at any given time for new applications are published in the current MourtzoukosWISP price list.

MourtzoukosWISP may change the prices of its services. Any change affecting an existing Subscriber is notified in advance in accordance with applicable law and EETT decisions. Where provided for, the Subscriber retains the relevant right to terminate the Agreement without charge.

Existing legacy plans that are no longer offered for new sales remain subject to their already agreed characteristics and price until they are changed in accordance with the Agreement and applicable law or otherwise agreed.

2. Contractual speeds

Plan	Minimum	Normally available	Maximum	Advertised
LINK 12	7/3 Mbps	10/4 Mbps	12/5 Mbps	12/5 Mbps
ULTIMATE 25	15/3 Mbps	20/4 Mbps	25/5 Mbps	25/5 Mbps
SUPERFAST 50	30/6 Mbps	40/8 Mbps	50/10 Mbps	50/10 Mbps
SUPERFAST 100	60/12 Mbps	80/16 Mbps	100/20 Mbps	100/20 Mbps

The values refer to the Network Termination Point and not to Wi-Fi/internal LAN limitations. The internal 2026.1 methodology is documented and maintained by MourtzoukosWISP.

3. Term, activation and equipment

- Term: indefinite, with no commercial minimum commitment.
- Standard activation fee for a connection using Subscriber-owned equipment: €50.00. Basic installation is not charged separately. Any discount or full waiver is recorded before acceptance.
- An existing Subscriber who accepts updated terms only is not charged a new activation fee.
- The activation fee is paid before installation and activation of the service.
- If initial activation cannot be made technically feasible and the inability is not attributable to the Subscriber, the activation fee paid is refunded in full and monthly-fee charging does not begin.

The primary equipment used for the connection belongs to the Subscriber. MourtzoukosWISP does not acquire ownership merely because it installs, configures or uses that equipment to provide the service. Any individual item owned by MourtzoukosWISP is recorded separately and remains its property.

4. Technical feasibility and subsequent loss of line of sight

If, before/during the initial installation, a reliable link cannot be achieved and there is no reasonable alternative, activation is not completed and the activation fee is refunded.

If, after normal operation, a new apartment building, third-party construction, vegetation or another external event blocks line of sight, the initial activation fee is not automatically refunded. An alternative position/AP/route is assessed. New non-standard work is charged only after prior information and acceptance.

Changes to the MourtzoukosWISP network

MourtzoukosWISP may make technical changes, upgrades or restructurings to its network. If a change made by MourtzoukosWISP results in continuation of the service no longer being technically feasible for a specific connection, reasonable efforts will be made to find an alternative technical solution without unjustified burden on the Subscriber. If no technically feasible solution exists, the service is terminated without a disconnection fee, monthly-fee charging ceases and any amount already paid relating to a period after final discontinuation is refunded or credited to the Subscriber. The initial activation fee is not refunded for this reason, provided that the initial installation and activation had been successfully completed. Any temporary interruption or fault is handled in accordance with these terms and the applicable law in force at the relevant time.

If no technically feasible solution exists, the Agreement is terminated without a disconnection fee. For full periods with no Internet service at all due to objective technical impossibility, the normal Internet monthly fee is not charged.

5. Additional services and other charges

Any additional services, special technical work or other charges apply only where they have been disclosed to the Subscriber and in accordance with the MourtzoukosWISP price list in force at the relevant time.

Where individual acceptance is required, the relevant charge applies only after the Subscriber's acceptance.

6. Customer service, faults, tickets and MWISP Bot

Consumer service line	800 300 3510 — 07:00–23:00, Monday–Saturday, waiting time up to 5 minutes.
Fault-reporting line — free of charge	800 300 3510 — 07:00–23:00, Monday–Saturday.
General human/administrative contact	09:00–21:00.
Ticket via customer account	24/7. Successful submission constitutes the report time and creates a unique reference number.
MWISP Bot	24/7 first-level diagnostics/triage. It does not replace a human operator or restrict fault reporting.
Response to written/e-mail/web complaint	Within 20 calendar days.
Non-cable fault	Reasonable effort to restore within 4 calendar days.
Cable fault	Reasonable effort to restore within 6 calendar days.

