

GENERAL CONDITIONS FOR THE PROVISION OF ELECTRONIC COMMUNICATIONS SERVICES BY MEO

- Serviços de Comunicações e Multimédia, S.A., with head office in Av. Fontes Pereira de Melo, nº 40, 1069-300 Lisboa, registered at CRCL under the single registration and incorporation number 504 615 947, with a share capital of €10,000,000.00 and customer support numbers:

Customer Area at meoempresas.pt

Online management of the services provided for your company 24/7 in a comfortable and secure way.

Customer service and invoicing

- 96 100 1626 - Call to the mobile network according to your tariff, in Portugal and in roaming.
- 16 206 - Free calls for automated attendant, sales, and technical support from the MEO fixed network. Personalized service for other matters has a single cost per call of 28.4 cents. From the MEO mobile network or other networks, a single cost per call of 28.4 cents.

Technical support

- 800 800 20 60 - Free call.

Information on roaming services

- 961 000 083 - Free call
- 12 083 - Free call

Portability support

- 800 962 029 - Free call

VAT at the legal rate in effect must be added to the amounts shown herein.

1. OBJECT

1.1. These General Conditions, the Subscription to Electronic Communication Services Form ("the Form"), when applicable, the Commercial Conditions and/or the Contract Summary, are intended to regulate the terms and conditions that govern the provision to the customer, by MEO – Serviços de Comunicações e Multimédia, S.A. ("MEO"), of the electronic communication services and specific services [hereafter "service(s)"] made available, at all times, in its portfolio.

1.2. Each service is governed, furthermore, by Specific Conditions that aim to regulate the terms and conditions exclusively applicable to the provision of said service, that will, after subscription by the customer, be part and parcel of these General Conditions.

1.3. In case of conflict of interpretation, the provisions of the General Conditions will prevail over what is stipulated in the Specific Conditions for the provision of electronic communications services by MEO, that are part and parcel of this contract.

2. SUBSCRIPTION

2.1. The subscription of a service, which can be made in person, at home or remotely, by any means (phone, internet or other), presumes the prior knowledge and acceptance, by the customer, of the provisions in these General Conditions, the Specific Conditions applicable, as well as the Commercial Conditions and/or Contract Summary.

2.2. The date of subscription to these General Conditions, as well as the Specific Conditions applicable to the service(s) in

question, corresponds to the date of acceptance by the customer of the present conditions and the Contract Summary, without prejudice to the provisions of Condition 2.4.

2.3. In case MEO cannot proceed with the installation and/or activation of any service, for reasons not attributable to MEO or by technical impossibility, the subscription of the Specific Conditions will cease after the customer is informed of this fact, and no compensation whatsoever will be due because of it.

2.4. The service(s) requested by the customer, upon valid request, subsequent to the first subscription request, will be a part of the contract, which will therefore be considered modified accordingly.

2.5. The types of services offered, the communications covered, and the use of the plafond associated with each tariff are set out in the specific Commercial Conditions and in the Contract Summary and can be consulted at meoempresas.pt or by contacting the customer support lines identified in the contract, including, in the case of roaming services, the customer support lines for information on roaming services.

3. EQUIPMENT

3.1. The customer can only use and connect to the electronic communications network, endpoint equipment ("equipment") that complies with the applicable legal requirements.

3.2. The equipment can be made available, depending on the services to be contracted, by purchase, purchase with a discount, loan, hire or lending, wherein:

- a) In case of purchase, the equipment will become the customer's property as of the date of payment of the corresponding invoice;
- b) In the case of purchase, with a discount attributed by MEO, the equipment will become the customer's property as of the date the equipment is selected with the application of said discount. In this situation, the customer is obliged to pay, effective immediately, a residual value of no less than €10 (ten euros), including VAT, as informed in the Commercial Conditions, Proposal and/or Contract Summary, as applicable.
- c) In case of loan, hire or lending, the equipment will remain the property of MEO, and the customer must keep it in a perfect condition, in the place it was installed in and/or use it adequately, solely and exclusively for the purposes set out in the corresponding Specific Conditions, refraining from lending it, making it available to others or introducing changes.

3.3. In the case referred to in bullet b) of the preceding paragraph, the discount may only be used in relation to equipment included in the portfolio that, at any given time, is identified in the online store and/or in the physical store.

3.4. In the cases referred to in bullets a) and b) of number 3.2., MEO shall grant the customer an equipment warranty, under the terms of warranty provided by the respective manufacturer or its components, in accordance with the

manufacturer or its components, in accordance with the law.

3.5. In the case referred to in Condition 3.2., bullet c), the customer undertakes to compensate MEO for any losses suffered in the event of loss, theft or destruction of the material and the equipment, as well as for the damages that are not the result of normal use, except for reasons of force majeure, in which case the risk is borne by MEO.

3.6. The customer must immediately notify MEO of any loss, theft, or disappearance in any other form of the equipment property of MEO, and in the event of theft to present proof to MEO that the competent authorities were notified.

3.7. The customer expressly recognizes and accepts that, in case of rental or lease of the equipment, the repair of any malfunction may require the replacement of the equipment by another that is technically equivalent.

3.8. Taking into account the specific service contracted, the customer undertakes to deliver, within 30 (thirty) days after the termination of the service, in any MEO store, the loaned equipment in perfect condition, except for deteriorations resulting from the normal and diligent use thereof.

3.9. In the event of non-compliance with the provisions of the preceding paragraph, MEO reserves the right to invoice the customer for compensation equivalent to the value of the nondelivered equipment.

3.10. Whenever, by reasons of malfunctioning or of technical order, it is necessary to undertake the replacement of an equipment property of MEO or the repair of an equipment property of the customer, MEO will not take responsibility for the contents that such equipment may store, which shall be permanently deleted.

3.11. MEO takes no responsibility for the unavailability of the service, whatever its duration, due to i) a fact attributable to the customer, ii) modification works on the installation that, being necessary and considering the scope of execution, render the access to the service impossible during the execution of said works, or iii) malfunctioning of equipment of which MEO is not the owner.

4. SUSPENSION OF SERVICE

4.1. The provision of any electronic communications services may not be suspended without the adequate notice, except in the event of unforeseeable circumstances or force majeure.

4.2. Without prejudice to the provisions of Condition 20.4, bullet c) of the General Conditions, MEO can suspend the provision of the electronic communications services, in whole or in part, in the event of non-payment of the respective invoice(s), after written notice, by letter, e-mail or SMS (whenever this means proves to be adequate to transmit the entire content of the communication) to the contacts made available by the customer, with an advance of 20 (twenty) days, with the customer being warned as to the reason of the suspension and of the means at his/hers disposal to avoid it and to resume the provision of the service, observing in the latter case, namely, the provisions of Condition 9.

4.3. Without prejudice to the provisions of Condition 4.2 and Condition 20.4., bullet c) of the General Conditions, in the event of non-payment of the invoices, MEO can suspend, immediately, in whole or in part, the access to specific services, i.e., the access to services not conforming to the scope of the electronic communication services, such as value-added services, audio and video contents, interactive services and other services of identical nature.

4.4. The provision of an electronic communications service can only be suspended in the event of non-payment of another service if those services are functionally inseparable.

4.5. MEO can also suspend, in whole or in part, the provision of any service in the following cases:

- a) The use of the service(s) in a context of illegal activities;
- b) Wrongful and serious violation of the contractual obligations;
- c) Fraud situation;
- d) Whenever the customer reaches an established consumption cap for the communications and/or specific services, under the terms set out in Conditions 9.7. and 9.8., after an adequate written notice, namely by letter, e-mail or SMS (whichever means proves to be more adequate to the transmission of the full content of the communication) or voice broadcasting system to the contacts made available by the customer, with the customer being warned as to the reason of the suspension and of the means at his/her disposal to avoid it and to resume the provision of the service.
- e) Abusive use of the service, after an adequate written notice, namely by letter, e-mail or SMS (whichever means proves to be more adequate to the transmission of the full content of the communication) or voice broadcasting system to the contacts made available by the customer, with the customer being warned as to the reason of the suspension and of the means at his/her disposal to avoid it and to resume the provision of the service.

4.6. Without prejudice to the provisions in the preceding paragraphs of this condition and of MEO's right to charge interests for late payment in accordance with Condition 13.3. of the General Conditions, failure by the customer and by reasons attributable to him/her, to fulfil the obligation to pay the invoices on time, grants MEO the right to charge a compensation of up to € 5 (five euros) for each occurrence.

4.7. Without prejudice to the provisions in the preceding paragraphs of this condition, should the provision of services be suspended, the resuming of one or more services subscribed by the customer, is subject to a price fixed in the tariff in force for the respective service, which forms an integral part of the Specific Conditions of the respective service and can be consulted, at any time, at meoempresas.pt.

5. ACCESS, USE AND SECURITY OF THE SERVICE

5.1. The services have coverage throughout the national territory, being provided on a regular and seamless basis, unless otherwise stated in the Specific Conditions.

The coverage areas for the services provided by MEO are those set out in the information published on em.meo.pt/coberturafibra e em.meo.pt/cobeturamovel.

5.2. Without prejudice to the provisions of paragraph 1 of this condition, MEO ensures the quality-of-service levels established in the respective Specific Conditions.

5.3. MEO undertakes to publish and make available to end users comparable, clear, complete, and up-to-date information about the quality-of-service it provides, in compliance with the quality-of-service parameters to be measured and their content, with the format and manner of publication of the information to be defined by ANACOM.

5.4. The conditions for accessing and using the services are as follows:

- a) Subscription in person, at home or remotely of the present General Conditions, their applicable Specific Conditions, the Commercial Conditions, and/or the Contract Summary.
- b) Compliance with the rules on the installation of telecommunication infrastructures in buildings, where applicable;
- c) Provision of guarantee, respective reinforcements, and advance payments, when require, under the terms of Condition 9;
- d) Use of the service(s) in accordance with the legal and regulatory provisions in force;
- e) Use of the service(s) for personal use, which may not be transferred to third parties or used for commercial exploration. In case of a mobile internet service with unlimited traffic, use must also be made, at all times, on a single end point equipment chosen by the customer;
- f) To respect the intellectual property rights, or any other rights, of the content that may be accessed to, by not making an unlawful or unauthorised use thereof.
- g) To inform MEO, immediately, of the loss, theft, or robbery of the service access card, with MEO undertaking to deactivate it within 48 hours, as of the customer communication, with the latter being responsible for all amounts due up to the date of receipt of the deactivation request.

5.5. The customer is responsible for the use of the service(s), which, even if carried out by third parties, with or without the customer's authorisation, will be presumed, for all contractual and legal purposes, to have been carried out by the customer.

