



29 July 2024

Dear MICHAEL:

We would like to thank you for choosing us for your supply of electricity.

Please find attached two copies of your contract. Please sign "Copy for IBERDROLA CLIENTES, S.A.U." and return it to any of our **Customer Service Point** managers or to **contratofirmado@iberdrola.es**.

Please find the main identification details of your contract below:

Holder and Tax Id (NIF): MICHAEL MCREYNOLDS , Z2181767S
Supply address: STREET LOS CALARES, GATE 2 DOOR 1, 04660 ARBOLEAS, ALMERIA
Electricity Universal Supply Point Code (CUPS): ES0267000000350053FZ

Thank you for choosing Iberdrola.

Yours sincerely,

A handwritten signature in black ink, appearing to read "Borja Cañas", written over a horizontal line.

Borja Cañas Rodríguez-Rubio
Sales Representative in Andalusia

PP.A.Oakley 29/07/2024



103557784410000

ELECTRICITY SUPPLY CONTRACT

PARTIES TO THE CONTRACT

Retailer: IBERDROLA CLIENTES, S.A.U.

Company tax code: A95758389

Registered address: Plaza Euskadi 5, 48009 Bilbao

Customer service telephone number: 900 225 235 / 955 09 87 76

IBERDROLA CLIENTES, S.A.U. is authorised by the Directorate General for Energy Policy and Mining of the Ministry of Energy, Tourism and the Digital Agenda to engage in electric power and natural gas retailing activities.

CUSTOMER

Name and surnames/Company name: MICHAEL MCREYNOLDS

Tax ID number: ZZ181767S

Date of birth:

SUPPLY ADDRESS

Supply address: STREET LOS CALARES

Town: ARBOLEAS Province: ALMERIA

CNAE (national classification of economic activities): T 9821

No. GATE 2 DOOR 1

Postcode: 04660

Cadastral reference:

PARTICULAR CONDITIONS

PRODUCTS AND SERVICES CONTRACTED Night Plan

Electricity

SUPPLY CONDITIONS

Type of contract: Normal

Voltage: 1X230 V

Access rate: BT 2.0 TD Modo 1

Contracted Power: Peak: 5750 W Off-Peak: 5750 W

CUPS (universal supply point code): ES0267000000350053FZ

Distribution company: ELECTRICIDAD PASTOR S.L.

If the hourly charge curve happens not to be received from your Supplier for a particular period, billing will be based on the average profile published by the Spanish Electricity Grid (REE).

Emergency telephone number: 900373378

ECONOMIC CONDITIONS

PRICE OF ELECTRICITY

PRICES WITHOUT TAXES

Peak Contracted Power Element: 39,488853 €/kW and year

Off-Peak Contracted Power Element: 15,479996 €/kW and year

Promotional Energy Element: 0,109049 €/kWh

Non-Promotional Energy Element: 0,239748 €/kWh

PRICES WITH TAXES

Peak Contracted Power Element: 45,658578 €/kW and year

Off-Peak Contracted Power Element: 17,898585 €/kW and year

Promotional Energy Element: 0,126087 €/kWh

Non-Promotional Energy Element: 0,277206 €/kWh

The regulated cost associated with the subsidised rate funding mechanism will be added to the cost: Fixed per customer (marketing) cost of €0.006281549/day.

VAT and Electricity Tax have been added to the prices including taxes as detailed in the Billing and Payment section of this contract. In addition, if applicable, reactive or capacitive energy and the rest of the corresponding billing items may be added.

The periods in question will be those established in the Circular 3/2020 and any regulations that replace them.

The price of the contracted power element and the active energy element will be fixed for 60 months, without prejudice to updates according to the variation corresponding to the IPC⁽¹⁾ on 1 January of each year that the contract is in force.

⁽¹⁾ IPC: Actual accumulated value, for the period running from November to November prior to the application of the variation, of the general Consumer Price Index published by the Spanish National Statistics Institute.

Any upwards or downwards variations to tariffs and access fees, levies and regulated values as may be approved by the Authorities for application during the validity of the contract will also be applied at any time, based on the Circular 3/2020 and RD 148/2021. In compliance with the foregoing, when contributions are made to the National Fund for the Sustainability of the

Copy for the customer

P.P.A. Oakley 29/07/2024

Electricity System (FNSSE) for units of energy supplied to the Customer, the corresponding indirect costs will be passed on. In order to be able to apply the variations for regulated items to the contract prices, the initial REE profile in force corresponding to the access charge tariff for the supply will be used, applying item variations to this profile and to the contract price periods.

Billing of the contracted power element: This will be the sum resulting from the multiplication of the contracted power in any hourly period by the price of the corresponding contracted power element. This will be pro-rated according to the number of days in the billing period.

Billing of the active energy element: This will be the result of multiplying the promotional and non-promotional price by the amount used in the corresponding period.

The times applicable to each of the periods (promotional and non-promotional) will be as follows: Night Plan
 - Non-promotional hours: consumption in winter between 12:00 noon and 9:59 p.m.; plus consumption in summer between 1:00 p.m. and 10:59 p.m.
 - Promotional hours: consumption in winter between 10:00 p.m. and 11:59 a.m.; plus consumption in summer between 11:00 p.m. and 12:59 p.m. Being the official time change the one that determines the change between summer and winter.

If the Plan you have contracted with Iberdrola no longer suit your needs, you can change to a new Plan at any time. In the event that you wish to change to the Summer Plan or Winter Plan, at least 12 months must have elapsed since the last day on which you enjoyed the last Summer Plan or Winter Plan for the supply point where you wish to change the Plan.

Likewise, the contract will depend on having a smart meter effectively integrated into the System and remotely managed. If such a meter is not available, the Stable Plan will automatically come into play.

Signing up for this Plan is conditional on having activated the subscription to Online Billing for the duration of the contract.

Furthermore, we remind you that you have contracted energy with a Guarantee of Origin from the National Markets and Competition Commission (CNMC), which certifies that a volume of energy equivalent to that consumed is generated exclusively by certified 100% renewable energy sources that avoid CO2 emissions.

If your contract is for Self-consumption with simplified compensation through your corresponding Distributor, Iberdrola Clientes will compensate you for your surplus energy in each billing period in accordance with the Voluntary Price for Small Consumers (PVPC) published on the REE website in compliance with RD 244/2019.

METER RENTAL PRICE

The monthly rental price for the electricity meter will be established by the Ministry of Energy, Tourism and the Digital Agenda for the corresponding access rate, and charged by the distribution company. VAT(*) will be added to this price, which will appear on the bills issued to the customer. The customer can check the current prices at any time on www.iberdrola.es/clientes.

DURATION OF THE CONTRACT

The duration of this contract is 12 months from the supply start date.

The contract has no long-term commitment in the event of unilateral termination.

The supply start date shall be later than the date of acceptance of this contract and will be conditional on the existence of an access contract with the distribution company, the availability of the electricity and any work to be carried out on the installations, where necessary. The supply start date shall be the first day of the stipulated metering period indicated on the first bill.

The contract may be extended for annual periods in accordance with the General Conditions.

If you were previously eligible for the VPSC with a Reference Retailer, without receiving the social bonus, please note that if you meet the eligibility requirements, entering into the new contract will preclude its application.

ASISTENCIA HOGAR IBERDROLA (HOME SUPPORT SERVICE) 24-HOUR HOME SUPPORT AND REPAIR SERVICE

This IBERDROLA service involves providing access to the services and professions most commonly required for repairs and refurbishments at the customers' installations, either through the 900 22 45 22 / 955 09 87 77 telephone number or via the IBERDROLA channel provided for this purpose.

This service includes:

- Access to the emergency service within 3 hours (with no additional rate charged for the emergency service) for the following cases:

- Electricity: breakdown in the private installations of the customer/holder.
- Plumbing: broken fixed water pipes in the installations of the customer/holder.
- Glasses: broken outside glasses, unprotected installations.
- Locksmith's work: opening of the main door in the installations.

- Access to 24-hour support services for repairs and refurbishments relating to the energy service and other common

Copy for the customer

PPA.Oakley 29/07/2024

breakdowns and repairs in homes and businesses (plumbing, glasses, locksmith's work, air conditioning, lighting, etc.). Service guarantee as regards:

- Response times.
- Hourly prices applied by the professional: rates agreed by IBERDROLA with the multiassistance company.
- Guaranteed quality of the work carried out.

LEGAL ADVICE SERVICE

IBERDROLA offers its customers access through the 900 22 45 22 / 955 09 87 77 telephone number or via the IBERDROLA channel provided for this purpose to a telephone legal advice service that covers all aspects of Spanish law.

This service is provided Monday to Friday from 8 am to 5 pm in winter hours and from 8 am to 3 pm in summer hours (15 June to 15 September).

The requests made during the department's hours are dealt with on the same day the call is received, as long as the customer can be contacted at the telephone numbers provided, unless the customer wishes to be assisted at a later moment. This service is limited to providing oral legal advice regarding the matters brought up, and no written opinion is issued.

ASISTENCIA HOGAR IBERDROLA (HOME SUPPORT SERVICE) price: 0 euros/month

SMART HOME ASSISTANT

1 PRODUCTS CONTRACTED AND FINANCIAL TERMS AND CONDITIONS

Smart Home Assistant: it includes the following services:

- Smart Assistant: which helps you monitor your consumption and sends you customised notifications with saving tips.
- Digital Home: digital support service and cybersecurity in the Home.

In addition, by contracting the Smart Home Assistant, a free repair service is included for mechanical, electronic or electrical breakdowns of household appliances in the home.

Price excluding taxes: €1,99/month

Price including taxes: €2,41/month

VAT/Insurance Taxes have been added to the prices including taxes.

2 DURATION AND LOCK-IN-PERIOD:

The duration of this service will be the same as for the energy contract, and will be automatically extended, unless the customer gives notice to the contrary 15 days before each renewal. The customer may cancel the service at any time without penalty. The cancellation of the energy contract to which the service is associated will imply the cancellation of the service.

The customer may cancel the service at any time without penalty, by notifying the aforementioned channels.

The service has a 30-day waiting period, which means that it cannot be used until 30 days after its registration. With the exception of the energy survey service, which will be for 6 months.

Prices and annual limits for products and services shall be updated on 1 January each year in accordance with the CPI.

3 TAXES

Taxes and tax rates in force at any given time will be added to these prices, which will be itemised on the bill:

Indirect taxes (VAT, IGIC (Canary Islands Tax) IPSI (Ceuta and Melilla Import and Service Tax):

- Mainland: Value Added Tax (VAT) is levied on the price of goods, products and services (21% or 5% or as applicable by law).
- Canary Islands: the Canary Islands General Tax (IGIC) is applied (0%, 3% or 7% or as applicable by law).
- Ceuta and Melilla: the tax on production, services and imports (IPSI) is applied (1% or 4% or as applicable by law).

4 OTHER TERMS AND CONDITIONS:

Smart Assistant: This is a functionality enabled within the Iberdrola Customers App that helps to control energy consumption by showing the estimated detail by appliance and sending customised notifications with savings tips.

To sign up for the Smart Assistant, you must have:

- an electricity contract with Iberdrola,
- A smart meter remotely managed and integrated into the electricity system, and
- A contracted power of less than 15 kW.