7. Charging, debt and temporary suspension

The service is billed in arrears: the normal monthly bill is issued on the 1st day of the following month and is payable within 15 days.

Temporary suspension for an overdue debt takes place only after notification through the bill and SMS and after at least 15 days have elapsed. Upon full payment, service is restored without a reconnection fee.

If temporary suspension covers an entire billing period, no new normal Internet monthly fee is charged for the fully suspended period.

8. Electronic acceptance

Acceptance of this specific version takes place through the individualized electronic application using a non-preselected acceptance field and, where used, an electronic signature. The Subscriber's details are not repeated as blank fields in this public document.

DETAILED AGREEMENT TERMS 2026.1

The Contract Summary/the preceding summary commercial and technical terms are an integral part of this Agreement. A specific, lawful and individually agreed written term prevails over the corresponding general term.

1. Subject matter, definitions and Network Termination Point

1.1. MourtzoukosWISP provides the Subscriber with fixed Internet access service through a wireless and/or wired network, in accordance with the selected plan, availability and the technical characteristics of the specific connection.

1.2. "Network Termination Point" means the Ethernet port or another clearly recorded service-delivery point at the installation. Contractual speeds are assessed at that point using suitable wired test equipment, where feasible.

1.3. The service is provided at the declared installation location. Relocation to another location/building or a material change to the CPE position requires prior technical assessment and agreement.

1.4. The technical implementation, frequencies, routing, use of private/shared addressing and NAT/CGNAT are selected by MourtzoukosWISP in accordance with the applicable framework. A static public IP is provided only upon express selection.

2. Speeds, quality, Wi-Fi and Open Internet

2.1. The Contract Summary states the minimum, normally available, maximum and advertised download/upload speeds for each current plan.

2.2. The values are estimated and reviewed using a documented methodology compatible with the Open Internet Regulation. The detailed methodology and technical supporting evidence are retained internally by MourtzoukosWISP.

2.3. Wi-Fi performance within the property depends on distance, obstacles, interference, devices and internal cabling and is not the same as service performance at the Network Termination Point.

2.4. In the event of a continuous or regularly recurring significant discrepancy from contractual performance, the Subscriber has the remedies provided by applicable law and EETT decisions following the prescribed measurement/documentation procedure.

2.5. MourtzoukosWISP applies only reasonable, proportionate and transparent traffic-management measures in the cases permitted by the applicable framework.

3. Equipment, ownership, installation and access

3.1. The primary equipment declared as Subscriber-owned remains under the Subscriber's full ownership and responsibility for safekeeping. MourtzoukosWISP does not acquire ownership merely because it installs, configures or uses that equipment to provide the service.

3.2. The Subscriber is responsible for maintenance, protection and replacement of Subscriber-owned equipment, unless a separate written support agreement applies. This does not release MourtzoukosWISP from responsibility for the network, service and work that it provides up to the Network Termination Point.

3.3. If MourtzoukosWISP supplies an individual item of its own equipment, that item is recorded separately. Only that specifically recorded equipment is subject to MourtzoukosWISP equipment return and liability terms.

3.4. Subscriber-owned equipment is not returned to MourtzoukosWISP after termination of the service. Damage to Subscriber-owned equipment proven to have been caused by negligent or improper work by MourtzoukosWISP is dealt with in accordance with applicable law.

4. Initial activation, failed activation and activation-fee refund

4.1. The pre-installation availability check is a technical assessment based on the conditions existing at the time of the check.

4.2. Activation is considered successful when installation is completed, a working connection is established and Internet access is delivered at the Network Termination Point.

4.3. If, during the initial installation, a reliable connection cannot be achieved and there is no reasonable technical alternative, activation is not completed. Provided that the inability is not attributable to the Subscriber, the activation fee paid is refunded in full and monthly-fee charging does not begin.