5.6. MEO reserves the right to monitor the use of the service and, if needed, to refuse access or deactivate service access cards coupled to an interface, when it considers that its use will jeopardise the security and integrity of the network, cause harmful interferences or deteriorate the quality of the network service or its functioning, or in the event of situations of conversion, in any form, of traffic originating from the national or international fixed networks or, also, of IP voice traffic into mobile voice traffic destined for the MEO mobile network.

5.7. Access to services supported by the mobile network assumes the use by customers of equipment and SIM or eSIM cards [hereafter "SIM card(s)"] compatible with the technology used by MEO, at all times, and that fulfil the essential requirements suitable for connection to the MEO network available at each location and which can be checked at em.meo.pt/coberturamovel.

5.8. MEO cannot be held responsible for any changes made to the technical requirements of the equipment indicated in the preceding paragraph which occur as a result of market developments and advances on the technology that supports the service contracted under this contract.

5.9. If, for a reason not attributable to the customer, any of the services provided by MEO remains unavailable for a period of more than 24 (twenty four) hours, consecutive or cumulative per invoicing period, MEO shall, regardless of the customer's request, credit the amount equivalent to the price that would have been due by the customer for the provision of the service in question during the period in which it remained unavailable.

5.10. The period of 24 (twenty-four) hours referred to in the preceding paragraph is counted from the moment the situation of unavailability of the service is known to MEO or is communicated by the customer.

5.11. The customer shall have the right to be reimbursed for any costs incurred as a result of the unavailability of the service for which he/she is not responsible.

5.12. The deduction or reimbursement to which the customer is entitled will be made by credit on the next invoice to be issued by MEO or, if the contractual relationship has ended without such credit having been processed, by reimbursement by any direct means, namely bank transfer or cheque, within 30 (thirty) days of the date of termination of the contract.

5.13. For the purposes of the preceding paragraphs, in the event of contracting electronic communication services in bundle with a mobile service, the price to be considered for the purpose of calculating the value of the credit will be ascertained in accordance with the following:

- a) In the event of unavailability of the fixed services: the monthly fee of base bundle minus (i) all associated discounts and (ii) the amount equivalent to the monthly fee for an additional card, for each mobile card associated with the bundle;
- b) In the event of unavailability of the mobile services: the monthly fee for an additional card, for each mobile card associated with the bundle;

5.14. Service unavailability which, after being reported to MEO, extends for a period of more than 15 (fifteen) days, grants the customer with the right to terminate the contract free of charge.

5.15. Should a security incident, threat, or vulnerability not attributable to the customer occur in the course of the provision of services and MEO fails to respond adequately thereof, MEO undertakes to compensate or reimburse the customer in accordance with the general terms of the law.

6. COMMUNICATIONS BARRING

6.1. MEO guarantees to the customer the barring of access to value-added services based on sending a message (including SMS or MMS). Access to services that involve sending more than one message or sending messages on a periodic or continued basis (numbers started with 62xxx) or with erotic or sexual content (numbers started with 69xxx), as well as access to audiotext services, are barred by default

and can only be activated, generically or selectively, at the customer's valid request. Access to services 61 - Donations and 68 - Others, as well as to international services of similar nature are not barred by default, although the customer can request their barring at any time. Activation or barring requests can be made via the Customer Area at meoempresas.pt or at a MEO shop.

6.2. MEO will bar the usage of data communications made in roaming when the customer reaches the monthly limit of € 50 (excluding VAT), in communications within the European Economic Area, Ukraine and Moldova or outside of it, under the terms of "Regulation (UE) no. 2022/612, of 6 April" ("Roaming Regulation"), or other applicable legislation.

6.3. The customer may choose a limit other than that mentioned in the preceding paragraph or inform MEO, after receiving the barring alerts, of the intention to continue using the data services during that month. The customer may also, at any time, withdraw from the reception of barring in said communications.

6.4. In the event that the customer has not chosen said option and informed MEO in accordance with the preceding paragraph, whenever the customer reaches a monthly value of more than € 100 (excluding VAT), in communications within the European Economic Area, Ukraine and Moldova or outside of it, MEO will communicate this situation to the customer, informing him/her of the procedure to be considered if the customer wishes to maintain the roaming service active, as well as of the costs to be borne by the customer for each additional unit of usage. In the absence of a response from the customer to the communication received, as required therein, MEO will immediately cease to provide and charge for data services in roaming, unless the customer requests continuation by the end of the current month.

6.5. MEO reserves the right to set a monthly cap value for roaming communications, per card, which will always be available in meoempresas.pt. The verification and application of said limit by MEO can be made according to approximate values of the customer's actual traffic and not the exact value of their communications. In the event that the cap value is reached by the customer, MEO will bar the roaming service until the end of the current month.

6.6. For the purposes of this Contract, a roaming service is understood to be a service that allows the customer to use the endpoint equipment abroad, in order to make or receive voice calls, send or receive data (including SMS, MMS and internet access) or access other functionalities associated with the service, in accordance with the conditions set out in Annex V.

6.7. MEO reserves the right to bar certain destinations, in the event of fraud.

7. MAINTENANCE, REPAIR AND CONFIGURATION

7.1. MEO shall ensure the maintenance and repair of infrastructures and of the materials and equipment it owns used in the provision of the service(s).

7.2. Without prejudice to the provisions of the following paragraph, MEO may use the equipment it owns associated

with provision of the service(s) for access by third parties to the internet, ensuring the continuity of the quality of the provision of the service contracted by the customer.

7.3. The customer may object to the use of the aforementioned equipment for access by third parties to the internet, by communicating this to MEO, using appropriate means, in which case MEO will prohibit access to equipment that provides this functionality.

7.4. Whenever for the purposes of paragraph 1, it is essential to access the installation site, MEO shall agree with the customer the date and time period during which it will carry out the maintenance or repair.

7.5. The customer, once notified of the planned and agreed displacement, is obliged to allow access to MEO, in order to ensure the maintenance and repair of the infrastructures, materials and/or equipment.

7.6. Whenever it proves convenient to optimize the browsing experience and improve connectivity conditions or due to maintenance operations, MEO may remotely modify the respective technical configurations.

7.7. MEO cannot be held liable for damages or malfunctioning of services or lack of maintenance and/or repair of the communication infrastructures and equipment, if the interventions aimed at the maintenance and/or repair are not carried out due to cause attributable to the customer, namely when access to its facilities is not possible.

7.8. Whenever MEO carries out an intervention at the customer for purposes of maintenance or repair due to malfunction or failure in the operation of the services, the costs of the intervention, including travel(s), shall be borne by the customer, whenever the malfunction is directly or indirectly attributable to the customer, or to the users of the service, and cannot be considered consequence of a lawful, normal and diligent use of the service and/or equipment. The costs of the interventions caused by malfunctioning of equipment that is property of the customer will always be borne by the customer, except during the equipment's warranty period and provided that the interventions carried out are covered by the equipment's warranty conditions.

8. PERMANENT CUSTOMER SERVICE

In the event of malfunctioning or failure of the service, the customer must contact MEO, through the contacts made available at meoempresas.pt, that is in operation 24/7.

9. GUARANTEES AND ADVANCE PAYMENTS

9.1. MEO may require guarantees to be provided or reinforced, under the terms of the law, in the following situations:

- a) To safeguard the fulfilment of the customer's contractual obligations, namely the payment of prices, charges, and any compensation, whenever this proves necessary;
- b) When the customer defaults on the contract or on other contracts previously entered into with MEO or with other companies offering electronic communications networks and services, due to overdue payment of the service;
- c) When the service is provided for a limited period of time due to the realisation of a specific event;

d) Whenever the place of installation of the service, indicated by the customer, does not fall within the legal concept of immovable property;

e) Whenever the customer does not have legitimate title to the right to occupy the place where the service is installed.

9.2. The value of the guarantee referred to in paragraph 1 bullet b) of this condition shall correspond to 100 % (one hundred percent) of the value of the debt owed to MEO or 50 % (fifty percent) of the value of the debt owed to other companies offering electronic communications networks and services, as the case may be.

9.3. The value of the guarantee in the cases provided for in bullets a) and c) to e) of paragraph 1. of this condition shall correspond to the value of the equipment and 2 (two) monthly instalments of the service(s) in question.

9.4. For the purposes of the preceding paragraphs, the provision of guarantees or their reinforcement shall not be required, or the guarantees provided by the customer shall be returned if the causes that would lead to or did lead to the provision or reinforcement of the guarantees are extinguished. If, after the service has been re-established, guarantees have been provided as a result of debts owed by the customer to MEO which had not been settled at the date of re-establishment of the service, the respective guarantees shall be released upon settlement of the respective debts and provided that the customer opts for the direct debit system ("DDS") as form of payment for the service.

9.5. The guarantees provided for in this condition, as well as the respective reinforcements, may be provided in cash, cheque, electronic transfer, bank guarantee or insurance bond. Within a maximum of 30 (thirty) days as of the date of cancellation of service, and if the guarantee has not yet been released because the conditions set out in the preceding paragraphs have not been met MEO shall refund the customer with the value of the guarantee provided, minus any amounts due.

9.6. MEO may, alternatively and cumulatively with the provisions of the preceding paragraphs, define generic or specific caps to the communications to be carried out by the customer or within the scope of the use of specific services, which are communicated to the customer at the time of subscription or during the course of the contract, via one of the means set out in Condition 15, in which case the provisions of Condition 19 shall apply. These caps can be consulted at meoempresas.pt.

9.7. In the event that the customer reaches the above-mentioned communication caps, MEO reserves the right to demand:

a) Payment in advance of the value corresponding to the usage already made; and/or

b) Adherence to the DDS payment method.

9.8. In the event that the customer does not adhere to the DDS, according to bullet b) of the preceding paragraph, MEO reserves the right to, with appropriate notice, suspend the access to the communications or specific services in question.

9.9. In the event of suspension under the terms of Condition 9.8 above, the access to the communications or specific services in question shall be restored within 2 (two) working days of the date of subscription of the DDS by the customer or after full payment of the values corresponding to the usage made, as the case may be.

10. REGISTRATION IN A SHARED DATABASE

10.1. In the event of non-compliance with the obligation to pay the invoices relating to the provision of services, MEO hereby informs the customer that:

a) The customer's personal data can be included in a shared database, created in accordance with the law, which makes it possible to identify the customers that have not fulfilled this obligation;

b) The data mentioned in bullet a) is limited to the elements that are absolutely essential to identifying the non-compliant end-users;

c) The registration of the customer's personal data in the above-mentioned database is only admissible in the event that the debt is equal or greater than 20 % of the national minimum wage;

d) If the customer so wishes, the breach of contract can be remedied by the payment of the amount owed via the means made available by MEO or proof that the debt is unenforceable or inexistent, MEO being obliged to notify the customer of that possibility with at least 5 (five) working days before the date of inclusion in the shared database.

10.2. If data is included in the share database, the customer will be notified within 5 (five) working days of said inclusion.