Copy for the customer

PPA.Oakley 29/07/2024

In addition, it is essential that the distribution company provides Iberdrola with the optimal daily consumption of your meter. If during the first 4 months of the contract the consumption is not received from the distribution company, Iberdrola will terminate the service at no extra cost. Instead, the Smart Home Assistant service without SA, which includes the same services except for the Smart Assistant, will be maintained.

Repair service for mechanical, electronic or electrical breakdowns of household appliances: covering the travel of a qualified technician and 2 hours of labour free of charge for the customer: refrigerator, washing machine, electric cooker, electric oven (not microwave), extractor hood, dishwasher, dryer and freezer. The cost of the parts and the additional hours to the covers will be assumed by the Client.

The following are excluded from the breakdown repair service: devices under warranty; other devices other than those expressly included; appliances which are not used exclusively for domestic purposes; cosmetic damage that does not affect the operation of the appliance; breakdowns caused by abnormal or improper use and damage caused intentionally; accidental damage or shock caused by something external; corrosion or oxidation; maintenance operations of the device, such as adjustments, cleanings or periodic checks; civil liabilities of any nature.

Digital Home: it includes the following services:

- Cybersecurity service to keep your personal information and identity safe to ensure your and your family's digital well-being. It includes antivirus, parental control, protection against card fraud, identity protection, internet presence reporting, digital erasure and right to be forgotten and cloud backup.
- Digital Support Service with 24h assistance in resolving queries or problems on your computer or non-professional home technology devices via the internet, using a remote control tool, also including IoT (Connected Home) Support and Optimisation of Devices and Connectivity.

The scope and specific conditions of the services included are detailed in clause 1.9. of this Contract.

For the provision of this service, it is necessary for the customer to register at: www.hogardigitaliberdrola.es

SPECIAL TERMS AND CONDITIONS

WELCOME PROMOTION PACK Night Plan

100% in the Smart Home Assistant during the first 4 months.

15% discount on electricity usage (active energy) the first 12 months of the duration of the contract.

BILLING AND PAYMENT

Taxes and tax rates in force at any given time will be added to the prices excluding taxes indicated in the "Financial Conditions" section and which shall be broken down on the bill:

Electricity Tax (ET): is a special tax for the supply of electricity that is levied on power and energy consumption (5.113% or 2.5% or the minimum amount of €0.5/MWh or €1/MWh, or as applicable by law). /n Hydrocarbon Tax (HCT) is a special tax for gas supply that is levied on energy consumption (€0.00234/kWh or as applicable by law).

Indirect taxes (VAT, IGIC (Canary Islands Tax) IPSI (Ceuta and Melilla Import and Service Tax)

- Mainland: Value Added Tax (VAT) is levied on the price of goods, products and services (21% or 10% or as applicable by law).

- Canary Islands: the Canary Islands General Tax (IGIC) is applied (0%, 3% or 7% or as applicable by law).

- Ceuta and Melilla: the tax on production, services and imports (IPSI) is applied (1% or 4% or as applicable by law).

These taxes do not apply to insurance.

Insurance taxes: IPS, Insurance Compensation Consortium surcharge and mediation fees.

According to your instructions, the electricity products you have contracted will be billed on the following basis:

- monthly/bimonthly, as set out in the regulations applied by the distribution company.

Electronic billing for electricity subject to the terms and conditions established for Iberdrola Clientes at www.iberdrola.es/servicios/facturacion/factura-electronica and that will be sent a/al mickyreynolds04@gmail.com/645398124.

According to your instructions, the electricity products you have contracted shall be charged to the following account:

IBAN: ES13 3058 0024 7727 2003 ****

BIC (SWIFT Code): CCRIES2AXXX

Basic information on data protection	
Responsible party	IBERDROLA CLIENTES, S.A.U.
Purpose	Management of contractual relations. Information on the supply of energy, products, services and own or third-party actions, including those based on the preparation of profiles

Authority	Performance of the contract, consent obtained, legitimate interest and compliance with legislation
Recipients	Distribution company providing access to the grid and third-party providers of works and services, including international transfers
Rights	Access, rectification, deletion, limitation of processing, portability of data and objection
From	Customer, distribution company, sources accessible to the public and public bodies
Additional information	You will find additional information in the General Conditions

CONSENT AND RIGHT OF OBJECTION CONSENT

CONSENT

- I hereby consent to IBERDROLA's sending me marketing information on the supply of energy and its products and services after the expiry or termination of this contract. I further consent to its sending me marketing information on third party products and services that may be of interest to me, by both ordinary and electronic means.
- I consent to IBERDROLA's using information from third parties to complete my sales profile in the interests of greater personalisation of the marketing information of interest to me.

RIGHT OF OBJECTION CONSENT EXERCISE

At IBERDROLA we take care of customers, guaranteeing the security and confidentiality of their data. In its legitimate interest as a seller of energy, IBERDROLA sends out marketing information on the supply of energy, products and services, as well as on the sporting, cultural and charitable activities in which it participates, offering benefits for its customers in accordance with their sales profiles.

- I do not wish to receive marketing information.
- I do not wish my sales profile to be produced.

LETTER TO THE ELECTRICITY DISTRIBUTION COMPANY

Electricity distribution company (hereinafter "current distribution company"): **ELECTRICIDAD PASTOR S.L.**

Address: **C/ ANCHA, 42 04600-HUERCAL OVERA - ALMERIA**

Dear Sirs,

I hereby inform you that I have signed a contract with IBERDROLA CLIENTES, S.A.U. for the supply of electricity at the following address: STREET LOS CALARES, 2 , 1 04660-ARBOLEAS - ALMERIA. Consequently, as of the effective date of the contract with IBERDROLA CLIENTES, S.A.U. I shall be terminating the contract signed with you for the said address (reference _____ and CUPS ES026700000350053FZ). In particular, I authorise IBERDROLA CLIENTES, S.A.U. to contract for access to the electric power grid (ATR) in accordance with article 3.3 of Royal Decree 1435/2002.

CARTA AL DISTRIBUIDOR DE ELECTRICIDAD

Compañía distribuidora de electricidad (en adelante actual distribuidor): **ELECTRICIDAD PASTOR S.L.**

Dirección: **C/ ANCHA, 42 04600-HUERCAL OVERA - ALMERIA**

Muy Sres. Míos:

Mediante la presente les comunico que he suscrito un contrato con IBERDROLA CLIENTES, S.A.U. para el suministro de energía eléctrica en el siguiente domicilio: STREET LOS CALARES, 2 , 1 04660-ARBOLEAS - ALMERIA. En consecuencia les comunico que a partir de la fecha de inicio del contrato con IBERDROLA CLIENTES, S.A.U. doy por terminado el contrato de referencia _____ y C.U.P.S.ES026700000350053FZ, que en la citada dirección tengo suscrito con Uds. En especial autorizo a IBERDROLA CLIENTES, S.A.U. para contratar el acceso a las redes eléctricas (ATR) de acuerdo con el art 3.3 del R.D. 1435/2002.

ACCEPTANCE OF CONDITIONS

Offer validity: This contractual offer is valid for the day of the date 07/29/2024.

Contracting by telephone or online: If a Customer contacts IBERDROLA to contract this service by phone or online, this document will be deemed to be documentary confirmation of the contract entered into, as established by Law 3/2014, of 27 March, and the contract will be governed by the Special and General Conditions attached. The Contract will be deemed to be established from the moment of telephone or online acceptance through the recording or electronic registration of the Customer's consent, without the need for a copy of this document to be signed and returned.

Right to withdraw: The customer/consumer may withdraw from this contract without having to justify their decision and without any penalty whatsoever within a maximum period of fourteen (14) calendar days from the date on which the Contract is agreed, in accordance with the provisions of the General Contract Conditions.

Other types of contract: If the contract has not been entered into over the telephone or electronically, the validity of the conditions offered will be in force until the date indicated therein, and it must be signed and delivered to IBERDROLA within that time. Final date of the contractual offer: 07/29/2024

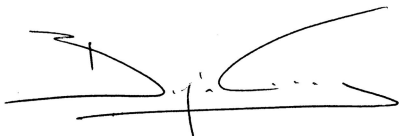
The customer confirms, by signing this contract, that the data identifying their contract are correct.

In witness whereof, the customer executes this contract, which sets out the Particular, General, Specific and, where applicable, Special Conditions, which the customer declares having read and accepted.

Signed in _____, on 20....

By and on behalf of IBERDROLA CLIENTES, S.A.U.

By the customer,



PP.A. Oakley 29/07/2024

Borja Cañas Rodríguez-Rubio
Sales Representative in Andalusia

Signed:

Tax ID No.:



103557784410000

ORDEN DE DOMICILIACIÓN DE ADEUDO DIRECTO SEPA SEPA DIRECT DEBIT MANDATE

1. A CUMPLIMENTAR POR IBERDROLA / TO BE COMPLETED BY IBERDROLA

Referencia de la orden de domiciliación / *Mandate reference* : 220977644000
Identificador de IBERDROLA / *IBERDROLA Identifier* : ES43001A95758389
Nombre del acreedor / *Creditor's name* : IBERDROLA CLIENTES, S.A.U.
Dirección / *Address* : Piza EUSKADI, 5
Código postal - Población - Provincia / *Postal Code - City - Town* : 48009 - BILBAO - BIZKAIA
País / *Country* : ESPAÑA

Suministro contratado / *Supply contracted* : Electricity
Dirección del punto de suministro / *Supply point address* :
STREET LOS CALARES, 2 , 1 04660-ARBOLEAS - ALMERIA
C.U.P.S. / *Supply Point Identification U.S.P.C.* : ES0267000000350053FZ

Mediante la firma de esta orden de domiciliación, el cliente autoriza (A) a IBERDROLA a enviar instrucciones a la entidad del cliente para adeudar en su cuenta y (B) a la entidad para efectuar los adeudos en su cuenta siguiendo las instrucciones de IBERDROLA. Como parte de sus derechos, el cliente está legitimado al reembolso por su entidad en los términos y condiciones del contrato suscrito con la misma. La solicitud de reembolso deberá efectuarse dentro de las ocho semanas que siguen a la fecha de adeudo en cuenta. Puede obtener información adicional sobre sus derechos en su entidad financiera.

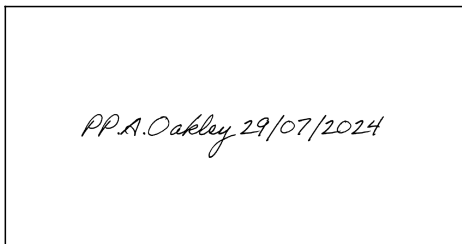
By signing this mandate form, you authorise (A) IBERDROLA to send instructions to your bank to debit your account and (B) your bank to debit your account in accordance with the instructions from IBERDROLA. As part of your rights, you are entitled to a refund from your bank under the terms and conditions of your agreement with your bank. A refund must be claimed within eight weeks starting from the date on which your account was debited. Your rights are explained in a statement that you can obtain from your bank.

