



## SPECIFIC TERMS AND CONDITIONS OF SERVICE PACKAGES

### 1. PURPOSE

These Specific Terms and Conditions have the purpose of establishing the terms and conditions applicable to the Service Package. A Service Package consists of the simultaneous contracting of mobile telephone and broadband services (hereinafter, the Mobile Service) and mobile telephone and landline broadband services (hereinafter, the Landline Service) sold by Yoigo. The provision of both services shall be governed by their respective General Terms and Conditions, and additionally by the provisions of these Specific Terms and Conditions.

### 2. CONTRACT TERM

The contracting of a Service Package does not imply any commitment to a minimum contract term, notwithstanding any contract term commitments the Customer may have agreed to when contracting the Landline and Mobile Service. To this end, changes from one type of Service Package to another subject to a lower monthly fee shall be considered a change in pricing plan with a commitment to a lower consumption for the purposes of the minimum term contract obligations.

### 3. COST AND INVOICING

As compensation for all of the services included in the Service Package, the Customer will be obliged to pay the amount applicable to the specific type of tariff contracted. On contracting the service, the Customer shall be provided with all of the relevant information on applicable prices.

Once any call allowances or data allowances included in the tariff type have been exhausted, the amounts indicated in the price information provided to the Customer shall apply.

The Customer will receive a monthly invoice specifying all of the services included in the Service Package in the terms set out in the General Terms and Conditions of Landline Services and the General Terms and Conditions of Mobile Services, with payment being charged to the bank account designated for that purpose by the Customer.

### 4. ADDITIONAL MOBILE PHONE LINES

Customers that contract or enjoy a Fibra + Móvil tariff shall be eligible to receive a 20% discount on additional mobile lines on their Service Package. This discount constitutes a permanent discount of 20% (including indirect taxes) on the monthly fee, subject to the following conditions:

- Only mobile phone lines registered following the contracting of the tariff Fibra + Móvil shall be eligible for the discount.
- If the Customer cancels any of the services linked to the tariff Fibra + Móvil (landline or mobile services) they will also cease to receive the discount on any additional lines.
- The Customer may change tariff on their additional lines, continuing to receive the discount as long as the new tariff is a contract tariff.

### 5. FREE MOBILE TARIFF WITH "LA DE CASA" TARIFFS

The line that is provided free of charge when a Customer takes out a contract for any "La de Casa" tariff includes 500 MB browsing and calls at 0 cents/min. Customers may only opt for the free line at the time of taking out the contract. If the Customer decides not to opt for the free line at that time, that offer shall no longer be available subsequently.

### 6. CANCELLATION OF THE SERVICE PACKAGE

The Service Package may be cancelled in the following circumstances:

- On the request for cancellation or permanent termination of either of the two services comprising the Service Package (Landline or Mobile Service).
- On a change of name on the Landline or Mobile Service.

If the Mobile Service is cancelled along with the Service Package but the Customer wishes to maintain the Landline Service, the Customer must notify Yoigo of the Landline Service tariff that they wish to contract (of those tariffs offered by Yoigo at that moment in time) before the end of the calendar month in which the Mobile Service is to be cancelled. If,

within that time period, the Customer does not notify Yoigo of their wishes, the Landline Service will be charged according to the tariff most similar to the landline service included in the Service Package.

If the Landline Service is deactivated along with the Service Package but the Customer wishes to maintain the Mobile Service, the Customer must notify Yoigo of the Mobile Service tariff that they wish to contract (of those tariffs offered by Yoigo at that moment in time) before the end of the calendar month in which the Landline Service is to be deactivated. If, within that time period, the Customer does not notify Yoigo of their wishes, the Mobile Service will be charged according to the tariff most similar to the mobile service included in the Service Package.