10.3. In the case referred to in the preceding paragraph, MEO guarantees the customer the right to access, rectify and update his/her data, as well as the immediate deletion from the aforementioned database, once the debts in question have been paid, once it is demonstrated that they are unenforceable, namely due to the respective statute of limitations, or when their value is lower than that mentioned in Condition 10.1. bullet c).

11. PRICING

11.1. The prices to be paid by the customer, namely, and if applicable, for national, international and roaming communications, monthly fees, the transfer or sale of equipment and the re-establishment of the service, correspond to those set out in the Commercial Conditions in

em.meo.pt/condicoes and in the Contract Summary, which are made available to the customer at the moment of subscription and that are part and parcel of the Specific Conditions of the respective service.

11.2. The customer may obtain up-to-date information on the price applicable to the service(s), via the sites and contacts mentioned in the applicable Specific Conditions.

11.3. In the period between January and March of each year, upon prior notification to the customer, via the written means set out in Condition 15, MEO may increase the monthly fee for the contracted service(s) and/or tariff(s), which shall be calculated on the basis of the Consumer Price Index for the full calendar year immediately preceding that in which the increase takes place, as published by the

Portuguese National Institute of Statistics (INE), in January of that year, or in the amount of up to 1 Euro, including VAT. [The following wording, regarding condition 11.3., will be applied to mobile services (contract model C/1002632), replacing the abovementioned: “11.3. In the period between January and March of each year, upon prior notification to the customer, via the written means set out in Condition 15, MEO may increase the monthly fee for the contracted service(s) and/or tariff(s), which shall be calculated on the basis of the Consumer Price Index for the full calendar year immediately preceding that in which the increase takes place, as published by the Portuguese National Institute of Statistics (INE), in January of that year, or in the minimum amount of 50 cents, including VAT].

12. INVOICING

12.1. The customer is entitled to receive monthly invoices free of charge, on paper or electronically, depending on the means chosen by the customer, with such invoices including the minimum level of detail defined by ANACOM, to which may be added, at the customer’s request via the contacts mentioned in these conditions, and depending on the services contracted, details of communications (with the exception of the Fixed Broadband Internet service) and details of video club usage.

12.2. Without prejudice to the information already provided on the invoice under the terms of the law, MEO undertakes to issue the invoice(s) relating to the service(s) provided in accordance with the previous paragraph.

12.3. The customer has the right to pay and be discharged for only part of the services listed on the invoice unless the services are functionally inseparable.

12.4. The monthly fee, where applicable, is due from the date of commencement of provision of the Service. In the month in which provision of the Service begins, the monthly fee, where applicable, will correspond to the proportional value of monthly fee for the Service calculated depending on the number of days the Service was provided for in that month.

13. METHOD AND TERM OF PAYMENT

13.1. The customer undertakes to settle invoices on time and in accordance with the terms indicated therein.

13.2. The price of installation or activation of the service(s) or purchase of equipment, when due, will as a rule be included in the first invoice to be sent to the customer for the service in question.

13.3. MEO may grant discounts for the customer to use when paying for the service(s) and/or equipment(s), in accordance with the provisions of these Conditions, the Commercial Conditions, the Proposal and/or the Contract Summary, as applicable.

13.4. Interests for late payment at the legal rate in force, in accordance with article 102 paragraph 3 of the Portuguese Commercial Code, shall be charged on the amounts owed that are not paid on time.

14. RESPONSIBILITY

14.1. MEO shall not be liable for any loss or damage arising from non-fulfilment or defective fulfilment of contractual

obligations when not attributable to fraud or gross negligence, and shall not be liable in particular for:

- (i) Damages caused by the fault of the customer, other users of the service or any third party not employed by MEO, or
- (ii) Non-fulfilment or defective fulfilment of contractual obligations resulting from compliance with judicial decisions or decisions of administrative authorities, or
- (iii) Non-fulfilment or defective fulfilment of contractual obligations resulting from the occurrence of situations of force majeure, i.e. situations of an extraordinary or unforeseeable nature, external to MEO and which cannot be controlled by MEO, and which prevent or impair the fulfilment of contractual obligations.

14.2. MEO guarantees that the electronic communications networks used to provide the services meet the necessary and appropriate requirements for the security of the provision of the services and of the network itself, although it cannot guarantee their inviolability by unauthorised third parties. In the event that MEO devises technical solutions designed to avoid the risk of inviolability, it will inform the customer of such solutions and of their likely costs.

15. COMMUNICATIONS AND CITATIONS/LEGAL NOTICES

15.1. All communications from MEO to the customer may be made by any means or contact provided by the customer to MEO, such as postal address, e-mail address, automatic voice message broadcasting system and SMS (whichever means proves to be more adequate to the transmission of the full content of the communication), and, additionally and when applicable, via the screen of the equipment used by the customer. MEO may also communicate with the customer via invoice.

15.2. In the event that the customer wishes to contact MEO, he/she may do so using the contact details provided on meoempresas.pt.

15.3. Citations and legal notices for the customer shall be sent to the address given at the moment of subscription, and the customer shall be obliged to notify MEO in writing of any changes to this address.

16. PERSONAL DATA AND OTHER INFORMATION

16.1. The use of the services implies knowledge and, if applicable, acceptance of the Personal Data Protection Policy of MEO, in force at all times, which is currently published at institucional.meo.pt/politica-privacidade.

16.2. MEO undertakes to comply with the provisions of the personal data legislation in force at any given time, namely (EU) Regulation 2016/679 of the European Parliament and of the Council of 27 April 2016 (“GDPR”).

16.3. MEO declares that it guarantees the confidentiality and privacy of data and information.

16.4. The personal data relating to the customer’s representative(s) (including managers, attorneys, Account Administrators, or others, abbreviated as “Representatives”), such as name, e-mail address and telephone contact, are considered necessary for the conclusion and management of this contract. Personal data relating to the customer’s Account Administrators may be used by MEO for the purpose of marketing communications and commercialisation of services

and/or products, including by means that allow messages to be received independently of the intervention of the recipients, MEO and any entity of the MEO Group, without prejudice to the data subjects being guaranteed the exercise of their respective rights, namely those provided for in paragraph 7 bullet g) of this condition.

16.5. The customer, and if applicable, as sole holder of this contract entered into with MEO, declares, in relation to any personal data of users of the services, that he/she has provided said users with all the information necessary and mentioned in this condition.

Likewise, the customer, and if applicable, as sole holder of this contract entered into with MEO, declares, in relation to any personal data of users of the services necessary for the purpose of marketing communications and commercialisation of services and/or products, including by means which allow messages to be received independently of the intervention of the recipients and/or MEO and any other entity of the MEO Group, that he/she has previously obtained from them the necessary consents for the purpose of the provisions of this condition, as well as that he/she has provided said users with all the information necessary and indicated in paragraph 7 of this condition.

16.6. The provisions of the preceding paragraph shall also apply whenever, during the performance of this contract, there are other users with access to the services.

16.7. Within the scope of what is referred to in paragraphs 4, 5 and 6 of this condition, the information to be provided includes, in particular:

a) That, where applicable, the personal data of users/Representatives are indispensable to the provision of services by MEO and are, in accordance with the provisions of the applicable legislation, processed and stored in computerised form, and are intended to be processed by MEO within the scope of the contractual relationship and also, in the event of authorisation (except as provided for in paragraph 4), for the purpose of marketing communications and the commercialisation of services and/or products, including by means that allow messages to be received independently of the intervention of the recipients, of MEO and of any entity of the MEO Group;

b) Users/Representatives data will be processed by MEO in accordance with the applicable legislation, whenever it proves necessary for a specific provision of services. For communication and invoicing purposes, traffic data will be processed for a maximum period of 6 (six) months from the date of registration. The users/Representatives' geographical location, profile and/or usage data will be processed insofar as they are essential for the provision of the contracted services and for the duration of the provision, enabling access, namely, to specific features of the services, content suggestions, proximity information services, and may be subject to the existence of automated decisions.

c) Traffic data, geographical location, profile and/or consumption shall mean:

c.1. Traffic data: any data processed for the purpose of sending a communication via an electronic communications

network or for the purpose of its invoicing, such as the subscriber's number or identification, address and type of station; total number of units to be charged for the counting period, as well as the type, start time and duration of communications or the volume of data transmitted; date of the communication or service and number called; other information relating to payments, such as advance payments, instalment payments, disconnections and warnings;

c.2. Location data: any data processed in an electronic communications network or within the scope of an electronic communications service that indicates the geographical position of the terminal equipment of a user of a publicly available electronic communications service;

c.3. Usage or profile data: data resulting from subscription and use of the services, through the functionalities that are part of them, such as viewing television channels and using additional services and other entertainment or information services,

d) In the event of authorisation granted in this contract or in the future:

d.1. The traffic, geographical location, profile and/or consumption data of users/Representatives will also be processed for the purposes of marketing communications and the commercialisation of products and services, including personalised commercial offers;

d.2. The traffic data, geographical location, profile and/or consumption of users/Representatives will also be made available to the companies of the MEO Group for the commercialisation of products and services.

e) In the event that the customer authorises MEO through the Customer Area at meoempresas.pt or at a MEO shop, the users/Representatives' personal data may be processed by MEO for the provision of information services, as such data processing is necessary for the provision of said services, and the customer may authorise: a) the transmission of their data to third parties for publication in information services; b) the disclosure of their data when the search is not based on their name, but on their telephone number or address and c) the disclosure of their data in the 1820 Information Service, in the latter case, and in the event that the customer has authorised the respective disclosure, the customer will indicate which data will be specifically disclosed (name, landline telephone, mobile telephone and address). If authorised by the customer, through the channels mentioned above, the customer's personal data may also be processed for the provision of audiotext services, as this data processing is necessary for the provision of these services.

f) In accordance with the respective legal authorisation, when applicable:

f.1. MEO shall keep the recordings of telephone calls for the entire agreed period of validity, initial or successive, plus the corresponding limitation and expiry period, for the purpose of providing commercial transactions or any communication made within the scope of the contractual relationship.

f.2. MEO may record the communications made to the Customer Service, for purpose of monitoring the quality of

service, the recording of which shall be kept for the legally prescribed period.

g) In accordance with the applicable legislation, the users/Representatives are granted, at any time, the right to access, rectify, update, limit and delete their personal data (except for data that is indispensable to the provision of services by MEO or for the fulfilment of legal obligations to which the controller is subject), the right to withdraw consent, without compromising the lawfulness of the processing carried out, based on the consent previously given, the right to object to the use of the data for commercial purposes by MEO, as well as the right to data portability, which can be made, upon written request at MEO shops with proof of identification.

h) The users/Representatives may submit complaints to the supervisory authority, currently the Comissão Nacional de Proteção de Dados (CNPd).

i) MEO may communicate the users/Representatives' personal data for the purpose of complying with legal obligations, namely to police, judicial, tax and regulatory bodies.

j) Third parties which, in the scope of the provision of services, process the users/Representatives' personal data in the name and on behalf of MEO, are obliged, in writing, to implement appropriate technical measures which, at all times, meet the requirements of the legislation in force and ensure the defence of the rights of the data subject (namely, the protection of the privacy and personal data).