2. A CUMPLIMENTAR POR EL TITULAR / TO BE COMPLETED BY THE ACCOUNT HOLDER

Nombre del titular (titular de la cuenta de cargo) / *Account holder's name* :
MICHAEL MCREYNOLDS
N.I.F./C.I.F. / *Tax ID number* :
Z2181767S
Dirección del titular / *Address of the account holder* :
C/ LOS CALARES, 2 , 1
Código postal - Población - Provincia / *Postal Code - City - Town* :
4660 - ARBOLEAS - ALMERIA
País del titular / *Country of the account holder* :
ESPAÑA
Swift BIC / *Swift BIC* :
CCRIES2AXXX
Número de cuenta - IBAN / *Account number - IBAN* :
ES13 3058 0024 7727 2003 9171
Tipo de pago / *Type of payment* :
Pago recurrente / *Recurrent payment*

Signed in, on 20.....

Firma del titular / *Account holder signature* :



Fdo. / *Signed*

N.I.F. / *ID No.* :

TODOS LOS CAMPOS HAN DE SER CUMPLIMENTADOS OBLIGATORIAMENTE.
UNA VEZ FIRMADA, ESTA ORDEN DE DOMICILIACIÓN DEBE SER ENVIADA A IBERDROLA PARA SU CUSTODIA.
ALL GAPS ARE MANDATORY. ONCE THIS MANDATE HAS BEEN SIGNED MUST BE SENT TO IBERDROLA FOR STORAGE.

Copy for the customer



77220977644000



103557784410000

IBERDROLA CLIENTES, S.A.U. - Domicile for tax purposes: C/ Tomás Redondo 1, 28033 Madrid. Registered address: Plaza Euskadi 5, 48009 Bilbao. Registered in the Business Register of Bizkaia, volume 5448, folio 19, page BI-63981, entry number 1. Tax ID code: A-95758389

ELECTRICITY SUPPLY CONTRACT

PARTIES TO THE CONTRACT

Retailer: IBERDROLA CLIENTES, S.A.U.

Company tax code: A95758389

Registered address: Plaza Euskadi 5, 48009 Bilbao

Customer service telephone number: 900 225 235 / 955 09 87 76

IBERDROLA CLIENTES, S.A.U. is authorised by the Directorate General for Energy Policy and Mining of the Ministry of Energy, Tourism and the Digital Agenda to engage in electric power and natural gas retailing activities.

CUSTOMER

Name and surnames/Company name: MICHAEL MCREYNOLDS

Tax ID number: Z2181767S

Date of birth:

SUPPLY ADDRESS

Supply address: STREET LOS CALARES

Town: ARBOLEAS Province: ALMERIA

CNAE (national classification of economic activities): T 9821

No. GATE 2 DOOR 1

Postcode: 04660

Cadastral reference:

PARTICULAR CONDITIONS

PRODUCTS AND SERVICES CONTRACTED Night Plan

Electricity

SUPPLY CONDITIONS

Type of contract: Normal

Voltage: 1X230 V

Access rate: BT 2.0 TD Modo 1

Contracted Power: Peak: 5750 W Off-Peak: 5750 W

CUPS (universal supply point code): ES0267000000350053FZ

Distribution company: ELECTRICIDAD PASTOR S.L.

If the hourly charge curve happens not to be received from your Supplier for a particular period, billing will be based on the average profile published by the Spanish Electricity Grid (REE).

Emergency telephone number: 900373378

ECONOMIC CONDITIONS

PRICE OF ELECTRICITY

PRICES WITHOUT TAXES

Peak Contracted Power Element: 39,488853 €/kW and year

Off-Peak Contracted Power Element: 15,479996 €/kW and year

Promotional Energy Element: 0,109049 €/kWh

Non-Promotional Energy Element: 0,239748 €/kWh

PRICES WITH TAXES

Peak Contracted Power Element: 45,658578 €/kW and year

Off-Peak Contracted Power Element: 17,898585 €/kW and year

Promotional Energy Element: 0,126087 €/kWh

Non-Promotional Energy Element: 0,277206 €/kWh

The regulated cost associated with the subsidised rate funding mechanism will be added to the cost: Fixed per customer (marketing) cost of €0.006281549/day.

VAT and Electricity Tax have been added to the prices including taxes as detailed in the Billing and Payment section of this contract. In addition, if applicable, reactive or capacitive energy and the rest of the corresponding billing items may be added.

The periods in question will be those established in the Circular 3/2020 and any regulations that replace them.

The price of the contracted power element and the active energy element will be fixed for 60 months, without prejudice to updates according to the variation corresponding to the IPC⁽¹⁾ on 1 January of each year that the contract is in force.

⁽¹⁾ IPC: Actual accumulated value, for the period running from November to November prior to the application of the variation, of the general Consumer Price Index published by the Spanish National Statistics Institute.

Any upwards or downwards variations to tariffs and access fees, levies and regulated values as may be approved by the Authorities for application during the validity of the contract will also be applied at any time, based on the Circular 3/2020 and RD 148/2021. In compliance with the foregoing, when contributions are made to the National Fund for the Sustainability of the

Copy for IBERDROLA CLIENTES, S.A.U.

PPA.Oakley 29/07/2024

Electricity System (FNSSE) for units of energy supplied to the Customer, the corresponding indirect costs will be passed on. In order to be able to apply the variations for regulated items to the contract prices, the initial REE profile in force corresponding to the access charge tariff for the supply will be used, applying item variations to this profile and to the contract price periods.

Billing of the contracted power element: This will be the sum resulting from the multiplication of the contracted power in any hourly period by the price of the corresponding contracted power element. This will be pro-rated according to the number of days in the billing period.

Billing of the active energy element: This will be the result of multiplying the promotional and non-promotional price by the amount used in the corresponding period.

The times applicable to each of the periods (promotional and non-promotional) will be as follows: Night Plan
 - Non-promotional hours: consumption in winter between 12:00 noon and 9:59 p.m.; plus consumption in summer between 1:00 p.m. and 10:59 p.m.
 - Promotional hours: consumption in winter between 10:00 p.m. and 11:59 a.m.; plus consumption in summer between 11:00 p.m. and 12:59 p.m. Being the official time change the one that determines the change between summer and winter.

If the Plan you have contracted with Iberdrola no longer suit your needs, you can change to a new Plan at any time. In the event that you wish to change to the Summer Plan or Winter Plan, at least 12 months must have elapsed since the last day on which you enjoyed the last Summer Plan or Winter Plan for the supply point where you wish to change the Plan.

Likewise, the contract will depend on having a smart meter effectively integrated into the System and remotely managed. If such a meter is not available, the Stable Plan will automatically come into play.

Signing up for this Plan is conditional on having activated the subscription to Online Billing for the duration of the contract.

Furthermore, we remind you that you have contracted energy with a Guarantee of Origin from the National Markets and Competition Commission (CNMC), which certifies that a volume of energy equivalent to that consumed is generated exclusively by certified 100% renewable energy sources that avoid CO2 emissions.

If your contract is for Self-consumption with simplified compensation through your corresponding Distributor, Iberdrola Clientes will compensate you for your surplus energy in each billing period in accordance with the Voluntary Price for Small Consumers (PVPC) published on the REE website in compliance with RD 244/2019.

METER RENTAL PRICE

The monthly rental price for the electricity meter will be established by the Ministry of Energy, Tourism and the Digital Agenda for the corresponding access rate, and charged by the distribution company. VAT(*) will be added to this price, which will appear on the bills issued to the customer. The customer can check the current prices at any time on www.iberdrola.es/clientes.

DURATION OF THE CONTRACT

The duration of this contract is 12 months from the supply start date.

The contract has no long-term commitment in the event of unilateral termination.

The supply start date shall be later than the date of acceptance of this contract and will be conditional on the existence of an access contract with the distribution company, the availability of the electricity and any work to be carried out on the installations, where necessary. The supply start date shall be the first day of the stipulated metering period indicated on the first bill.

The contract may be extended for annual periods in accordance with the General Conditions.

If you were previously eligible for the VPSC with a Reference Retailer, without receiving the social bonus, please note that if you meet the eligibility requirements, entering into the new contract will preclude its application.

ASISTENCIA HOGAR IBERDROLA (HOME SUPPORT SERVICE) 24-HOUR HOME SUPPORT AND REPAIR SERVICE

This IBERDROLA service involves providing access to the services and professions most commonly required for repairs and refurbishments at the customers' installations, either through the 900 22 45 22 / 955 09 87 77 telephone number or via the IBERDROLA channel provided for this purpose.

This service includes:

- Access to the emergency service within 3 hours (with no additional rate charged for the emergency service) for the following cases:

- Electricity: breakdown in the private installations of the customer/holder.
- Plumbing: broken fixed water pipes in the installations of the customer/holder.
- Glasses: broken outside glasses, unprotected installations.
- Locksmith's work: opening of the main door in the installations.

- Access to 24-hour support services for repairs and refurbishments relating to the energy service and other common

breakdowns and repairs in homes and businesses (plumbing, glasses, locksmith's work, air conditioning, lighting, etc.). Service guarantee as regards:

- Response times.
- Hourly prices applied by the professional: rates agreed by IBERDROLA with the multiassistance company.
- Guaranteed quality of the work carried out.

LEGAL ADVICE SERVICE

IBERDROLA offers its customers access through the 900 22 45 22 / 955 09 87 77 telephone number or via the IBERDROLA channel provided for this purpose to a telephone legal advice service that covers all aspects of Spanish law.

This service is provided Monday to Friday from 8 am to 5 pm in winter hours and from 8 am to 3 pm in summer hours (15 June to 15 September).

The requests made during the department's hours are dealt with on the same day the call is received, as long as the customer can be contacted at the telephone numbers provided, unless the customer wishes to be assisted at a later moment. This service is limited to providing oral legal advice regarding the matters brought up, and no written opinion is issued.

ASISTENCIA HOGAR IBERDROLA (HOME SUPPORT SERVICE) price: 0 euros/month

SMART HOME ASSISTANT

1 PRODUCTS CONTRACTED AND FINANCIAL TERMS AND CONDITIONS

Smart Home Assistant: it includes the following services:

- Smart Assistant: which helps you monitor your consumption and sends you customised notifications with saving tips.
- Digital Home: digital support service and cybersecurity in the Home.

In addition, by contracting the Smart Home Assistant, a free repair service is included for mechanical, electronic or electrical breakdowns of household appliances in the home.

Price excluding taxes: €1,99/month

Price including taxes: €2,41/month

VAT/Insurance Taxes have been added to the prices including taxes.

2 DURATION AND LOCK-IN-PERIOD:

The duration of this service will be the same as for the energy contract, and will be automatically extended, unless the customer gives notice to the contrary 15 days before each renewal. The customer may cancel the service at any time without penalty. The cancellation of the energy contract to which the service is associated will imply the cancellation of the service.

The customer may cancel the service at any time without penalty, by notifying the aforementioned channels.

The service has a 30-day waiting period, which means that it cannot be used until 30 days after its registration. With the exception of the energy survey service, which will be for 6 months.

Prices and annual limits for products and services shall be updated on 1 January each year in accordance with the CPI.