4.4. If, immediately after activation, it is established that the service was not technically viable from the outset due to incorrect design/installation attributable to MourtzoukosWISP and the problem cannot reasonably be remedied, activation is considered unsuccessful and the activation fee is refunded.

4.5. The activation fee relates to activation of the service and does not constitute the purchase, sale or transfer of ownership of equipment. It is not refunded for ordinary subsequent faults after successful normal provision has taken place, without prejudice to mandatory rights.

5. Subsequent loss of technical feasibility / line of sight

5.1. If, after successful activation, subsequent third-party construction, a new building, vegetation outside the Subscriber's control, works, a change in terrain or another external event materially obstructs the wireless link, the event is not automatically considered the fault of MourtzoukosWISP or the Subscriber.

5.2. MourtzoukosWISP considers, in a reasonable order, relocation of the CPE, another AP/station, a different route or another available solution. A diagnostic visit for a fault not attributable to the Subscriber is not charged. Non-standard new work/material is charged only after prior information and acceptance.

5.3. If no technically feasible alternative exists, the Agreement is terminated without a disconnection fee. The initial activation fee is not refunded provided that the connection had previously been successfully activated and normally provided.

5.4. For a full billing period during which no Internet service at all is provided due to objective technical impossibility, the normal Internet monthly fee is not charged. For a partial period, the statutory credits or any more favorable policy apply.

5.5. If the obstruction/problem is created by an act of the Subscriber or a person acting on the Subscriber's behalf, no right to an activation-fee refund arises and restoration work may be charged after prior information.

6. Subscriber obligations and use of the service

6.1. The Subscriber provides true and complete information and promptly gives notice of changes to contact details, address or representation.

6.2. The Subscriber uses the service lawfully and does not use it for malicious attacks, unauthorized access, unlawful distribution, spam or other use that endangers the network or third parties.

6.3. Resale or permanent provision of the service to third parties outside the declared installation requires prior written agreement.

6.4. The Subscriber ensures that the required right/consent of the owner, co-owners or building manager exists for installation of CPE, cabling or accessories in private or common areas.

6.5. The Subscriber gives notice before works on a roof, terrace, façade, photovoltaic panels, antennas or other structures that may affect the CPE, cabling or line of sight.

6.6. Reasonable access is provided by arrangement to an authorized technician for installation, inspection, maintenance, restoration or removal. MourtzoukosWISP is liable in accordance with law for damage caused by defective/negligent work on its part.

7. Charges, billing and payment

7.1. The applicable prices of current plans are shown in the Contract Summary and the published price list. The stated final prices include 24% VAT and the applicable 5% fixed-telephony subscribers' fee.

7.2. The service is billed in arrears. Under the normal calendar cycle, service for one month is billed on the first day of the following month and is payable within fifteen (15) days, unless the bill specifies a later date.

7.3 Payment methods. Payment is made through the available payment options shown to the Subscriber in the MourtzoukosWISP customer system (UISP) or by another method notified by MourtzoukosWISP.

7.4. For a new connection using primary equipment owned by the Subscriber, the standard activation fee is €50.00. Basic installation is not charged separately. The individualized application may provide for a discount or full waiver, and the amount stated before acceptance is the amount due.

7.5. An existing Subscriber who accepts updated terms without a new connection/installation is not charged a new activation fee.

7.6. Other charges apply only as stated in the Contract Summary/price list and are not cumulative with compensation for the same actual loss.

8. Debts, temporary suspension, restoration and permanent disconnection

8.1. In the event of an overdue and payable debt, MourtzoukosWISP gives notice through the bill and SMS and proceeds with temporary suspension only after at least fifteen (15) days have elapsed from lawful and proper notification.

8.2. Temporary suspension is limited, where technically feasible, to the service for which the debt exists. During temporary suspension, and where compatible with the service, Internet access of at least 256 Kbps is maintained or, at a minimum, access to the gov.gr, Civil Protection and AADE websites.