16.8. Should MEO decide to adopt traffic management policies, in accordance with the law, with the aim of optimising the use of its services for reasons of technical quality, these will not interfere with the protection of personal data.

16.9. The omission or inaccuracy of personal data or other information provided by the customer is the customer's sole responsibility.

17. TERMINATION

17.1. Without prejudice to the provisions of Condition 4.2 of the General Conditions, a definitive non-compliance of contractual obligations shall entitle either party to terminate the Contract, after giving 8 (eight) days' notice, without prejudice to the penalty to which said breach may give rise.

17.2. If a loyalty period is still running, the customer may terminate the contract, without any charges related to non-compliance with the loyalty period (except for MEO's right to charge for the services provided until the termination takes effect), in the event of a change in the customer's permanent place of residence, if MEO is unable to ensure the provision of the contracted service or an equivalent service, namely in terms of characteristics and price, at the new address.

17.3. The right of withdrawal provided for in the previous paragraph will be exercised in compliance with the other requirements identified in article 133 of Law no. 16/2022, of 16 August, in its current wording, and will only be granted to customers who are sole proprietors, micro-enterprises, small businesses or not-for-profit organisations, unless they expressly waive this right of withdrawal.

17.4. The right of termination provided for in Conditions 17.2 and 17.3 must be exercised by the customer by means of a written communication, including by e-mail, addressed to MEO, at least 30 days before the date on which the termination takes effect.

18. TERM, EARLY TERMINATION AND CANCELLATION

18.1. These General Conditions take effect on the date of subscription or, for Services involving installation, on the date of installation, whichever is the later. If a loyalty period is associated with the contract (defined in the commercial conditions and/or in the contract summary and in the Form, when applicable), which, if the customer is sole proprietor, microenterprise, small enterprise and not-for-profit organization, can only exceed 24 (twenty-four) months if he/she explicitly waves the application of such time limit, the contract shall remain in force until the end of the loyalty period, without prejudice to the provisions of the following paragraph.

18.2. These Conditions are automatically extended after the expiry of the loyalty period if there is one. In the event of an automatic extension of the contract after the end of the loyalty period or in the event that the contract does not have an associated loyalty period, the customer has the right to terminate the contract at any time with a maximum of 1 (one) month notice of the effective date of the termination, and the customer will not incur any costs in terminating the contract, except those relating to the use of the service during the notice period.

18.3. In the event that the customer chooses to terminate the contract early, i.e. before the end of the loyalty period, the notice of early termination must comply with the maximum notice period set out in the preceding paragraph.

18.4. In prejudice to the provisions of the preceding paragraph, with specific regard to the provision of the Data Service - Mobile Internet (mobile broadband), in the event of early termination of the contract, i.e. before the end of the loyalty period, these Services will be disconnected by MEO, ceasing to be provided and billed: i) On the last day of the calendar month in progress, when the request for termination of the contract occurs at least 15 (fifteen) days before that day or ii) At the end of the calendar month following the one in progress, when the request for termination occurs less than 15 (fifteen) days before the end of the calendar month in progress.

18.5. For the purposes of Conditions 18.3 and 18.4, and except in situations of just cause, MEO shall be entitled to:

i) In the case of customers who are sole proprietors, micro-enterprises, small businesses, and not-for-profit organisations that do not expressly waive the protection conferred by this provision, to receive the lesser of the following amounts:

a) Total charges due = 30 % x Number of months outstanding x Total recurring price payable
or

b) Total charges due = Number of months outstanding x (Total offers/discounts associated with loyalty) / Loyalty period.

ii) In the case of customers who are not sole proprietors, microenterprises, small businesses and not-for-profit organisations or in the event that these customers expressly waive the protection conferred by the provision indicated in point i) above, MEO shall be entitled to receive compensation calculated according to one of the following formulae: (loyalty period - number of months the services were active) x (monthly fee)

or

Total charges due = Number of months outstanding x (Total offers/discounts associated with loyalty) / Loyalty period.

18.6. In the event that the customer chooses to change service provider and MEO ceases to provide the services, this contract shall automatically terminate upon successful completion of the process of moving the customer to the new service provider, MEO nevertheless ensuring the continuity of the service until the change process is completed and until the customer expressly consents to the transfer of the service, unless this is not technically feasible.

19. AMENDMENT OF CONTRACTUAL CONDITIONS AND TERMINATION OF THE OFFER

19.1. MEO may amend these General Conditions, as well as the Specific Conditions applicable to each service.

19.2. In the event that MEO makes a change to the contractual conditions indicated in paragraph 6 of article 120 of Law no. 16/2022, of 16 August, in its current wording, the customer shall have the right to terminate the contract without incurring any costs other than those related to the use of the service up to the date of termination, unless the changes:

- a) Are proposed exclusively for the customer's benefit;
- b) Have no negative effect on the customer, namely changes that are of a purely administrative nature or related to MEO's address; or
- c) Arise directly from the application of a national or European Union legislative act or ANACOM act or regulation.

19.3. MEO undertakes to notify the customer, by the written means provided for in Condition 15, of the changes made, at least one month prior to the date on which the changes take effect, and, if the customer has the right to terminate the contract in accordance with the preceding paragraph, the customer shall also be informed, in the same communication, of his right to terminate the contract free of charge, which may be exercised by the customer within 30 (thirty) days of notification of the communication of changes to the contractual conditions.

19.4. The right to terminate the contract without associated charges does not apply, namely, in the event of an annual increase in the monthly fee for the service(s) and/or tariff(s) contracted, under the terms set out in paragraph 3 of Condition 11 of these General Conditions.

19.5. In the event of termination of the offer of any service, MEO undertakes to notify the customer in writing at least 15 (fifteen) days before the date on which this occurs.

20. DISPUTE RESOLUTION

20.1. Without prejudice to recourse to judicial or arbitral courts and to the entities responsible for the defence and

promotion of consumer rights, namely Direção-Geral do Consumidor, the customer may submit any contractual disputes to the arbitration and mediation mechanisms that are or may be legally constituted, as well as complain to MEO about acts and omissions that violate the legal provisions applicable to the provision of the service.

20.2. For issues arising from this contract, when entered into with a consumer customer, the following Alternative Dispute Resolution entities will be competent: CNIACC - Centro Nacional de Informação e Arbitragem de Conflitos de Consumo (<https://www.cniacc.pt/pt/>), Centro de Arbitragem da Universidade Autónoma de Lisboa (<https://arbitragem.autonoma.pt/>), CIMAAL - Centro de Informação, Mediação e Arbitragem do Algarve (<https://consumoalgarve.pt/>), Centro de Arbitragem de Conflitos de Consumo da Região de Coimbra (<https://cacrc.pt/>), Centro de Arbitragem de Conflitos de Consumo de Lisboa (<http://www.centroarbitragemlisboa.pt/>), Centro de Arbitragem de Conflitos de Consumo da Região Autónoma da Madeira (<https://www.madeira.gov.pt/cacc/>), Centro de Informação de Consumo e Arbitragem do Porto (<https://www.cicap.pt/>), Centro de Arbitragem de Conflitos de Consumo do Ave, Tâmega e Sousa (<https://www.triave.pt/>) and Centro de Informação, Mediação e Arbitragem de Consumo (Tribunal Arbitral de Consumo) (<https://www.ciab.pt/pt/>) and whose contact details can be found at meomepresas.pt or at www.consumidor.gov.pt

20.3. The complaint to be submitted by the customer must be submitted within a maximum period of 30 (thirty) days, counted from the customer's knowledge of the facts, and shall be registered in MEO's information systems, which shall decide on the complaint and notify the interested party within a maximum period of 30 (thirty) days from the date of its receipt.

20.4. In the event of complaints submitted by the customer regarding invoicing, the following will be considered:

- a) The customer can claim invoices up to the date of service suspension through the Customer Area, MEO shops or support numbers, whose contact details can be found on the helplines mentioned in the beginning of these General Conditions;
- b) The customer may submit a complaint using the Complaints Book, available in electronic format or at any MEO shop in paper format;
- c) If the complaint is submitted in writing, based on the non-existence or non-enforceability of the debt, the non-suspension of the service is guaranteed until MEO's decision.

21. DEPOSIT

In accordance with the law, these General and Specific Conditions for the Provision of Electronic Communications Services have been deposited with ANACOM and the Direção-Geral do Consumidor.

ANNEX I - CONDITIONS FOR THE ACCOUNT ADMINISTRATOR

1. Subscription to the MEO Services set out in this Agreement, by business customers, obligatorily implies the

indication, on the Form, of the person(s) who will be the customer's representative(s), hereinafter referred to as the Account Administrator(s).

2. In the case of a sole proprietor customer, whenever the customer does not appoint a representative, the sole proprietor customer will be considered the Account Administrator.

3. The Account Administrator shall be, for all legal and contractual purposes, the customer's representative with MEO, with all the powers legally required to bind the customer in all operations, actions and procedures and in any request related to the Services contracted under this Agreement, during the entire period of initial validity and any renewals, as well as under other electronic communications contract(s) with MEO, including powers for their conclusion, excluding PORTABILITY requests.

4. For the purposes of the previous paragraph, the Account Administrator may enter into and amend contract(s) with MEO, by signing the respective contract(s), and is also authorised to accept contractual and commercial conditions, as well as to accept the contract summary, by means of an email sent to MEO or by any other means accepted by MEO.

5. The customer acknowledges and accepts that the appointment of one or more Account Administrator(s) implies that such Account Administrator(s) shall, from the date of appointment and until the date on which, if applicable, the customer notifies MEO of the deletion or change of the Account Administrator(s) appointed:

a) The power to represent and bind the customer within the scope of this Agreement, as well as in the conclusion of any electronic communications contracts with MEO, excluding PORTABILITY requests

b) Access to the Customer Area, with confidential information;

c) The aggregate management and contractual execution of the various Services contracted to MEO, regardless of the Contract in which they were indicated by the customer.

6. The customer may add, delete, or change, by means of a written request addressed to MEO, one or more Account Administrator(s), and it is the customer's sole and exclusive responsibility to notify MEO in adequate time of the change and/or deletion of previously indicated Account Administrator(s).

7. The customer is solely responsible for the actions of the Account Administrator(s) indicated and may not argue the invalidity of any legal transaction carried out by the same, namely the acceptance of conditions under the terms indicated in paragraph 4, nor impute liability for improper access to the Customer Area, due to the fact that MEO has accepted requests from the Account Administrator(s) indicated by the customer.