3 TAXES

Taxes and tax rates in force at any given time will be added to these prices, which will be itemised on the bill:

Indirect taxes (VAT, IGIC (Canary Islands Tax) IPSI (Ceuta and Melilla Import and Service Tax):

- Mainland: Value Added Tax (VAT) is levied on the price of goods, products and services (21% or 5% or as applicable by law).
- Canary Islands: the Canary Islands General Tax (IGIC) is applied (0%, 3% or 7% or as applicable by law).
- Ceuta and Melilla: the tax on production, services and imports (IPSI) is applied (1% or 4% or as applicable by law).

4 OTHER TERMS AND CONDITIONS:

Smart Assistant: This is a functionality enabled within the Iberdrola Customers App that helps to control energy consumption by showing the estimated detail by appliance and sending customised notifications with savings tips.

To sign up for the Smart Assistant, you must have:

- an electricity contract with Iberdrola,
- A smart meter remotely managed and integrated into the electricity system, and
- A contracted power of less than 15 kW.

In addition, it is essential that the distribution company provides Iberdrola with the optimal daily consumption of your meter. If during the first 4 months of the contract the consumption is not received from the distribution company, Iberdrola will terminate the service at no extra cost. Instead, the Smart Home Assistant service without SA, which includes the same services except for the Smart Assistant, will be maintained.

Repair service for mechanical, electronic or electrical breakdowns of household appliances: covering the travel of a qualified technician and 2 hours of labour free of charge for the customer: refrigerator, washing machine, electric cooker, electric oven (not microwave), extractor hood, dishwasher, dryer and freezer. The cost of the parts and the additional hours to the covers will be assumed by the Client.

The following are excluded from the breakdown repair service: devices under warranty; other devices other than those expressly included; appliances which are not used exclusively for domestic purposes; cosmetic damage that does not affect the operation of the appliance; breakdowns caused by abnormal or improper use and damage caused intentionally; accidental damage or shock caused by something external; corrosion or oxidation; maintenance operations of the device, such as adjustments, cleanings or periodic checks; civil liabilities of any nature.

Digital Home: it includes the following services:

- Cybersecurity service to keep your personal information and identity safe to ensure your and your family's digital well-being. It includes antivirus, parental control, protection against card fraud, identity protection, internet presence reporting, digital erasure and right to be forgotten and cloud backup.
- Digital Support Service with 24h assistance in resolving queries or problems on your computer or non-professional home technology devices via the internet, using a remote control tool, also including IoT (Connected Home) Support and Optimisation of Devices and Connectivity.

The scope and specific conditions of the services included are detailed in clause 1.9. of this Contract.

For the provision of this service, it is necessary for the customer to register at: www.hogardigitaliberdrola.es

SPECIAL TERMS AND CONDITIONS

WELCOME PROMOTION PACK Night Plan

100% in the Smart Home Assistant during the first 4 months.

15% discount on electricity usage (active energy) the first 12 months of the duration of the contract.

BILLING AND PAYMENT

Taxes and tax rates in force at any given time will be added to the prices excluding taxes indicated in the "Financial Conditions" section and which shall be broken down on the bill:

Electricity Tax (ET): is a special tax for the supply of electricity that is levied on power and energy consumption (5.113% or 2.5% or the minimum amount of €0.5/MWh or €1/MWh, or as applicable by law). /n Hydrocarbon Tax (HCT) is a special tax for gas supply that is levied on energy consumption (€0.00234/kWh or as applicable by law).

Indirect taxes (VAT, IGIC (Canary Islands Tax) IPSI (Ceuta and Melilla Import and Service Tax)

- Mainland: Value Added Tax (VAT) is levied on the price of goods, products and services (21% or 10% or as applicable by law).

- Canary Islands: the Canary Islands General Tax (IGIC) is applied (0%, 3% or 7% or as applicable by law).

- Ceuta and Melilla: the tax on production, services and imports (IPSI) is applied (1% or 4% or as applicable by law).

These taxes do not apply to insurance.

Insurance taxes: IPS, Insurance Compensation Consortium surcharge and mediation fees.

According to your instructions, the electricity products you have contracted will be billed on the following basis:

- monthly/bimonthly, as set out in the regulations applied by the distribution company.

Electronic billing for electricity subject to the terms and conditions established for Iberdrola Clientes at www.iberdrola.es/servicios/facturacion/factura-electronica and that will be sent a/al mickyreynolds04@gmail.com/645398124.

According to your instructions, the electricity products you have contracted shall be charged to the following account:

IBAN: ES13 3058 0024 7727 2003 ****

BIC (SWIFT Code): CCRIES2AXXX

Basic information on data protection	
Responsible party	IBERDROLA CLIENTES, S.A.U.
Purpose	Management of contractual relations. Information on the supply of energy, products, services and own or third-party actions, including those based on the preparation of profiles

Authority	Performance of the contract, consent obtained, legitimate interest and compliance with legislation
Recipients	Distribution company providing access to the grid and third-party providers of works and services, including international transfers
Rights	Access, rectification, deletion, limitation of processing, portability of data and objection
From	Customer, distribution company, sources accessible to the public and public bodies
Additional information	You will find additional information in the General Conditions

CONSENT AND RIGHT OF OBJECTION CONSENT

CONSENT

- I hereby consent to IBERDROLA's sending me marketing information on the supply of energy and its products and services after the expiry or termination of this contract. I further consent to its sending me marketing information on third party products and services that may be of interest to me, by both ordinary and electronic means.
- I consent to IBERDROLA's using information from third parties to complete my sales profile in the interests of greater personalisation of the marketing information of interest to me.

RIGHT OF OBJECTION CONSENT EXERCISE

At IBERDROLA we take care of customers, guaranteeing the security and confidentiality of their data. In its legitimate interest as a seller of energy, IBERDROLA sends out marketing information on the supply of energy, products and services, as well as on the sporting, cultural and charitable activities in which it participates, offering benefits for its customers in accordance with their sales profiles.

- I do not wish to receive marketing information.
- I do not wish my sales profile to be produced.

PP.A.Oakley 29/07/2024

LETTER TO THE ELECTRICITY DISTRIBUTION COMPANY

Electricity distribution company (hereinafter "current distribution company"): **ELECTRICIDAD PASTOR S.L.**

Address: **C/ ANCHA, 42 04600-HUERCAL OVERA - ALMERIA**

Dear Sirs,

I hereby inform you that I have signed a contract with IBERDROLA CLIENTES, S.A.U. for the supply of electricity at the following address: STREET LOS CALARES, 2 , 1 04660-ARBOLEAS - ALMERIA. Consequently, as of the effective date of the contract with IBERDROLA CLIENTES, S.A.U. I shall be terminating the contract signed with you for the said address (reference _____ and CUPS ES026700000350053FZ). In particular, I authorise IBERDROLA CLIENTES, S.A.U. to contract for access to the electric power grid (ATR) in accordance with article 3.3 of Royal Decree 1435/2002.

CARTA AL DISTRIBUIDOR DE ELECTRICIDAD

Compañía distribuidora de electricidad (en adelante actual distribuidor): **ELECTRICIDAD PASTOR S.L.**

Dirección: **C/ ANCHA, 42 04600-HUERCAL OVERA - ALMERIA**

Muy Sres. Míos:

Mediante la presente les comunico que he suscrito un contrato con IBERDROLA CLIENTES, S.A.U. para el suministro de energía eléctrica en el siguiente domicilio: STREET LOS CALARES, 2 , 1 04660-ARBOLEAS - ALMERIA. En consecuencia les comunico que a partir de la fecha de inicio del contrato con IBERDROLA CLIENTES, S.A.U. doy por terminado el contrato de referencia _____ y C.U.P.S.ES026700000350053FZ, que en la citada dirección tengo suscrito con Uds. En especial autorizo a IBERDROLA CLIENTES, S.A.U. para contratar el acceso a las redes eléctricas (ATR) de acuerdo con el art 3.3 del R.D. 1435/2002.

ACCEPTANCE OF CONDITIONS

Offer validity: This contractual offer is valid for the day of the date 07/29/2024.

Contracting by telephone or online: If a Customer contacts IBERDROLA to contract this service by phone or online, this document will be deemed to be documentary confirmation of the contract entered into, as established by Law 3/2014, of 27 March, and the contract will be governed by the Special and General Conditions attached. The Contract will be deemed to be established from the moment of telephone or online acceptance through the recording or electronic registration of the Customer's consent, without the need for a copy of this document to be signed and returned.

Right to withdraw: The customer/consumer may withdraw from this contract without having to justify their decision and without any penalty whatsoever within a maximum period of fourteen (14) calendar days from the date on which the Contract is agreed, in accordance with the provisions of the General Contract Conditions.

Other types of contract: If the contract has not been entered into over the telephone or electronically, the validity of the conditions offered will be in force until the date indicated therein, and it must be signed and delivered to IBERDROLA within that time. Final date of the contractual offer: 07/29/2024

The customer confirms, by signing this contract, that the data identifying their contract are correct.

In witness whereof, the customer executes this contract, which sets out the Particular, General, Specific and, where applicable, Special Conditions, which the customer declares having read and accepted.

Signed in _____, on 20....

By and on behalf of IBERDROLA CLIENTES, S.A.U.

By the customer,



PPA.Oakley 29/07/2024

Borja Cañas Rodríguez-Rubio
Sales Representative in Andalusia

Signed:

Tax ID No.:



103557784410000

ORDEN DE DOMICILIACIÓN DE ADEUDO DIRECTO SEPA SEPA DIRECT DEBIT MANDATE

1. A CUMPLIMENTAR POR IBERDROLA / TO BE COMPLETED BY IBERDROLA

Referencia de la orden de domiciliación / Mandate reference : 220977644000
Identificador de IBERDROLA / IBERDROLA Identifier : ES43001A95758389
Nombre del acreedor / Creditor's name : IBERDROLA CLIENTES, S.A.U.
Dirección / Address : Piza EUSKADI, 5
Código postal - Población - Provincia / Postal Code - City - Town : 48009 - BILBAO - BIZKAIA
País / Country : ESPAÑA

Suministro contratado / Supply contracted : Electricity
Dirección del punto de suministro / Supply point address :
STREET LOS CALARES, 2 , 1 04660-ARBOLEAS - ALMERIA
C.U.P.S. / Supply Point Identification U.S.P.C. : ES0267000000350053FZ

Mediante la firma de esta orden de domiciliación, el cliente autoriza (A) a IBERDROLA a enviar instrucciones a la entidad del cliente para adeudar en su cuenta y (B) a la entidad para efectuar los adeudos en su cuenta siguiendo las instrucciones de IBERDROLA. Como parte de sus derechos, el cliente está legitimado al reembolso por su entidad en los términos y condiciones del contrato suscrito con la misma. La solicitud de reembolso deberá efectuarse dentro de las ocho semanas que siguen a la fecha de adeudo en cuenta. Puede obtener información adicional sobre sus derechos en su entidad financiera.