8.3. Temporary suspension does not terminate the Agreement or erase debts. If it does not cover an entire billing period, the charge for the period remains in accordance with the plan. If it covers an entire period, no new normal Internet monthly fee is charged for the fully suspended service.

8.4. Upon full payment, service is restored without a reconnection fee. If restoration takes place within a billing period, that period is not considered fully suspended.

8.5. During temporary suspension, the Subscriber may request immediate permanent disconnection. Permanent disconnection due to debt takes place only after at least sixty (60) days have elapsed from temporary suspension and after the required lawful notice, subject to statutory exceptions.

8.6. Permanent disconnection stops future service charges but does not affect overdue or already accrued amounts.

9. Faults, customer service, tickets, MWISP Bot and credits

9.1. The consumer service line and the dedicated fault-reporting line operate on 800 300 3510, 07:00–23:00 Monday through Saturday. The fault line is free of charge for calls both within and outside the network. Waiting time does not exceed five (5) minutes, subject to force majeure due to widespread faults.

9.2. General human/administrative contact is available 09:00–21:00. The electronic ticket system in the customer account is available 24/7.

9.3. When a fault is reported, a unique code/reference number is assigned. For an electronic ticket, the successful submission time is considered the report time. Fault progress may be communicated by telephone, portal, e-mail or SMS.

9.4. MourtzoukosWISP may use MWISP Bot as an automated first level of technical diagnostics and triage to collect symptoms, read available technical indicators and provide basic safe guidance. The Bot is not an exclusive prerequisite for reporting, does not replace human technical support and does not by itself make decisions producing legal or similarly significant effects.

9.5. MourtzoukosWISP makes every reasonable effort, to the extent technically feasible, to restore a non-cable fault within four (4) calendar days and a cable fault within six (6) calendar days from reporting.

9.6. For an interruption not attributable to the Subscriber or a third party and not constituting force majeure, the automatic credit under the applicable framework applies. Where the fault exceeds one (1) working day, the credit is calculated from the working day following the report; if it exceeds six (6) working days, the credit amount is doubled. The credit is applied automatically to a subsequent bill within the statutory deadline.

9.7. A written/e-mail/web complaint or grievance receives a unique reference number and a reasoned response within twenty (20) calendar days. For e-mail/web submissions, an immediate confirmation is sent containing the reference number and the text of the submission.

10. Theft, fire, natural disaster and force majeure

10.1. Theft, fire, lightning, flood, earthquake, extreme weather or another natural disaster affecting Subscriber-owned equipment is, in principle, the Subscriber's property risk, unless fault attributable to MourtzoukosWISP is proven.

10.2. The Subscriber gives notice without undue delay and cooperates in documenting the event. For theft/burglary, a Hellenic Police declaration or incident number may be requested; for fire/major natural event, where reasonably available, a certificate or other evidence from the competent Authority/insurer may be requested.

10.3. Where there is fault, gross negligence, breach of a reasonable safekeeping obligation, unauthorized intervention or unjustified refusal to return equipment, liability is limited to the proven actual and reasonable loss; no penalty is imposed for the same event.

10.4. Neither party is liable for delay/failure to perform to the extent caused by an unforeseeable and unavoidable event outside its reasonable control, such as wildfire, flood, earthquake, extreme storm, war, terrorist act, sabotage, widespread blackout or act of a public authority, subject to mandatory provisions.

10.5. The party relying on the event informs the other as soon as reasonably possible and takes reasonable measures to limit the consequences. Any separately recorded MourtzoukosWISP-owned equipment is governed by the specific terms applicable to that equipment.

11. Term and termination

11.1. The Agreement is for an indefinite term and has no commercial minimum duration.

11.2. The Subscriber may terminate by a written/electronic statement providing proof of submission. Service is disconnected within two (2) working days, unless another time is requested.

11.3. No disconnection/termination fee is charged. Lawful accrued charges remain payable. Subscriber-owned equipment remains with the Subscriber; any separately recorded MourtzoukosWISP-owned equipment is governed by the specific terms applicable to it.