8. Without prejudice to the provisions of the Conditions of Use of the Customer Area, the customer and MEO agree that MEO assigns an access profile to the Account Administrator(s) indicated by the customer for registration and login to their Customer Area, made available at meoempresas.pt, the conditions of which are available at

<https://conteudos.meo.pt/meo/Documentos/Condicoes-Utilizacao/condicoes-area-cliente.pdf>. For this purpose, MEO will use the data of the Account Administrator(s) indicated in the Form referred to in paragraph 1 of these conditions.

9. Personal data relating to the customer's Account Administrators, such as name, e-mail address and contact telephone, are considered necessary for the conclusion and contract management and may be used by MEO for the purpose of marketing communications and commercialisation of services and/or products, including by means that allow messages to be received independently of the intervention of the recipients, MEO and any entity of the MEO Group, without prejudice to the guarantee of the exercise of their respective rights as holders of personal data.

ANNEX II - LOYALTY PERIODS AND UNLOCKING

I. LOYALTY PERIODS

1.1. The contract may assign loyalty periods by granting customers compensatory payments duly identified and quantified in the Agreement and in the Contract Summary.

1.2. The loyalty periods for the services are those signalled by the customer on the Contract Summary and, when applicable, on the Form, and the early termination conditions set out in Condition 18 apply.

II. UNLOCKING

2.1. If the customer wishes to terminate the contract during the loyalty period and wants to unlock the terminal equipment purchased (hereinafter "equipment"), MEO will charge a fee not exceeding that allowed for under the applicable law.

2.2. If the customer chooses to keep the associated equipment at the time the contract is concluded, the compensation owed by the customer may not exceed that allowed for under the applicable law or the remaining part of the service tariff, whichever is the lowest amount.

2.3. If there is no loyalty period, the calculation of the maximum amount of the fee to be paid by the customer for the unlocking of terminal equipment, when this is requested before 24 months have elapsed from the conclusion of the contract or the respective amendment, depending on when the acquisition of equipment locked to MEO's network has been associated with the contract, shall be made under the terms set out in Condition 2.1 above, with reference to the maximum duration of the legally permitted loyalty period.

2.4. The provisions of Conditions 2.1. to 2.3. above shall only apply to customers who are sole proprietors, micro-enterprises, small businesses, and not-for-profit organisations, unless these customers expressly waive the protection conferred in accordance with those paragraphs.

ANNEX III - CONDITIONS FOR MAKING THE ELECTRONIC INVOICE AVAILABLE

I. ELECTRONIC INVOICE

1. OBJECT

1.1. MEO provides customers, free of charge, with invoices issued in electronic format ("EI") for MEO services contracted by the customer at any given time, in accordance with these terms and conditions.

1.2. The EI has the same value as a paper invoice because it contains all the mandatory information required by law. In addition, since the EI contains an electronic signature, the document issued by MEO fulfils the conditions required by law to guarantee the authenticity of its origin and the integrity of its content.

1.3. In case of non-subscription of the electronic invoicing, the customer will receive a paper invoice at the billing address chosen by the customer.

2. SUBSCRIPTION

2.1. Subscription of EI takes effect with regard to the invoice to be issued after the date of subscription, so the customer will no longer receive a paper invoice. However, the customer may receive a paper invoice if the subscription of the EI is close to the time the invoice is issued.

2.2. Subscription to EI in the context of the use of a service provided by MEO presupposes the subscription to EI in relation to all services provided by MEO covered by the same billing account.

3. EI SERVICE

3.1. MEO provides customers with EI through:

(i) Sending the EI to the e-mail address indicated by the customer (the customer's own or that of a third party authorised for this purpose); and

(ii) Consultation, in the Customer Area, of the EI, simply by entering the customer's access data to the Customer Area, if registered there, available at meoempresas.pt.

3.2. The customer can also print or save any electronic invoices (in PDF format) on his/her computer. To print and/or save invoices the customer needs to have installed a compatible software.

3.3. A customer registered in the Customer Area can call up the last 12 (twelve) electronic invoices issued. To call up invoices issued more than 12 (twelve) months ago, the customer can contact MEO through the contacts indicated in the beginning of these General Conditions or at meoempresas.pt.

3.4. On the date the EI is sent, MEO will send a notification informing the customer that the EI has been issued, free of charge, to the telephone number given by the customer. To this effect, the customer must keep his/her contact details up to date and is also responsible for ensuring that there is space available for receiving invoices in the e-mail inbox, as well as informing MEO of any changes to the e-mail address. The customer can, at any moment, disable notifications by contacting the customer helplines or by sending a request through the Customer Area at meo.pt/empresas/cliente.

3.5. If MEO fulfils the obligations referred to in Conditions 3.1. and 3.4. above, the customer is responsible for paying the invoices issued and sent by MEO.

4. DURATION AND SUSPENSION OF PROVISION OF EI

4.1. MEO provides for an indefinite period, and MEO or the customer may terminate its provision at any time.

4.2. The customer can activate or disable EI using the contacts indicated in the beginning of the present General Conditions or through the Customer Area at meo.pt/empresas/cliente or the My MEO app.

4.3. The termination of the provision of EI takes effect with regard to the invoice to be issued after the termination request. However, the customer may still receive one last electronic invoice if the termination happens close to the time the invoice is issued.

4.4. Without prejudice to the provisions of the preceding paragraphs, MEO may at any time suspend or terminate access to the EI, in particular in cases where the EI cannot be delivered to the e-mail box indicated by the customer.

4.5. If the EI provision is cancelled, the customer will receive the invoice in paper format at the billing address indicated to MEO by the customer.

ANNEX IV - CONDITIONS OF THE SERVICE CARTÃO PARTILHA DE NET

1. The Service Cartão Partilha de Net allows a customer to be assigned two separate cards with the same access number.

2. The customer may use internet from both cards, on two devices, simultaneously. However, if the customer chooses to use the cards in two mobile phones, only the card defined by the customer will receive Voice communications (calls, SMS, and MMS).

3. If the main card is not available, these communications will not be redirected to the second card.

4. The monthly fee associated with the Service Cartão Partilha de Net will be invoiced on the first invoice of the month following the month of subscription.

5. If the customer chooses to receive an invoice detailing communications, the detail will include the traffic carried out by both cards, without any distinction, as if the traffic had only been carried out by one card.

ANNEX V – ROAMING

1. For the purposes of this Agreement, roaming service means the service that allows the customer to use the terminal equipment abroad, to make or receive voice calls, send or receive data (including SMS, MMS and internet access) or have access to other functionalities associated with the service, which depends on the existence of roaming agreements in force with operators with coverage in the place where the customer wishes to use the service, and the customer may, at any time, ask MEO for the necessary information about this service or consult it at meoempresas.pt.

2. Roaming is active by default on mobile voice and data service access cards, and the customer can make communications in the foreign country visited and to Portugal.

3. In compliance with Implementing Regulation (EU) 2016/2286 of 15 December and Regulation (EU) 2022/612 of 6 April, MEO must provide customers with habitual residence or stable ties to the national territory with the roaming service in the European Economic Area, Ukraine and Moldova, at the price of domestic tariffs and under conditions that are no less favourable than those offered in the domestic market, if the same generation of mobile communications networks, technologies and speeds are available on the visited network.

4. With regard to the use of the data service (both for the purposes of browsing web pages and using content,

applications or services), the information contained in em.meo.pt/roaming should also be considered for quality of service.

5. In order to prevent abusive or anomalous use of the roaming service, MEO has adopted Fair Use Policies (FUP) which, if applicable, may be consulted in <https://con-teudos.meo.pt/meo/Documentos/Tarifarios/por-dados-roaming.pdf> by contacting the roaming services information helplines indicated in this Contract.

6. Failure to comply with the FUPs, and as provided for in the aforementioned Regulation, reserves MEO the right to charge a surcharge for roaming traffic within the European Economic Area, Ukraine, Moldova and the United Kingdom, whenever:

- a) There is no evidence that the customer resides in Portuguese territory or has stable ties to Portugal;
- b) There is evidence of a risk of abusive or anomalous consumption, according to fair control mechanisms and objective indicators, as described in Condition 8;
- c) In the case of tariffs that include a data cap or unlimited data traffic, the data traffic consumption limit at the domestic tariff price (associated with the customer's tariff plan) is exceeded, where applicable, and without prejudice to the volume limits applicable to domestic traffic.

7. To assess abusive or anomalous use of the roaming service, namely following the verification of certain consumption patterns that do not fulfil the criteria set out in the aforementioned Regulation, MEO may request documentation from the customer proving habitual residence or the existence of stable ties to national territory. To this end, MEO may request evidence, namely:

- (i) Indication of the postal address or billing address for other services provided in national territory (presentation of an essential public service invoice),
- (ii) A statement from a higher education establishment proving enrolment in full-time courses,
- (iii) Proof of settlement/payment of local or poll taxes,
- (iv) Evidence of the customer's posting in Portugal,
- (v) Additional proof of employment in national territory (in the case of cross-border workers) or,
- (vi) A tenancy agreement.

8. Within the scope of Condition 6., bullet b), MEO may control roaming consumption by verifying, over a period of at least four (4) months, whether the traffic consumed in roaming in the European Economic Area, Ukraine, Moldova and the United Kingdom prevails over the traffic consumed in Portugal and in other countries (> 50 %) and whether the presence in the European Economic Area, Ukraine, Moldova and the United Kingdom prevails over the presence in Portugal and in other countries (> 50 %). If this happens, MEO will notify the customer to, within a minimum period of two (2) weeks, change the consumption pattern, namely through actual presence or traffic consumed in the national territory.

9. MEO will stop applying the surcharge as soon as the use of the roaming service no longer indicates the risk of abusive or anomalous use.

10. For the purposes of Condition 8, traffic consumed/presence in Portugal shall mean, in particular, each day that the roaming customer connects to MEO's network or consumes through it and also traffic consumed/presence outside the European Economic Area, Ukraine, Moldova and the United Kingdom.

11. If the customer does not change the consumption pattern described in Condition 8 or does not fulfil the requirements set out in Condition 7 after a minimum period of two (2) weeks, MEO reserves the right to charge a surcharge for roaming traffic within the European Economic Area, Ukraine, Moldova and the United Kingdom.

12. During the provision of roaming services, some services may be subject to higher tariffs, namely the following types of services: i) Voice calls made to countries outside the European Economic Area, Ukraine, Moldova and the United Kingdom, in which case the call costs will be calculated in accordance with the respective tariff; ii) Premium calls and SMS; iii) Communications on satellite networks, boats and aeroplanes; iv) Voice communications made to customer support lines and special numbers (non-geographic services); v) Value-added services.