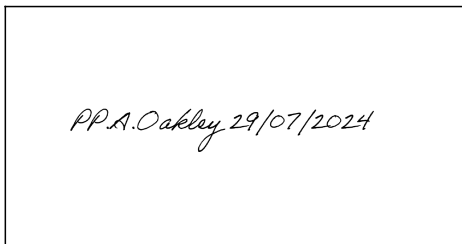
By signing this mandate form, you authorise (A) IBERDROLA to send instructions to your bank to debit your account and (B) your bank to debit your account in accordance with the instructions from IBERDROLA. As part of your rights, you are entitled to a refund from your bank under the terms and conditions of your agreement with your bank. A refund must be claimed within eight weeks starting from the date on which your account was debited. Your rights are explained in a statement that you can obtain from your bank.

2. A CUMPLIMENTAR POR EL TITULAR / TO BE COMPLETED BY THE ACCOUNT HOLDER

Nombre del titular (titular de la cuenta de cargo) / Account holder's name :
MICHAEL MCREYNOLDS
N.I.F./C.I.F. / Tax ID number :
Z2181767S
Dirección del titular / Address of the account holder :
C/ LOS CALARES, 2 , 1
Código postal - Población - Provincia / Postal Code - City - Town :
4660 - ARBOLEAS - ALMERIA
País del titular / Country of the account holder :
ESPAÑA
Swift BIC / Swift BIC :
CCRIES2AXXX
Número de cuenta - IBAN / Account number - IBAN :
ES13 3058 0024 7727 2003 9171
Tipo de pago / Type of payment :
Pago recurrente / Recurrent payment

Signed in, on 20.....

Firma del titular / Account holder signature :



Fdo. / Signed

N.I.F. / ID No. :

**TODOS LOS CAMPOS HAN DE SER CUMPLIMENTADOS OBLIGATORIAMENTE.
UNA VEZ FIRMADA, ESTA ORDEN DE DOMICILIACIÓN DEBE SER ENVIADA A IBERDROLA PARA SU CUSTODIA.
ALL GAPS ARE MANDATORY. ONCE THIS MANDATE HAS BEEN SIGNED MUST BE SENT TO IBERDROLA FOR STORAGE.**



77220977644000



103557784410000

WITHDRAWAL DOCUMENT

Right of withdrawal:

As a consumer and user, you are entitled to withdraw from this Contract within 14 calendar days, without justification. The withdrawal period expires 14 calendar days as of the signing of the Contract.

To exert the right of withdrawal, notification must be sent to IBERDROLA CLIENTES, S.A.U. with registered office at Plaza Euskadi 5, 48009 BILBAO, telephone 900 225 235 / 955 09 87 76 , fax 944 663 433 and e-mail desistimiento@curenergia.es, of the decision to withdraw from the Contract, using unequivocal means (for example, a letter sent by post, fax or e-mail). The following withdrawal form may be used, though this is not mandatory. Likewise, you also have the option of completing and sending by e-mail our withdrawal form, or any other unequivocal notification, through our website www.iberdrola.es. If you select this option, we will notify you without delay, using a trustworthy format (for example, via e-mail) of the reception of your withdrawal. To comply with the withdrawal period to which you are entitled, it suffices that the corresponding notification for exerting this right is sent before its expiry.

Withdrawal form:

(form is only to be completed and sent when withdrawing from the Contract)

To the attention of IBERDROLA CLIENTES, S.A.U., with registered address at Plaza Euskadi, 5 48009 BILBAO, telephone 900 225 235 / 955 09 87 76, fax 944 663 433 and e-mail address solicitudes_comercial@iberdrola.es:

By this means I notify my withdrawal from the electricity/natural gas supply contract signed ___/___/___ (DD/MM/YY) referring to CUPS:

ES0267000000350053FZ

Signed in _____ on _____ of _____ 20 _____

Signature of consumer and user,

CUSTOMER PERSONAL DATA

Name and surnames: MICHAEL MCREYNOLDS
Tax ID No.: Z2181767S
Address: STREET LOS CALARES, 2 , 1 04660-ARBOLEAS - ALMERIA

Letter to be sent by the client to IBERDROLA CLIENTES, S.A.U. **only** in the case of the client's withdrawal from the contract within 14 days from its execution:

- Apartado de correos nº 61090 - 28080 de Madrid
- Email adress: desistimiento@curenergia.es



11144

GENERAL TERMS AND CONDITIONS OF THE POWER SUPPLY AGREEMENT AND OTHER SERVICES

1.- WHAT IS THE PURPOSE OF THE AGREEMENT?

1.1.- IBERDROLA CLIENTES, S.A.U. (hereinafter, "IBERDROLA") shall deliver to the Customer the power and/or natural gas and additional services set out in the Individual Terms and Conditions.

1.2.- The agreement will be governed by its own terms and conditions and by applicable consumer law and regulations, as well as Act 24 of 26 December 2013, on the electricity sector (Ley 24/2013), Act 34 of 7 October 1998, on the hydrocarbons sector (Ley 34/1998), and all implementing law and regulations, all of which can be viewed at www.iberdrola.com.

1.3.- Be advised that IBERDROLA has a Code of Ethics, which is available at www.iberdrola.com.

2.- WHAT IS THE TERM OF THE AGREEMENT AND HOW DOES IT END?

2.1.- The term of this Agreement is as stated in the Individual Terms and Conditions, which will be at most ONE (1) YEAR running from the supply start date, once activated by the Distributor. The Agreement will be extended automatically for successive periods of the same duration if neither party serves written notice on the other of its desire to terminate the contract at least FIFTEEN (15) calendar days ahead of the end date of the period then in effect.

2.2.- If the Customer's credit check reveals outstanding debts or its inclusion in credit blacklists or similar databases, IBERDROLA may insist that additional requirements be met before the Agreement takes effect or insist that a deposit or bank guarantee be posted.

2.3.- The Customer may seek termination of the Agreement in any of the situations and through any of the channels discussed in Clause 9. If the INDIVIDUAL TERMS AND CONDITIONS envisage a commitment period, early termination on the Customer's behalf during that period will trigger payment of the penalty also stipulated in Clause 9.

2.4.- The Agreement may also be terminated by: (i) mutual agreement between the parties; (ii) breach of the material obligations concerning delivery and payment; and (iii) failure to post the deposit or bank guarantee within the required timeframe; or (iv) fraud events, including those discussed in Clause 4.4.

2.5.- Any Customer that qualifies as consumer and user (customers with contracts relating to their commercial, business, or professional activities do not qualify as such) will be entitled to withdraw from this Agreement without having to justify their decision and without incurring any penalty, but must do so within the maximum cool-off period of FOURTEEN (14) days running from the date the Agreement is formalised when arranged by telephone, online or via home visit. They may do so by sending the supplied WITHDRAWAL DOCUMENT online, or by calling the customer care number on 900 225 235 / 955 09 87 76.

3.- ACCESS TO THE DISTRIBUTION GRID

AND QUALITY OF SUPPLY

3.1.- IBERDROLA shall act as necessary in order to activate the supply with the Distributor.

3.2.- For the supply of electrical power, access to the relevant electricity grids through the Distributor will be arranged in the Customer's own name, which will retain all rights and obligations relating to the access agreement associated with the installation.

3.3.- Quality and availability of supply and compensation payable in the event of breach are governed by articles 101 to 110 of Royal Decree 1955/2000, on the supply of electricity, and by articles 63 to 66 of Royal Decree 1434/2002 for the supply of gas. These aspects are the responsibility of the Distributor as the party tasked with the operation and maintenance of the distribution grid. IBERDROLA shall handle any claims for rebates and discounts that may be brought against the Distributor due to incidents affecting its grid and shall deduct them from the bill once acknowledged and accepted by the Distributor.

3.4.- Depending on the energy production sources used in its electricity supply activity, in the event that Iberdrola España, S.A.U. and/or its subsidiaries must participate in the mandatory auctions of long-term energy purchase contracts regulated in article 3 of Royal Decree-Law 17/2021, of September 14, on urgent measures to mitigate the impact of the escalation of natural gas prices in the retail gas and electricity markets, or in any other mechanism for the sale of electricity subsequently imposed by law, and that mandatory participation increases the cost of supplying energy to IBERDROLA CLIENTES, IBERDROLA CLIENTES may, under the terms of clause 4.1, increase the price of this contract in the same proportion as the average supply cost of IBERDROLA CLIENTES increases as a result of these regulatory measures. In the event that IBERDROLA CLIENTES, acting in a reasonable manner, is not able to find an alternative source of supply, it may terminate this Contract, notifying the Customer at least one (1) month in advance, without any compensation being payable to the Customer.

4.- WHAT IS THE PRICE AND HOW IS IT BILLED AND PAID?

4.1.- The price of the supply and of the complementary services and their update conditions are those indicated in the SPECIFIC CONDITIONS. The regulated items not included in the price will also be billed. The establishment or modification of tolls, charges, economic benefits, taxes, fees, surcharges and additional supply costs arising from the obligation to participate in long-term power purchase agreements and other regulated concepts, activities and values, or other costs associated with production, management, distribution, supply or marketing of electricity that could be approved for the valid period of the Contract and that might have a direct or indirect impact on IBERDROLA CLIENTES' costs shall be automatically transferred to the price without this being considered as a change to the contractual conditions under the terms established in condition 8.1.

4.2.- The price of gas supplies depends on the access tariff applied by the Distribution

Company at the time as well as the supply pressure and the customer's annual consumption. If the Distribution Company applies a different access tariff, Iberdrola will apply the current access tariff to the Contract. These prices are applied to the first bill issued, and the customer may withdraw from the Contract at no cost within one month.

4.3.- IBERDROLA shall bill the Customer according to the actual usage readings provided by the Distributor, which is responsible for taking meter readings monthly or once every two months, depending on the type of metering equipment present at the supply point.

4.4.- The Customer must either own or rent a meter that meets applicable requirements. The Customer shall keep safe custody of the metering equipment and may not tamper or interfere with it. It shall likewise allow the Distributor access to its home or premises in order to install, read, inspect, maintain, control and check the meter. Breach of this obligation will entitle IBERDROLA to terminate this Agreement.

4.5.- Payment will be made within the period and in the manner chosen by the Customer from among the following, as stipulated in the INDIVIDUAL TERMS AND CONDITIONS. (i) direct debit; (ii) payment at collaborating banks; (iii) bank card; or (iv) postal order. In the event of non-payment, or if the bill is returned by the bank, another means of payment may be imposed. When the contract has been arranged by telephone, online or by home visit, IBERDROLA may insist that payment be made via direct debit to a bank account. To expedite payment, the parties may agree upon a fixed monthly quota based on historical consumption. This amount will then be reviewed every six months and settled yearly based on the Customer's actual consumption.

4.6.- In the event of partial payment, the Customer may indicate which debts the payment should be put towards if other supplies or services have been arranged. If not indicated, and once interest and expenses have been covered, payment shall be put towards the longest outstanding bills for any supply or service.

4.7.- In the event of delay by either party in paying any amount, annual late-payment interest equal to the legal interest rate plus TWO (2) percentage points will automatically accrue. In the case of business owners and companies, the late-payment interest discussed in Act 3 of 29 December 2004 will apply.

4.8.- Customers who have opted for e-billing will receive an alert that a new bill has been issued at the email address provided and may view and download their bills by using their user name and password to log on to "My Customer Area" at www.iberdrola.com. Customers may ask to receive paper bills at any time and at no cost.