12. Amendment of terms and tariffs

12.1. Where unilateral amendment of a contractual term is permitted, MourtzoukosWISP gives notice at least one (1) month before it takes effect, with a hyperlink to an easily downloadable document, setting out the terms being changed/removed/introduced, the differences and the relevant rights.

12.2. Notification is made using at least two of the available means: free SMS, e-mail and web application/portal.

12.3. Where the law provides a right to terminate without charge due to a change in terms or tariffs, that right is exercised within the applicable time limits. Merely replacing a file on the website does not constitute retroactive acceptance.

13. Distance / off-premises contracts and withdrawal

13.1. Where applicable, the consumer has a right of withdrawal within fourteen (14) calendar days from conclusion of the service Agreement, without giving reasons, subject to statutory exceptions.

13.2. If the consumer expressly requests commencement before the withdrawal period expires and subsequently withdraws before full performance, only the proportionate amount for what was provided up to the time of notification is due, provided that the statutory conditions are met. Any amounts already paid, including the activation fee, are set off against the amount lawfully due and any balance is refunded. The activation fee does not automatically become non-refundable solely because installation or activation took place during the withdrawal period.

13.3. The model withdrawal form is included in Annex B.

14. Personal data, privacy and technical data

14.1. The controller is CHRISTOS MOURTZOUKOS, trading as MourtzoukosWISP. For data matters, info@mourtzoukoswisp.com and the postal address stated in the Contract Summary are used.

14.2. Identity/contact, contract, billing, payment, installation, CPE/router, IP/MAC and technical-event data are processed only to the extent necessary for the application/Agreement, service provision/support, billing/collection, network security, abuse prevention, regulatory/tax compliance and legal claims.

14.3. The lawful basis may be performance of a contract, legal obligation, legitimate interest or consent where genuinely required. Consent for optional marketing is separate and is not a condition of the service.

14.4. Access is limited to authorized persons and necessary partners/processors subject to appropriate safeguards. Data is retained only for as long as required by the purpose, law and lawful claims.

14.5. Detailed Privacy Policy: <https://www.mourtzoukoswisp.com/politiki-aporritoy/> . For this specific contractual relationship, the contact details in this Agreement prevail if an older publication contains outdated details.

15. Electronic conclusion, evidence of acceptance and copy

15.1. Electronic acceptance is linked to a specific numbered version and a separate non-preselected checkbox/signature.

15.2. MourtzoukosWISP retains, to the necessary extent, a technical acceptance trail, such as application/customer ID, version, date/time, signature or means of acceptance and, where used, a digital fingerprint (hash) of the final document.

15.3. The Subscriber is provided with a PDF copy or another retrievable durable means of access to the version accepted. A later version does not retroactively replace the accepted version.

16. Governing law, complaints and dispute resolution

16.1. The Agreement is governed by Greek law, the EETT General Authorisations Regulation, the Open Internet framework, consumer-protection law and other mandatory provisions.

16.2. The Subscriber may refer matters to EETT and, where applicable, to the Hellenic Consumers' Ombudsman or another competent out-of-court body. Territorial jurisdiction is determined by mandatory law, in particular the competent court of the user's city of residence or the place where the Agreement was concluded.

16.3. If a term is held invalid or unenforceable, the remaining terms remain in force to the extent that they can operate independently.

17. Language and contractual set

17.1. The Greek version is the official contractual version. Any English translation is provided for convenience and, in the event of any discrepancy, the Greek text prevails.

17.2. The Contract Summary, the individualized application, the Annexes and any special written agreements form a single contractual set.

ANNEX B — MODEL WITHDRAWAL FORM

To: CHRISTOS MOURTZOUKOS — MourtzoukosWISP, Mykinon & Ant. Michalarou, Megara, Attica 19100, e-mail: info@mourtzoukoswisp.com

I hereby give notice that I withdraw from my Agreement for the provision of Internet access service.

Full name:

Installation address:

Customer ID / application number:

Agreement date:

Withdrawal notice date:

Signature (only if submitted on paper):

The consumer may also use any other clear withdrawal statement in accordance with the law.