SPECIFIC CONDITIONS FOR THE PROVISION OF MEO'S FIXED NETWORK VOICE SERVICE

1. OBJECT

1.1. These Specific Conditions, Annex I, the Subscription to Electronic Communication Services Form ("the Form"), when applicable, and the Commercial Conditions and/or the Contract Summary are intended to regulate the terms and conditions that govern the provision to the customer, by MEO – Serviços de Comunicações e Multimédia, S.A. ("MEO") of the voice service ("service").

1.2. The service allows customers to make and receive national and international calls at a fixed location and to access emergency numbers using a number or the numbers included in a national or international telephone numbering plan.

1.3. The customer may also subscribe to additional services that MEO has available in its portfolio, subject to acceptance of the specific conditions applicable.

1.4. In everything not provided for in these Specific Conditions, the provisions of MEO's General Conditions for the Provision of Electronic Communications Services ("General Conditions") shall apply.

2. ACCESS

2.1. The service covers the whole of Portugal and is provided on a regular and continuous basis, in accordance with the quality indicators and performance objectives described at meoempresas.pt.

2.2. The service, when provided using the IP protocol ("Internet Protocol"), is only available in geographical areas with network coverage, which can be consulted at MEO shops, via the customer support number and at meoempresas.pt and can be provided with geographical numbering, in which case access to the service can only be made from a single fixed location and supported by a MEO IP access, and can

only be provided for as long as the latter service remains active.

2.3. Whenever provided over IP, the provision of the service presupposes that the customer has equipment compatible with the IP network made available by MEO in the form of hire, loan, or purchase.

2.4. Whenever the service is provided over IP, it may be incompatible with equipment that does not comply with IP connection standards, namely controllers.

3. QUALITY-OF-SERVICE LEVELS, USAGE, RESTRICTIONS AND SAFETY

3.1. MEO undertakes to ensure the following quality-of-service levels:

a) Maximum time for initial service connection: 30 (thirty) days;

b) Maximum service replacement time: 15 (fifteen) days.

3.2. The maximum time provided for in bullet a) of the previous paragraph of this condition shall not apply in situations where, given the location of the service installation, it proves necessary to carry out special work, in which case the date of installation of the service shall be that agreed on a case-by-case basis by the Parties.

3.3. The period provided for in bullet b) of paragraph 1 of this condition shall begin when the customer reports the malfunction.

3.4. If MEO finds that the service will not be restored within the period set out in bullet b) of paragraph 1 of this Condition, it will undertake to contact the customer by the end of that period to inform he/she of the status of the malfunction, without prejudice to the provisions of Condition 5.14 of the General Conditions.

3.5. Without prejudice to the provisions of the following paragraph, the customer is guaranteed uninterrupted and free access to the single European emergency number - 112.

3.6. Whenever the service is provided using the IP protocol, MEO hereby informs the customer that any failure in the electricity supply may result in the service being interrupted until said supply is restored.

3.7. MEO may, under the terms of the law, annul the elimination of the identification of the calling line, as well as record and make available the customer's location data when the customer makes a call to organisations with legal competence to receive emergency calls, for the purpose of transmitting such data to the aforementioned organisations so they can respond to such calls.

3.8. MEO reserves the right to refuse access and deactivate the service, when it considers that its use will jeopardise the security and integrity of the network, cause harmful interferences or deteriorate the quality of the service, the network or its functioning, as well as in the event of situations of conversion, in any form, of traffic originating on other operators networks and destined for the national fixed networks into traffic originating on the MEO network and destined for the national fixed network.

3.9. MEO reserves the right to define a responsible use policy for the use of the service and may invoice consumption

that exceeds the monthly limit provided for in the respective tariff, if applicable.

3.10. MEO reserves the right to bar certain destinations, in the event of fraud.

4. REIMBURSEMENTS AND COMPENSATIONS

4.1. In the event of non-compliance with the maximum time set out in Condition 3.1. bullet a) for reasons demonstrably attributable to MEO, the customer may demand a 50% (fifty percent) reduction in the amount corresponding to the installation price.

4.2. Whenever installation cannot be carried out for reasons attributable to the customer, MEO may demand a surcharge corresponding to 50% (fifty percent) of the installation price.

4.3. The unavailability of the service, with the exception of the cases provided for in Condition 4 of the General Conditions, in breach of the maximum deadline indicated in Condition 3.1 bullet b), for reasons demonstrably attributable to MEO, shall give the client the right of resolution of contract, in accordance with the provisions of Condition 5-14 of the General Conditions.

4.4. Whenever, with a view to activating or restoring the service, MEO is obliged to carry out an intervention at the installation address and fails to appear on the date agreed with the customer, for reasons attributable to MEO, the customer may demand compensation calculated in accordance with the provisions of Conditions 5.9., 5.12. and 5.13. of the General Conditions.

5. SUSPENSION OF SERVICE

During the suspension of the service and until it is cancelled, the customer is guaranteed access to calls that do not involve payment, namely those made to the single European emergency number -112.

6. PRICING

6.1. The price to be paid by the customer for installation, re-establishment, monthly subscription, communications and hire or sale of equipment corresponds to that set out in the Commercial Conditions and/or the Contract Summary, available and detailed at meoempresas.pt or other channels, which are made available to the customer at the time of subscription to the service.

6.2. For up-to-date information on the price applicable to the service, customers can consult meoempresas.pt or call the customer support number.

6.3. The monthly fee, where applicable, is due from the date of commencement of provision of the Service. In the month in which the service begins to be provided, the subscription price will correspond to 1/30th of the monthly subscription price for each day that the service is active.

6.4. In order to verify and control the charges associated with the service, MEO makes available to the customer, in addition to other mechanisms, the selective and free barring of outgoing calls of defined types and to defined types of numbers, in accordance with what may be defined by ANA-COM under the terms of the Law, pre-payment systems for access to the connection to the public telephone network and the use of the service, as well as staggered payment of

the price of the connection to the public telephone network, in all cases at the customer's request.

7. COMMUNICATIONS DETAILS

The customer can choose to have the invoice sent with one of the following types of communication details:

- a) Simple detail: includes the detail of the various traffic categories, indicating, in chronological order, each call, its cost, the time of the call and its duration;
- b) Full details: includes a breakdown, in chronological order, of all communications made, including the numbers called, their cost, the time of the call and its duration;
- c) Partial detail: includes that provided for in bullet b) above, with the deletion of the last four digits of the numbers called.

ANNEX I - PARTICULAR CONDITIONS APPLICABLE TO THE GREEN NUMBER (800), BLUE NUMBER (808) AND SINGLE NUMBER (707) SERVICES

1. OBJECT

1.1. The provision of the Green Number (800), Blue Number (808), Single Number (707) Service (hereinafter the "Service") by MEO to the customer is governed by the general conditions for the provision of electronic communications services, by the specific conditions for the provision of the voice service and by these particular conditions and is characterised in the respective Service Subscription Form(s), which form an integral part of these particular conditions.

1.2. The Green Number (800) consists of a Service whereby MEO makes available to the customer a number of the type 800 xxx xxx, for the purpose of the customer receiving telephone calls at no cost to the caller, which are borne in full by the customer holding the Green Number (800).

1.3. The Blue Number (808) consists of a Service whereby MEO makes available to the customer a number of the type 808 xxx xxx, for the purpose of the customer receiving telephone calls with the price being shared by the caller and customer holding the Green Number (808).

1.4. The Single Number (707) consists of a Service whereby MEO makes available to the customer a number of the type 707 xxx xxx, for the purpose of the customer receiving telephone calls, which are borne in full by the caller.

2. INITIAL SERVICE CONNECTION

MEO will ensure the initial connection of the Service within a period to be agreed with the customer.

3. PRICING

The price to be paid by the customer for the provision of the Service, for restoration and for publicising it in MEO's information services corresponds to that set out in the tariff in force, a copy of which was given to the customer on the date the Contract was signed, and which forms an integral part thereof.

4. COMMUNICATIONS DETAILS

4.1. For the Green Number Service (800) and the Blue Number Service (808), the customer can only choose to have the bill sent with one of the following types of communications detail:

- a) Simple detail: includes the detail of communication totals and values by communication category of the calls received;

b) Partial detail: includes a breakdown, in chronological order, of all communications received, including the numbers called with suppression of the last four digits, their cost, the time of the call and its duration.

5. DURATION

5.1. The contract shall take effect on the date on which the customer subscribes to the respective Service Subscription Form(s) and shall be in force for a period of one (1) month, unless otherwise agreed by the Parties, and shall be automatically renewed for equal periods, unless terminated by either Party, by means of a valid notice sent to the other Party at least 15 (fifteen) days prior to the end of the initial term of the Contract or any of its renewals.

5.2. For renewal purposes, monthly contracts are deemed to start on the first day of the respective month.

SPECIFIC CONDITIONS FOR THE PROVISION OF FIXED VOICE IN MOBILE NETWORK SERVICE

1. OBJECT

1.1. These Specific Conditions, the Subscription to Electronic Communication Services Form ("the Form"), when applicable, and the Commercial Conditions and/or the Contract Summary are intended to regulate the terms and conditions that govern the provision to the customer, by MEO – Serviços de Comunicações e Multimédia, S.A. ("MEO") of the fixe voice in mobile network service ("service").

1.2. The service allows customers to make and receive national and international voice calls at a fixed location (the address for the provision of the service, stated by the customer) and to access emergency numbers using a number or numbers included in a national or international telephone numbering plan.

1.3. Without prejudice to the service being provided over the mobile network, MEO assigns the customer a geographic telephone number, associated with the address indicated by the customer, which can only be used in that location.

1.4. MEO will provide the service solely and exclusively at the address indicated by the customer at the moment of subscription.

1.5. In everything not provided for in these Specific Conditions, the provisions of MEO's General Conditions for the Provision of Electronic Communications Services ("General Conditions") shall apply.

2. ACCESS

2.1. Access to the service is via a direct connection to MEO's mobile communications network.

2.2. The access card is made available in a pre-active state and can only be used by the customer on a mobile terminal device at the address stated by the customer at the moment of subscription.

2.3. The customer is responsible for carrying out the necessary procedures to register the card in the geographical area of the address.

2.4. The customer will only be able to make voice communications at the address indicated, and they will be barred if they move to an area other than that provided for in the Form.

3. USE AND RESTRICTION OF THE SERVICE

3.1. MEO provides the customer with mobile terminal equipment, which can only be used to access the service at the address indicated by the customer when subscribing to the service as the installation address. If the customer transports the terminal equipment to a location other than the service installation address, they will not be able to make or receive communications.

3.2. In the situations provided for in the previous paragraph, except in cases of force majeure and possible limitations of indoor accessibility, MEO undertakes to provide the service on a regular and continuous basis, within the coverage areas, which are those shown on the maps made available by MEO at all its points of sale and published at meoempresas.pt. To obtain coverage information for a specific location, as well as up-to-date coverage information, the customer can contact the customer support numbers stated in the beginning of the General Conditions or at meoempresas.pt.