4.9.- As stipulated in its specific terms and conditions and attachments, this supply contract is for customers whose accumulated annual consumption registered in the supply point information system (SIPS) regarding all electricity supplies contracted with IBERDROLA is below 1 GWh/year and regarding all gas supplies contracted with IBERDROLA is below 5 GWh/year. In the event of the consumption foreseen for this

contract, together with that of the rest of the same customer's contracts, exceeding said limit, IBERDROLA reserves the right not to activate it.

5.- WHEN MAY THE SUPPLY BE SUSPENDED AND WHEN WOULD THE SUPPLY AGREEMENT BE TERMINATED DUE TO NON-PAYMENT?

5.1.- In the event of non-payment within the specified timeframe, IBERDROLA will serve notice on the Customer demanding that payment be made. If payment is not then forthcoming within the period stated in the notice, which will be at least 10 days, it may ask the Distributor to suspend the supply. The demand will be deemed validly made when it is delivered, attempted to be delivered or rejected. Once the supply has been interrupted, and once the outstanding debts have then been repaid, including any applicable interest and expenses, IBERDROLA shall instruct the Distributor to reconnect the supply. This process will be completed by no later than the next day in the case of electricity, or within the following 48 hours in the case of gas.

5.2.- If payment is still forthcoming upon reaching the indicated date for suspending the supply, IBERDROLA may choose to terminate the supply agreement.

5.3.- IBERDROLA has entered into a number of collaboration agreements with public bodies and non-governmental organisations to protect the interests of vulnerable consumers. For more information on available aid, please visit the municipal social services.

6.-STEPS TO FOLLOW WHEN CHANGING THE CONTRACT HOLDER?

6.1.- The holder of the supply agreement must be the actual user of the energy and must use that energy for the agreed purposes and at the agreed location. Accordingly, it may not assign or sell the agreement to third parties.

6.2.- Provided the contract holder is current with its payment obligations, the Agreement may be transferred and changed to the name of another consumer who is to use the energy under identical conditions and who signs the corresponding contract.

6.3.- IBERDROLA may transfer the contract to any investee, related party or successor entity belonging to the Iberdrola Group, provided it is able to perform and honour the contract under identical terms and conditions. It may do so by simply notifying the Customer of the transfer.

7. HOW WILL PERSONAL DATA BE PROCESSED?

7.1- Who is Responsible for the processing of your data?

IBERDROLA CLIENTES, S.A.U., with tax identification number A-95758389, whose registered offices are at Plaza Euskadi 5, 48009 Bilbao, is the party responsible for processing the data provided by the Customer by virtue of this Contract, and of such data as may subsequently derive from these contractual relations. It hereby guarantees its security and confidential processing in accordance with the provisions of the General Data Protection Regulations.

The Customer can contact the Data Protection Officer to resolve any queries relating to the processing of their personal data, through dpo@iberdrola.com

7.2- For what purposes do we process your personal data?

The Customer's personal data will be processed for the purpose of managing relations with IBERDROLA, providing the services requested, handling customer service and in general fulfilling the obligations under the Contract. IBERDROLA may update and add to the Customer's personal data by acquiring databases from publicly accessible sources allowing improved management of relations and contact with the Customer.

IBERDROLA may consult credit agency records to check the financial solvency of the Customer and take decisions based on these checks that may affect the Customer, including making the coming into force of the Contract or its continued validity subject to the establishment of a guarantee of payment. However, IBERDROLA will always give the Customer the opportunity to state any arguments they think fit to defend their rights and interests. In the event of non-payment, IBERDROLA may inform such credit agencies accordingly, complying with the legislation in force.

IBERDROLA will also process the personal data for the purpose of offering, by the means provided and including electronic means, in segmented and personalised form, information about the supply of energy, products and services of IBERDROLA or of third parties promoted by IBERDROLA, if the Customer has consented to this, relating to energy, telecommunications, finance, home and entertainment, even after the contractual relationship has come to an end if the Customer has so consented. To this end, IBERDROLA may use automated support systems and other means allowing profiles of target audiences of campaigns, activities or actions to be defined, using information from IBERDROLA as well as information from third-party sources if the Customer has consented thereto.

Additionally, IBERDROLA may use the Customer's anonymised data, safeguarding their identity, even after the contractual relationship has come to an end, in its decision making and management support systems.

7.3-How long will we keep your data for?

Personal data provided will be processed by IBERDROLA for the purposes of performing and maintaining the Contract for the period during which the contractual relationship remains in force, which shall start when the Contract is signed and end, irrespective of the supply period, once all the contractual obligations, such as attending to the Customer's requests for information, complaints and revision of invoices, have been fulfilled, without prejudice to such obligations to block data as may derive from applicable legislation.

If the Customer has so consented, the data may be processed for two more years after the Contract has come to an end, without prejudice to the obligation of blocking imposed by the Personal Data Protection Act.

7.4-Under what authority may Iberdrola process your data?

The authority to process your data is this Contract, the consent obtained from the Customer, the legislation applicable to the supply of electricity, gas and similar products and services and any other that might be applicable to it at any given time.

The processing may also be based on the legitimate interests of IBERDROLA regarding the supply of energy and its own related products and services, loyalty programmes, including sporting, cultural and charitable activities in which IBERDROLA participates, the drawing up of profiles in order to offer products or services similar to those contracted. This data may also be communicated to third-party companies for the performance of administrative procedures for purposes of customer acceptance, fraud prevention, debt collection and management of the security of the supporting information systems.

If for any process regarding the Contract it should be necessary for the Customer to provide personal data of persons other than the contract holder, the Customer must first inform them explicitly of the content of this clause and obtain their prior consent to the processing of their data.

7.5-Who will your data be passed on to?

The data needed to manage access to the grid will be sent to the Distribution Company and will remain incorporated in a file under its responsibility (Supply Point Information Service) accessible by such persons as may be determined by the legislation at any given time.

IBERDROLA in turn works with third-party service providers such as sales channels, administrative support, call centres, banks, debt collection agencies, marketing and advertising firms, auditors and others which in certain cases may access your data, with the necessary safeguards, for purposes of processing.

In the event of non-payment by the customer, IBERDROLA may report this to the relevant credit agencies, complying with the applicable legislation. It may also release the data to the competent authorities and bodies in compliance with such legal and tax obligations as may pertain. The information relating to this supply Contract will also be disclosed to the Spanish tax authorities for the purposes of the General Taxation Act no. 58/2003 and the Tax Fraud Prevention Act no. 36/2006. Also, by virtue of Royal Decree 897/2017 which among other matters regulates discounts for vulnerable consumers, the Customer's personal data may be communicated to the bodies in charge of the protection of vulnerable consumers for them to implement the

measures contained in the Decree, and to any other government department for such purpose as may legally be determined.

The customer's personal data may be accessed by or communicated to other companies located in countries outside the European Economic Area, which constitutes an international transfer of data to those third countries.

IBERDROLA carries out these transfers, in any case, to (i) countries for which the European Commission has declared the existence of an adequate level of data protection or (ii) in the absence of such a decision, (ii) through the implementation of adequate guarantees that, following an analysis of the regulations of the destination country, ensure the protection of personal data in accordance with the requirements of the applicable regulations, such as signing with the entity receiving the data, the standard contractual clauses approved by the European Commission.

In this regard, you are informed that IBERDROLA currently has call centre services contracted with third-party providers that sometimes render their services from countries outside the European Union. Customers may request additional information and/or a copy of the appropriate safeguards implemented by IBERDROLA by contacting the Data Protection Officer at dpo@iberdrola.es

7.6-What are your rights when you provide us with your data?

The data that the Customer provides us with is necessary for the maintenance of the contractual relationship. Failing or refusing to provide it would make it impossible for us to manage the relationship.

The Customer is responsible for the truthfulness of the data provided and should request its amendment whenever necessary to ensure the proper provision of the contracted services and efficient communication.

The Customer can exercise their rights of access and rectification or request that their data be deleted when it is no longer required for the purposes for which it was collected, among other reasons.

The Customer may request restrictions on the processing of their data in the circumstances established in Article 18 of the General Data Protection Regulations, in which case it will be kept only for the exercise or defence of possible claims.

The Customer may withdraw the consent given at any time, objecting to the processing of their data for a particular purpose, without this affecting the legitimacy of the processing based on the consent prior to its withdrawal, or object to it, in which case their personal data will be kept only for the exercise or defence of possible claims.

The Customer may contact IBERDROLA to challenge any decision that the Customer believes may affect their rights and freedoms

or legitimate interests and which is based on an automated decision, including profiling. This right allows the Customer to challenge such decisions and obtain a direct response from the IBERDROLA controllers.

The Customer may ask IBERDROLA for portability of their personal data, obtaining an electronic copy of them by email to the address provided or in the corresponding section of the Iberdrola website.

All these rights can be exercised by writing to IBERDROLA CLIENTES, S.A.U. - Att. Responsable Protección de Datos, Apartado de Correos nº 1732, 28080 Madrid, or through any of the IBERDROLA channels: Customer Service telephone number 900 225 235 / 955 09 87 76, email:

protecciondatos.comercial@iberdrola.es, 'My Customer Area' in www.iberdrola.es, and any of the Service Points, such as indicating the identification particulars, postal or e-mail address, reasons for the request and supporting documentation including proof of identity.

In the event that the Customer does not obtain a satisfactory response, IBERDROLA hereby informs the customer of their right to submit a complaint to the Spanish Data Protection Agency, Calle Jorge Juan 6, 28001 Madrid or through its website: <http://www.agpd.es/porta/webAGPD/CanalDelCiudadano/index-iden-identphp.php>

8.- HOW AND WHEN CAN THE CONTRACTUAL TERMS AND CONDITIONS BE MODIFIED?

8.1.- IBERDROLA shall serve advance notice at least one (1) month in advance of any amendment to the contractual terms and conditions. The Customer will then be entitled to terminate the Agreement with no penalty whatsoever unless the modification was the product of a regulatory or legal development or stems from a decision handed down by a public or judicial authority.

9.- HOW CAN I CONTACT IBERDROLA, OBTAIN INFORMATION, SUBMIT GRIEVANCES AND HOW ARE CONFLICTS RESOLVED?

9.1.- The Customer may discuss their contract with IBERDROLA by calling the Customer Care Line on 900 225 235 / 955 09 87 76; by sending a letter to IBERDROLA CLIENTES, S.A.U., Apartado de Correos nº 61090 - 28080 Madrid; or by writing to clientes@tuiberdrola.es. They may also make contact through www.iberdrola.es or visit any Customer Service Point. In Catalonia, this is located at Paseo de la Zona Franca 111, 21 C - 08038 - Barcelona.

9.2.- Customers can obtain information on energy consumption and efficiency measures from any of our customer service channels, or by approaching Comisión Nacional de los Mercados y la Competencia (National Markets and Competition Commission) at calle Alcalá 47, 28014 Madrid (www.cnmc.es); Instituto para la Diversificación y Ahorro de la Energía (Spanish Institute for Energy Diversification and Savings), at calle Madera 8, Madrid 28004 (www.idae.es); or the relevant local authorities for their local area, as listed on the CNMC website (www.cnmc.es) under the

section titled "Energía/Consumidores de Energía/Gas Natural" (Energy/Energy Consumers/Natural Gas).

9.3.- Grievances or claims may be submitted through any of the channels described in Clause 9.1 above. The Customer may also present their grievance or claim before the Spanish Ministry for Energy, Tourism and the Digital Agenda, or the courts for the area where the supply or service is provided.

9.4.- If the consumer or user Customer receives no final decision from IBERDROLA in response to the grievance or claim within ONE (1) MONTH, or if the Customer disagrees with the decision, it may refer the matter to the Consumer Arbitration Board (Junta Arbitral) for its autonomous region. Matters that IBERDROLA has referred to arbitration can be viewed at www.iberdrola.es.

SMART HOME ASSISTANT SPECIFIC TERMS AND CONDITIONS

1 PURPOSE

The purpose of these Specific Conditions is the provision by IBERDROLA CLIENTES, S.A.U. (hereinafter, IBERDROLA) of the independent services included in the SMART HOME ASSISTANT indicated in the Particular Terms and Conditions, with the scope described below:

1.1 SMART ASSISTANT

The Smart Assistant service offers the customer personalised information, with a breakdown of the electricity consumed by their household appliances, without any need for additional installations or notifications, and advice focused on saving and optimising consumption. The features included in the Smart Assistant are described at: <https://www.iberdrola.es/smart-home/asistent-e-smart>.

It is essential for the provision of the Smart Assistant service that the distribution company of the Customer's point of supply, which is the object of said service, provides IBERDROLA with the optimum daily consumption of its meter. If during the first four months from the start of the Smart Assistant service, IBERDROLA does not receive this information, the service cannot be provided and IBERDROLA will terminate it in accordance with the provisions of clause 3.4 below.

1.2 DIGITAL HOME

CYBERSECURITY SERVICE

1.2.1 ANTIVIRUS

1.2.1.1 Scope of the service

Once the installation is complete, the antivirus itself will automatically and continuously scan your devices for threats. You will find a summary of the results of these analyses on our platform and you can consult them whenever you want.

The Bit Defender solution provides devices with advanced security against any type of threat, thanks to its security modules:

- Protection: Multi-layered protection that keeps your devices safe from all new and existing threats
- Performance: Reacts instantly to malware without sacrificing your device's performance.
- Privacy: Taking care of your personal information and your privacy on the Internet

The service is limited to 5 Home Devices.

1.2.1.2 Requirements of the service

- Windows:
 - Operating system: Windows 7 with Service Pack 1, Windows 8.1, Windows 10 and Windows 11
 - Memory (RAM): 2 GB
 - Free disk space: 2.5 GB free space
- MacOS:

- Operating system: macOS X Yosemite (10.10) or later.
- Available free disk space: 1 GB free space
- Compatible browser: Safari, Firefox, Google Chrome
- You can install Bitdefender VPN only on devices running macOS Sierra (10.12 or later)
- iOS:
 - Operating system: iOS 12 or later
- Android:
 - Operating system: Android 5.0 or later
 - Google Play Services enabled devices.

1.2.2 PARENTAL CONTROL

1.2.2.1 Scope of the service

This service allows you to control and monitor digital devices in real time and establish security measures for their control.

The main functionalities of this service are as follows:

- Allows the monitoring of applications, navigation, location and contacts to be activated or deactivated at will
- Different parental controls can be set by assigning parental control to one person with a single device or to one person with several devices in a grouped manner.
- Shows the time with active screen and the information can be displayed in ranges of 30 days, 7 days or current day.
- Allows you to set daily usage limits, as well as daily and weekly usage schedules
- Displays the applications used and their usage time.
- Displays the web pages visited and can filter by web pages that have been accessed and blocked, as well as showing the percentage of time spent with respect to the rest of the URLs
- Allows the setting of categories of websites that will be blocked or allowed and that will apply to parental controls
- Shows the location of the device if supported and allows for the creation of restricted and secure location areas
- Allows the display of the device's contacts
- Notification of arrival at destination

The service is limited to 5 Home Devices.

1.2.3 BANK CARD FRAUD PROTECTION

1.2.3.1 Scope of the service

This service will help you to protect your credit cards and to be informed at all times in case of any security vulnerability with your credit cards.

The main functionalities of this service are:

- We track on the dark web and search for customers' bank card numbers in case their cards have been stolen and are for sale.
- Continuous monitoring and immediate alert if we find the card on the dark web.
- Reduces the risk of cybercriminals using bank cards to make purchases and payments on your behalf.
- Secure: The customer only provides the card number, never the validity date or the CCV or any other data.
- Communication of the alert by e-mail.

The service is limited to 3 cards.

1.2.4 IDENTITY PROTECTION

1.2.4.1 Scope of the service

This service will help you to monitor the protection of your identity. We search the Dark Web for the presence of your email accounts in case any of them have been breached.

The main functionalities of this service are as follows:

- Identity monitoring and customer notification. Proactive alert communication via email.
- Special notification to the customer if credentials are detected as stolen and are for sale on the Dark Web.
- Reduces the risk of cybercriminals impersonating the customer by making illegitimate charges and purchases, publications on Social Media or illicit actions without the customer's consent.
- Security in the use of the service. The customer only provides the access credential, in no case the password.

The service is limited to 3 e-mails.

1.2.5 INTERNET PRESENCE REPORT

1.2.5.1 Scope of the service

1.2.5.2 This service will help you to understand your online presence.

The customer must expressly indicate as much personal data as necessary to be able to identify them from among all the results found in the searches carried out during the provision of the service, with the aim of reliably determining that the information or data found on the network corresponds to the customer.

Iberdrola undertakes to guarantee the aforementioned service, provided that it does not require extraordinary actions before administrative or judicial bodies, or is considered to be of doubtful viability for reasons beyond its control or legal reasons.

The customer must log in via the connected services platform and complete a form where they must fill in as many personal details as they consider necessary to identify them. The more accurate the data, the better the result.

The customer will always have the last search performed with all the data found at their disposal.

No limits on use

1.2.5.3 Exclusions of the service

- Defence for legal actions brought against the customer for incorrect use of the cover.
- The consequences that may arise from the provision of false information by the customer.
- The legal actions that may be taken by the customer nor the costs derived from their exercise.
- Any provision or service other than those

described in this coverage.

- Any action taken by professionals not appointed by the Company.
- Additional expenses and costs as a result of undertaking work of extraordinary duration or of a legal nature, which may be invoiced independently.

1.2.6 DIGITAL DELETION AND THE RIGHT TO BE FORGOTTEN

1.2.6.1 Scope of the service

This service will help you to delete personal data or information that may have been published on a website or social network, as well as when you wish to delete information about a person or company, defamation, identity theft, etc.

Depending on the contracted scope, the customer will be entitled to a number of Digital Deletions and the right to be forgotten. The total or partial deletion of everything requested is not guaranteed, as it normally depends on the acceptance or not of the administrators of the platforms where the information is published. Each case will be studied individually.

The main functionalities of this service are the following:

Removal of content for the following violations:

- Copyright
- Confidentiality
- Privacy
- Impersonation
- Defamation
- Slander
- Harassment

To request deletion, you must access via the connected services platform and fill in a form where you must provide the following documentation:

- Copy of the identification document (DNI, NIF, NIE, Passport, CI, RG, etc.).
- Power of attorney completed and signed

The customer will have the right to request the deletion of links containing information visible on the public part of the Internet and which cause reputational risk or damage to persons or companies. The coverage also includes legal and juridical advice on issues related to the use of the Internet and arising from e-commerce.

The customer must expressly indicate the information that they wish to delete, provided that it involves reputational damage, and only this information will be the object of the provision of this service.

Iberdrola undertakes to guarantee the aforementioned service, provided that it does not require extraordinary actions before administrative or judicial bodies, or is considered to be of doubtful viability for reasons beyond its control or legal reasons.

It is possible that some results may not have the desired effect despite the diligence and goodwill undertaken, as they sometimes depend on decisions taken unilaterally by other bodies or companies in different

countries around the world, so that the deletion may not be completed in its entirety.

The service is limited to 3 Deletions/year.

1.2.6.2 Exclusions

- Defence for legal actions brought against the customer for incorrect use of the cover.
- The consequences that may arise from the provision of false information by the customer.
- The legal actions that may be taken by the customer nor the costs derived from their exercise.
- Any provision or service other than those described in this coverage.
- Any action taken by professionals not appointed by the Company.
- Additional expenses and costs as a result of undertaking work of extraordinary duration or of a legal nature, which may be invoiced independently.

1.2.7 CLOUD BACKUP

1.2.7.1 Scope of the service

This service will help you to protect your data thanks to an agent installed on your devices. Copies are made every day to avoid possible loss of data. One of the advantages of this service is that the information is stored encrypted (AES256) on servers in the cloud thus preventing access to cyber criminals. If you need to retrieve and access the information, you can do so from any device, anywhere.

This service will be requested through our platform in the Backup section. Once the request has been processed, you will need to access your email and follow the instructions in the email received. Our technical experts will advise you on the information to be backed up and will assist you throughout the process if you have any queries.

The service is limited to 10 GB capacity.

1.2.7.2 Requirements of the service

- Devices: Windows, MacOS, Android, IOS (in updated versions supported by the manufacturer)
- Internet connection for backup purposes.
- Maximum GB according to the terms and conditions of the agreement.

DIGITAL SUPPORT SERVICE

1.2.8 COMPREHENSIVE TECHNOLOGICAL SUPPORT

1.2.8.1.1 Scope of the service

SOFTWARE

The scope of the IT support service is provided for operating systems and applications commonly used in the residential environment, in all versions supported by their manufacturers.

The applications and systems supported by the service are listed below:

- Operating systems: versions of Microsoft

Windows, Mac OSX, Android and iOS supported by their manufacturers.

· Office software: Microsoft Office, Microsoft Office for MAC, iWorks, Open Office, LibreOffice.

· Browsers and email: Microsoft Edge, Mozilla Firefox, Chrome, Outlook, Hotmail, Gmail, Office 365, Workspace, Safari, Thunderbird and Mac OS Mail

· Multimedia software: Adobe Acrobat, Windows Media Player, Real Player, iTunes, iLife, VLC Media Player, QuickTime, VLC Player and the main codecs on the market.

· Compressors: Winzip, Winrar, Stuffit Expander and Keka

· Antivirus and firewalls: Bitdefender, TrendMicro, Microsoft Security Essentials, Panda, Symantec, McAfee, Kaspersky, Avg, Avast and Firewall Mac OS. It also includes help with the installation, configuration and free update of existing antivirus products on the market.

· Videoconferencing and instant messaging programs: Zoom, Google Meet, Cisco Webex Meetings, Microsoft Teams, Google Duo, Skype, Hangouts, Teams.

Iberdrola provides coverage for any other application or system that replaces or is an evolution of previous ones in order to respond to the reality of market evolution.

The support services included are:

· Help in the operation of the applications supported in the Support Centre (those indicated above).

· Installation and de-installation of the supported applications.

· Updating of versions and Service Pack for the supported software, provided that the customer has the relevant licence or the update is free of charge.