3.3. For the purposes of the previous paragraph, an indoor accessibility limitation is considered to be any quality and service failure caused, in particular, by the occasional lack of coverage in indoor areas - in underground areas (e.g. garage or basement) or caused by the specific characteristics of some buildings - or by the effect of congestion characteristic of mobile networks, at certain times or in peak traffic areas.

3.4. If the Customer inserts the access card into terminal equipment, mobile or fixed, other than that provided by MEO, the Customer shall be responsible for ensuring compliance with all legal or regulatory obligations, respective security measures and/or technical requirements that may apply.

3.5. MEO shall not be liable for any breach of the provisions of the preceding paragraph, nor for any loss or damage arising therefrom, and no liability may be imputed to it for wilful misconduct or negligence.

3.6. Without prejudice to the provisions of paragraph 4.6 of these Specific Conditions, the customer is guaranteed uninterrupted and free access to the single European emergency number - 112.

3.7. MEO may, under the terms of the law, annul the elimination of the identification of the calling line, as well as record and make available the customer's location data when the customer makes calls to organisations with legal competence to receive emergency calls, for the purpose of transmitting such data to the aforementioned organisations so they can respond to such calls.

4. EQUIPMENT

4.1. The mobile terminal equipment ("equipment") is made available to the customer on loan, remaining the property of MEO, and the customer must use it only at the address stated by the customer at the moment of subscription.

4.2. The customer also undertakes to keep the equipment referred to in the previous paragraph in a perfect state of repair, and to use it properly, solely and exclusively for the purposes set out in these Specific Conditions, refraining from transferring it, making it available to third parties, introducing alterations or technical configurations to it, namely for use outside the geographical area of the address indicated.

4.3. The equipment is assigned to the customer during the term of the contract, the customer undertakes to deliver, within 30 (thirty) days after the termination of the service, in any MEO store, the loaned equipment in perfect condition, except for deteriorations resulting from the normal and diligent use thereof.

4.4. In the event of non-compliance with the provisions of the preceding paragraph, MEO reserves the right to invoice the customer for compensation equivalent to the value of the nondelivered equipment.

4.5. The equipment includes battery(s) and only works with electricity supplied at the address indicated, and the Customer must ensure that all the necessary conditions are in place to allow uninterrupted operation, either by contracting the electricity supply service or by constantly checking the respective power supply (battery).

4.6. MEO shall not be liable for any failure in the supply of electricity to the equipment, nor for the lack of battery power in the equipment and consequent interruption of the service. Any total or temporary, permanent, or transitory power failure at the address indicated on the Form will be the sole and exclusive responsibility of the customer, who must guarantee the supply of said power at said address.

5. QUALITY-OF-SERVICE

5.1. MEO undertakes to provide the service on a regular and continuous basis, except due to situations of force majeure (situations of an extraordinary or unforeseeable nature, external to MEO and which cannot be controlled by it) but does not undertake to ensure minimum quality-of-service levels.

5.2. MEO undertakes to activate the service within a maximum of 30 (thirty) days from the date of subscription of the service.

6. REFUNDS

In the event of non-compliance with the time set out in Condition 5.2. for reasons demonstrably attributable to MEO, the customer may demand reimbursement of the amount which, based on the price of the monthly service charge corresponds to the duration of the unavailability.

7. SUSPENSION OF SERVICE

During the suspension of the service and until it is cancelled, the customer is guaranteed access to calls that do not involve payment, namely those made to the single European emergency number.

SPECIFIC CONDITIONS FOR THE PROVISION OF MEO'S BROAD BAND INTERNET ACCESS SERVICE

1. OBJECT

1.1. These Specific Conditions, Annexes I and II, the Subscription to Electronic Communication Services Form ("the Form"), when applicable, and the Commercial Conditions and/or the Contract Summary are intended to regulate the terms and conditions that govern the provision to the customer, by MEO – Serviços de Comunicações e Multimédia, S.A. ("MEO") of the Broad Band Internet Access service (hereinafter "service").

1.2. The customer may also subscribe to additional services that MEO has available in its portfolio, subject to acceptance of the specific conditions applicable to them.

1.3. In everything not provided for in these Specific Conditions, the provisions of MEO's General Conditions for the Provision of Electronic Communications Services ("General Conditions") shall apply.

2. SERVICE SUBSCRIPTION AND ACTIVATION

2.1. Before activating the service, the customer must ensure that the equipment used allows for cable Ethernet or Wi-Fi internet connection.

2.2. The customer's request for activation of the service implies knowledge and acceptance of the provisions of these Specific Conditions.

2.3. The service can be provided i) using ADSL technology, through the TCP/IP (Transmission Control Protocol/Internet Protocol) protocols, via the analogue telephone network or ISDN, ii) using the fibre optic ("FO") network or iii) using the mobile network, when available in geographical areas with network coverage consulted through the contacts mentioned in the beginning of the General Conditions and at meoempresas.pt.

2.4. When provided using ADSL technology, the service is made available with an associated fixed telephone service, in which case the provision of the Broadband Internet Access service presupposes the existence of a fixed telephone service contract in force and, consequently, an active telephone line.

2.5. MEO may refuse to activate the service after carrying out analyses and connectivity tests, namely in the following cases:

- a) Lack of ADSL coverage, i.e. when the pair of wires supporting the Telephone Line provided is not directly connected between the customer's premises and MEO's telephone exchange in which the equipment aggregating local accesses with ADSL technology is installed;
- b) The support infrastructure does not allow the provision of the service, namely due to technical characteristics, interference, or electromagnetic noise in the local access component of the Telephone Line;
- c) The Telephone Line allocated to the provision of the service is used for other purposes that interfere or are likely to interfere with the service, namely alarm systems, Data-over-Voice (DOV) services (such as point-of-sale terminals), or others using the supra-vocal frequency range, ISDN primary accesses, 12 kHz controllers, services based on xDSL technology, leased circuits or public payphones;
- d) Lack of coverage in a given geographical location.

2.6. The refusal to activate the service provided for in Condition 2.5 must be communicated to the customer within a maximum of 8 (eight) days from the date of its verification or knowledge by MEO, the customer having, in the case of bullets a), b) and d) of that condition, a period of 15 (fifteen) days from the date of such communication to request reimbursement of the amounts relating to the subscription to the service.

2.7. If MEO refuses to activate the service on the grounds of any of the situations set out in Condition 2.5 bullet c), the customer may make a new request to MEO to activate the service, provided that he corrects the situations attributable to him and which led to the initial refusal to activate the service.

2.8. Whenever the service is provided using ADSL technology, MEO will not be responsible for configuring ADSL connectivity or for providing the service if the telephone line does not fulfil the necessary technical conditions, namely if it does not support ADSL connectivity.

2.9. MEO undertakes to activate the service within a maximum of 30 (thirty) days (except in the case of service classes with speeds higher than 1 Gbps/400 Mbps for local Internet access using fiber optic technology, for which the maximum period shall be 60 (sixty) working days) counted from the date of receipt of the request to activate the service. The maximum period for activating the service provided for in this condition shall not apply when activation of the service is not possible for reasons attributable to the customer.

2.10. Activation of additional services will be carried out in accordance with the respective special conditions.

3. USE AND SECURITY OF THE SERVICE

3.1. Whenever the service is provided using ADSL technology, the customer undertakes to use the service at all times on the Telephone Line indicated to MEO in the Service Activation Request or at meoempresas.pt, and the customer may not use the Telephone Line allocated to the provision of the service for other purposes that interfere or are likely to interfere with the service, namely those referred to in Condition 2.5. bullet c).

3.2. MEO undertakes to provide the service on a regular and continuous basis, except in the cases provided for in Condition 6.1. of these Specific Conditions, as well as when this is not possible for reasons of unforeseeable overload of the systems on which the service is based or due to situations of force majeure (situations of an extraordinary or unforeseeable nature, external to MEO and which cannot be controlled by it), in which cases MEO does not undertake to ensure minimum quality-of-service levels.

3.3. The customer is not allowed to breach (or attempt to breach) any authentication or security system that protects access accounts, servers, services, or networks. Cases of breach include, namely:

3.3.1. Unauthorised access to other people's data (breach of privacy);

3.3.2. Unauthorised search for vulnerabilities in servers, services or networks, namely systematic detection of service responses (Scan);

3.3.3. Entering or attempting to enter machines without the express authorisation of those responsible (Break In).

3.4. The customer is not allowed to intentionally interfere with the proper functioning of servers, services, or networks.

3.5. The customer is not allowed to use remote computers as "proxies" for traffic forwarding purposes.

4. PRICING

4.1. The prices payable by the customer to MEO for the service(s), for installation, activation, downgrade, dismantling, restoration and reinstallation, correspond to those set out in the Commercial Conditions and/or in the Contract Summary, available and detailed at meoempresas.pt or other channels, made available to the customer at the time of subscription of the service and which form an integral part of these Specific Conditions.

4.2. Customers can obtain up-to-date information on the additional services offered by MEO at meoempresas.pt.

4.3. The monthly fee is due from the date of commencement of provision of the Service. In the month in which the service begins to be provided, the subscription price will correspond to 1/30th of the monthly fee for each day that the service is active.

5. SUSPENSION AND DEACTIVATION OF SERVICES

Without prejudice to the provisions of Condition 4. of the General Conditions, MEO may suspend the services when any of the situations provided for in Condition 2.5. bullet c) of these Specific Conditions occur, MEO undertaking to notify the customer of such suspension at least 10 (ten) days before the date of its occurrence and shall not be liable for the quality of service until such suspension.

6. FAIR USE POLICY

6.1. In order to guarantee a high quality of service for its customers, MEO has adopted a fair use policy.

6.2. The Internet speeds associated with each tariff are those indicated in these Conditions (Annex I) and can be consulted at meoempresas.pt or through the contacts mentioned in these Conditions. Download and upload speeds may vary depending on the characteristics of the physical access, the type of connection used, the characteristics of the equipment used by the client, the applications the customer is running at any given time, traffic congestion on the Internet network, as well as the performance and access speed of the servers where the sites and content the customer wishes to access are hosted. In order to guarantee a high quality of service to all customers, whenever MEO verifies the occurrence of situations likely to have a negative impact on the quality of the services provided over the network, it may: i) suspend the service on the grounds of a serious and culpable breach of the contractual conditions under the terms set out in Condition 4. of the General Conditions or ii) invoice, on a monthly basis, the consumption that exceeds the limit set out in the respective tariff, if applicable.

7. REFUND

7.1. In the event of non-compliance with the maximum time set out in Condition 2.9. for activation of the service for reasons demonstrably attributable to MEO, the customer may require MEO to reimburse the amount corresponding to the value of the activation of the service.