· Configuration of operating systems and supported applications.

· Advice on hardware and software requirements for supported applications.

· Assistance with installation and configuration of electronic certificates.

· Assistance with installation of virtual desktops.

· Review of the back-up system for data back-up and recovery and file back-up: Support for the customer's own back-up system. Limited to the workstation, not for servers.

· Encryption of disks with sensitive information for GDPR compliance: Encryption will be carried out with the BitLocker tool provided that the customer's equipment has the software licence. In the event that the customer has other licensed software, the customer will be assisted in the encryption process as long as the software is single-user. In any case, the encryption keys will never be stored in Iberdrola's systems, so our staff will not be able to perform any decryption if the customer has forgotten the encryption key.

· Point-of-sale terminal (POS) support: The service covers remote support for the computer and its connectivity with the receipt printer and barcode reader. The customer must have a valid maintenance contract for the POS software in case of incidents with the SW or its functionality.

· Support service for the storage of documentation in the cloud (free applications): Advice and configuration of the back-up in the existing free tools on the

market (Dropbox, GDrive, ...), or in the one already contracted by the customer, with a valid licence.

- Password management service: Support in the use of Windows and Browser credentials storage.
- Connectivity within the customer's internal network.
- Change the password to log onto the computer.
- View saved passwords in browsers.
- Delete specific passwords and delete all browser passwords

The service is provided on operating systems and supported applications, always subject to availability depending on the operating system owned by the customer and the possession of a legitimate copy of it, this being understood as the key and the installation medium valid for the manufacturer.

If, in the opinion of the specialist technician, it is necessary to remotely take control of the equipment in order to resolve the incident, the technician will inform the customer and request consent. Prior to taking remote control, the customer must make back-up copies of the data, software or other files stored on the disks of their computer or other media.

HARDWARE

All remote support services described below are applicable to Intel or AMD workstations with an MS Windows operating system and to Apple workstations with a MAC OSX operating system with Intel processors.

The support services included are:

- Workstation issues (desktops, laptops and mobile devices)
- Hardware and operating system configuration.
- Connection and configuration of peripherals such as printers, scanners, keyboards, mice, web or digital cameras, monitors, microphones, etc.
- Given that in order to carry out these activities it will often be necessary to have the original software of the device, if the customer does not have it, the technicians will search for and download the driver software available on the Internet on the customer's PC whenever possible.

1.2.8.1.2 Exclusions

Assistance for equipment or programs outside the scope of coverage of the contracted services, uses and professional support of applications and platforms, as well as servers, are excluded.

The Integral Technological Assistance service does not cover assistance for:

- Assistance for equipment or programs outside the scope of coverage described above.
- Breakdowns relating to connectivity, which are the responsibility of the customer's internet operator.
- The software necessary to solve any breakdown, nor the repair of physical damage.
- If it is necessary to repair or supply any

type of software, the corresponding quote will be provided to the customer.

- Installation / configuration of software not included in the scope of the service or of cracked or illegal programs.
- Support for programmes or applications developed specifically for a company.
- Support for specific programs or management software.
- Support on Access, Macros, dynamic tables, complex formulas or statistical systems in Excel.
- Support to servers.
- Training on software and computing in general; advanced or repetitive training on the same subject will not be provided

1.2.9 IoT SUPPORT (CONNECTED HOME)

1.2.9.1.1 Scope of the service

With this service we help you to manage your IoT devices, with all the necessary steps to be able to configure and securely integrate your device. A service based on the configuration of the technical issues necessary to be able to enjoy your devices to the maximum. The services offered within the service are:

- Setting up the device: Support and advice for the physical installation of the device.
- Authentication: Support for the management of the identity and authentication of the devices. We will help you to avoid intrusions and maintain the confidentiality of the information.
- Configuration: we help you customise the functionality of your IoT device.
- Efficient and secure configurations that adapt to the customer's needs.
- Security: The most important thing is the security of the device, for this our technicians will help you with the creation of strong passwords, updating firmware to the latest versions and configuring updates so that you are protected at all times.
- Device control: We will provide the customer with information and instructions for use so that they can control their device remotely.
- Monitoring: Together with the customer we will help you to configure the necessary alerts for the correct management of your device.
- Software updates: To maintain optimal operation of IoT devices, customers need the ability to be able to update the firmware of their device, we help you with the update of this.
- Maintenance: Our technicians will be available 24 hours a day, 365 days a year to help you with any questions or operational issues your connected devices may have.

The service will cover non-computer home automation equipment connected to the wifi or wired network in the home.

Iberdrola provides access to support and help for customers in the installation, configuration and use of the "Smart" devices that Iberdrola works with.

1.2.10 OPTIMISATION OF DEVICES AND CONNECTIVITY

1.2.10.1.1 Scope of the service

This service will analyse the following key points, for devices with Windows, Mac and Android operating systems:

- Device information:
 - Processor occupancy
 - Free memory
 - Available space in disc
 - Model
 - Operating system version
- Connectivity information:
 - Device connectivity check
 - Equipment connected to the network

Those characteristics critical for the connection speed will be analysed for each of them.

A device with a supported operating system shall be required.

1.2.11 EXPERT ASSISTANCE AT HOME

1.2.11.1.1 Scope of the service

Resolution of incidents in environments with Windows and MAC operating systems, in the supported versions, which could not be resolved remotely, always subject to availability depending on the operating system owned by the customer and the possession of a legitimate copy of it; this being understood as the key and the installation media valid for the manufacturer.

1.2.11.1.2 Coverages

Labour will be free of charge for the customer. If parts are required to fix the equipment, a non-binding contract with such parts will be provided to the customer.

The service is limited to 2 home visits per year.

1.2.11.1.3 Guarantees

The guarantee period for the assistance services provided will be 6 months from the provision of the service, in the event that a new incident occurs after this time, it will be counted as an additional home assistance.

The guarantee only covers malfunctions due to installations or repairs on the customer's computer systems on which Iberdrola has worked directly, and never on systems on which Iberdrola has not carried out any action, unless it can be demonstrated that the work carried out on a system has affected the operation of another system directly related to it.

The guarantee period starts from the date of completion of the services.

The guarantee does not cover reconfigurations or reinstallations due to new specifications provided by the customer after completion of the work.

1.2.11.1.4 Exclusions

Excluded from this scope is performing configurations or the request for any other assistance service that does not originate from a malfunction of the customer's equipment.

- Internal and external cleaning of equipment.

- Support for equipment under guarantee in cases in which it has to be manipulated to solve the problem.
- Hardware and repair of physical hardware malfunctions (the necessary parts for the repair of the equipment will be paid by the customer.
- Software necessary for the reinstallation of the equipment, the customer must have it available for installation.
 - Support for servers and Hub/switch.
 - Support with the installation of cracked programs.
 - On-site router support.
 - Specialised support for the installation, configuration and connectivity of computer equipment or multimedia devices for professional use.
 - Parts, accessories or software, in the event that they are necessary for the resolution of the incident.
 - The assistance is not provided for Linux and UNIX Operating Systems.
 - It does not include carrying out configurations or requesting any other assistance service that does not originate from a malfunction of the customer's equipment.

2 SERVICE TERMS AND CONDITIONS

2.1 CONTRACT ACTIVATION

A grace period of thirty (30) calendar days is established from the date of entry into force of the Contract (defined in clause 3.1 of this contract), during which the urgent electrical breakdown, appliance repair and electrical DIY services included in the SMART HOME ASSISTANT may not be used; in the case of the energy survey service, a grace period of 6 months will be established. The Essential Payment Protection Insurance has no grace period.

2.2 SERVICE REQUEST

The customer may request any of the services included in the SMART HOME ASSISTANT:

- By calling the IBERDROLA Technical Support Service hotline.
- By visiting an IBERDROLA Customer Service Point in person.
- Through the IBERDROLA APP

In the event of a claim covered by the Essential Payment Protection Insurance, the customer must notify the Insurer (MetLife), as indicated in section 1.4.

2.3 SERVICE TERMS AND CONDITIONS

IBERDROLA will provide the services included in the SMART HOME ASSISTANT under the following conditions:

- If it is found that the repair requested by the customer is not covered because it is included in one of the aforementioned exclusions, the customer will be invoiced for the expenses incurred and the corresponding quote will first be issued for the customer's approval.
- IBERDROLA will be solely responsible for the proper execution of the work described in this contract. Specifically, it will not be responsible for:
 - Personal injury or material damage

- resulting from undue use or preservation.
- Damage caused any element or its operation unless it is the cause of it.
- Injury third parties caused by the covered elements.
- Acts of God and force majeure.
- IBERDROLA is not responsible for delays or impediments in the execution of the services in the event of strikes, riots, serious weather events and other events of force majeure.

3 SERVICE EFFECTIVE DATE, DURATION, RENEWAL AND CANCELLATION

3.1 IMPLEMENTATION DATE

The entry into force of the SMART HOME ASSISTANT is subject to the entry into force of the electricity supply contract with IBERDROLA corresponding to the point of supply with which it is associated if contracted at the same time. The grace period established in the Particular Conditions will commence from that time.

If SMART HOME ASSISTANT is contracted after the already existing electricity supply contract with IBERDROLA associated with the same point of supply, this Contract will come into force on the date on which it is signed, without prejudice to the grace period established in the Particular Conditions.

3.2 DURATION

The duration of this Contract will be one year from its taking effect.

3.3 RENEWAL

The SMART HOME ASSISTANT will be automatically renewed on an annual basis unless either party gives notice to the contrary, at least fifteen days prior to termination of the contract.

3.4 CANCELLATION AND WITHDRAWAL

The termination of the electricity supply contract associated with the SMART HOME ASSISTANT service will imply the cancellation of this service.

The Customer may freely withdraw at any time from one or more of the services included in the SMART HOME ASSISTANT (Smart Assistant or Digital Home), in which case the rest of the services will remain in force. In this case, the price of the services that are maintained will become the price applicable by IBERDROLA as if they had been contracted independently.

The repair service of mechanical, electronic or electrical breakdowns of the appliances of the home is an accessory to the SMART HOME ASSISTANT, then these will be automatically cancelled in case of withdrawal from the Smart Assistant or Digital Home.

The cancellation of the SMART HOME ASSISTANT or of any of the services that comprise it will not entail any penalty.

This termination will become effective on the

date duly notified by the Customer.

IBERDROLA will terminate the Smart Assistant and Energy Survey service, with 15 days' notice, if during the first four months from the start of the service, IBERDROLA does not receive the information indicated in clause 1.3 above from the distribution company of the Customer's point of supply. All other services shall remain in force in accordance with the second paragraph of this clause.

IBERDROLA may terminate the SMART HOME ASSISTANT services in advance at any time without prior notice in the event that the Customer, in relation to the provision of any of the services comprising the SMART HOME ASSISTANT, engages in behaviour or acts which, due to their nature and circumstances, are reprehensible in the eyes of public opinion, or contravene the law, morality or public order.

As a user and consumer, you have the right to withdraw from this contract within the next 14 calendar days without need for justification. The withdrawal period will expire 14 calendar days after formalising the contract.

In order to exercise this right, customers may use the withdrawal document included in the contract.