7.2. Whenever, with a view to activating or restoring the service, MEO is obliged to carry out an intervention at the installation address and fails to appear on the date agreed with the customer, for reasons attributable to MEO, the customer may demand compensation calculated in accordance

with the provisions of Conditions 5.9., 5.12. and 5.13. of the General Conditions.

ANNEX I - INTERNET ACCESS SPEEDS

1. Internet access speeds (download and upload) depend on the technology to be installed (Fibre Optical, ADSL or mobile network), the service contracted, the equipment (computer, tablet, smartphone, among others) and the local network interfaces used. At any given time, this speed will also depend on other traffic congestion factors on the Internet network, as well as on the performance and access speed of the servers hosting the sites and content the customer wishes to access.

2. Local Internet access speeds (in Mbps) for accesses using Fibre Optic technology are shown in the following table, provided that the recommendations for connecting local equipment and measuring speed set out in the Service Offer Conditions document, Condition 2.3.3. "Quality-of-Service Levels" available at meoempresas.pt, are complied with.

SERVICE CLASSES (Download /Upload)	MINIMUM SPEED (Download /Upload)	NORMALLY AVAILABLE SPEED (95% of the time; Download /Upload)	MAXIMUM SPEED (Download /Upload)	ADVERTISED SPEED (Download /Upload)
30/3	29/3	29/3	30/3	30/3
30/10	29/10	29/10	30/10	30/10
30/30	29/29	29/29	30/30	30/30
100/100	95/95	95/95	100/100	100/100
200/100	190/95	190/95	200/100	200/100
250/50	238/48	238/48	250/50	250/50
250/100	238/95	238/95	250/100	250/100
500/100	475/95	475/95	500/100	500/100
1Gbps/400 (*)	879/380	879/380	925/400	1Gbps/400
2 Gbps/2 Gbps	1400/1400	1800/1800	2 Gbps/2 Gbps	2 Gbps/2 Gbps
10 Gbps/10 Gbps	5600/5600	7200/7200	up to 8 Gbps /up to 8 Gbps	up to 10 Gbps /up to 10 Gbps

Unit: Mbps (unless expressly stated as "Gbps").

(*) The difference between the advertised speed and the maximum speed obtained is due to the 1 Gbps port limitations of the ONT and router. Maximum speed under ideal technology conditions, not including data encapsulation. Service classes above 1 Gbps/400 Mbps of local Internet access speed over fiber-optic technology require network cards that support them. For further information, the document available at the link em.meo.pt/fatores may be consulted. In the case of service classes above 1 Gbps/400 Mbps, the difference between the advertised speed and the maximum achievable speed is due to the overhead introduced by the error-correction mechanism associated with XGS-PON transmission technology. The maximum speed assumes ideal technology conditions, excluding data encapsulation.

3. Local Internet access speeds for ADSL accesses correspond to the speed at which the equipment synchronises with the network in ideal technological conditions and also depend on other factors, such as the distance to the central office, section and the type of copper pair and interference levels.

ADSL access speeds (in Mbps) are shown in the following table, provided that the recommendations for connecting local equipment and measuring speed set out in the Service Offer Conditions document, Condition 2.3.3. "Quality-of-Service Levels" available at meoempresas.pt, are complied with.

SERVICE CLASSES (Download /Upload)	MINIMUM SPEED (Download /Upload)	NORMALLY AVAILABLE SPEED (95% of the time; Download /Upload)	MAXIMUM SPEED (Download /Upload)	ADVERTISED SPEED (Download /Upload)
24/1	0.25/6	11.5/0.9	Up to 24/Up to 1	Up to 24/Up to 1

Unit: Mbps.

(*) under ideal conditions of technology, distance to the central, section of the copper pair and interference levels, includes data encapsulation.

4. MEO will adopt measures to restrict the speed of Internet access whenever it needs to ensure minimum levels of quality of use, guarantee the security and integrity of the network and prevent the exhaustion of its capacity.

5. For fixed Internet services provided via wireless technologies, the main estimated quality-of-service indicators are as follows:

SERVICE CLASSES (Download /Upload)	MAXIMUM SPEED ESTIMATION (Download/Upload)	ADVERTISED SPEED (Download/Upload)
30/3	30/3	30/3
40/4	40/4	40/4
40/40	40/40	40/40

Unit: Mbps. DL=download; UL=upload

The advertised speeds are available in the coverage zones that you can consult at em.meo.pt/coberturamovel.

6. If the broadband internet access speed, regardless of the technology used to access the service, does not comply with the minimum speed established, the client can terminate the contract, as provided for in Condition 17.1 of the General Conditions, without prejudice to the presentation of alternative offers by MEO, namely through wireless technologies.

7. For the purposes of this Annex I, the following definitions shall be considered for internet services provided over the copper network (ADSL):

- Normally Available Speed: Speed that the end user can expect to receive when accessing the service 95% of the time in each 24-hour period.

- Minimum Speed: Minimum IP data transmission speed (download and upload) contractually guaranteed by MEO for the user's access to the internet access service (in ADSL, without the simultaneous presence of IPTV access, see

paragraph 10). The speed at any time can never be lower than this value, except in the event of a complete failure of the internet access service.

- Maximum Speed: Speed that the end user can expect to receive when accessing the service at least once a day (24-hour period). In ADSL, the value mentioned occurs under ideal conditions of technology, distance to the central, section of the copper pair and interference levels, and includes data encapsulation.

- Advertised Speed: Corresponds to the download and upload speeds indicated under point 3 above, to which the service class associated with the tariff selected by the customer applies. These speeds are considered under ideal conditions regarding distance to the exchange, copper pair section and level of interference on the line, and should be regarded as the maximum reference speed under the same circumstances described. These speeds include data encapsulation.

8. For the purposes of this Annex I, the following definitions shall be considered for internet services provided over the Fibre Optic network:

- Normally Available Speed: Speed that the end user can expect to receive when accessing the service 95% of the time in each 24-hour period.

- Minimum Speed: Minimum IP data transmission speed (download and upload) contractually guaranteed by MEO for the user's access to the internet access service. The speed measured at any time can never be lower than this value, except in the event of a complete failure of the internet access service.

- Maximum Speed: Speed that the end user can expect to receive when accessing the service at least once a day (24-hour period).

- Advertised speed: Correspond to the download and upload speeds indicated under point 2 above, to which the service class associated with the tariff selected by the customer applies. These speeds are considered under ideal conditions of the technology (i.e., without restrictions due to customer premises equipment). These speeds do not include data encapsulation or the error correction overhead of the transmission technology in XGS-PON.

9. For the purposes of this Annex II, the following definitions shall be considered for fixed internet services provided over wireless technologies:

- Maximum Speed Estimation: Maximum speed realistically achievable under the contract, depending on the place of use, the terminal equipment used and the supporting technology.

- Advertised Speed: Corresponds to the download and upload speeds indicated under point 5 above, to which the service class associated with the tariff selected by the customer applies. Internet speed may vary depending on mobile network coverage at the installation address.

10. Some of the services provided by MEO (IPTV, MEO Go, etc.) may interfere with the speed of Internet access, as they may occupy bandwidth at the same time as access.

ADSL technology:

- TV service: If the TV service (IPTV) is provided, each TV channel viewed or recorded will have an impact on the maximum speed available for internet access, depending on the level of definition of the channels:

(i) Standard definition (SD) channels: up to 2.5 Mbps – 2.9 Mbps

(ii) High definition (HD) channels: up to 7.5 Mbps – 7.8 Mbps

Wireless technology:

No impact. The TV service, when available, is provided via Satellite and Fixed Voice via the mobile network.

Fibre optic technology:

- TV service: For services where the download speed is equivalent to the throughput allowed by the equipment's Ethernet ports, and where IPTV service is provided, each TV channel viewed or recorded will affect the maximum speed available for Internet access, depending on the channel definition level:

(i) Single definition (SD) channels: up to 2.5 Mbps – 2.9 Mbps

(ii) High definition (HD) channels: up to 7.5 Mbps – 7.8 Mbps

(iii) 4K IPTV channels: up to 20 Mbps

With Fibre Optic, if the distribution of TV channels is in RF there is no impact on the maximum speed of fixed Internet access.

The MEO Go service occupies an adaptive bandwidth between a minimum of 250 Kbps and a maximum of 2.1 Mbps (SD) or 3 Mbps (HD).

- Voice Service: For services where the download speed is equivalent to the throughput allowed by the Ethernet ports of the equipment, and in the case voice service by IP is provided, each voice call will have an impact on the maximum speed available for internet access up to 1 Mbps.

11. For more information, please check the documentation at the following link at em.meo.pt/fatores.

SPECIFIC CONDITIONS FOR THE PROVISION OF MEO'S TELEVISION AND MULTIMEDIA SERVICES

1. OBJECT

1.1. These Specific Conditions, the Subscription to Electronic Communication Services Form ("the Form"), when applicable, and the Commercial Conditions and/or the Contract Summary are intended to regulate the terms and conditions that govern the provision to the customer, by MEO – Serviços de Comunicações e Multimédia, S.A. ("MEO") of the television distribution service and, where applicable, the making available of audio and video content and the providing of interactive and other related services ("service").

1.2. The terms and conditions applicable to the provision by MEO to the customer of the infrastructures and equipment(s) supporting the service, identified in these Specific Conditions ("equipment"), are also regulated.

1.3. The customer may also contract the provision of an installation service for the equipment used to access and use the service, provided that it complies with MEO's technical requirements and recommendations at meoempresas.pt.

1.4. The customer may also subscribe additional services that MEO has available in its portfolio, subject to acceptance of the specific conditions applicable to them.

1.5. In everything not provided for in these Specific Conditions, the provisions of MEO's General Conditions for the Provision of Electronic Communications Services ("General Conditions") shall apply.

2. SERVICE SUBSCRIPTION AND ACTIVATION

2.1. The customer is responsible for cancelling, before the date of signing up to the service, any contracts for services that are incompatible with the provision of the service, such as:

(i) Distribution of the television service using the customer's coaxial network, whenever the service provided by MEO is also provided using that network;

(ii) Internet access service via ADSL, from a service provider other than MEO;

(iii) Alarm systems, CCTV services, Data-over-Voice (DOV) services (such as point-of-sale terminals) or others using the supra-vocal frequency range, ISDN primary access, 12 kHz controllers, services based on xDSL technology, leased circuits, or public payphones.

2.2. The customer authorises MEO to carry out all interventions on the customer's networks that are necessary and appropriate for the provision of the service.

2.3. In order to provide the satellite service, the customer must have a satellite antenna and other accessories necessary for the provision of the service, which must comply with MEO's technical requirements and recommendations at meoempresas.pt.

2.4. The service, when provided using ADSL technology or over a Fibre Optic ("FO") network, is only available in the geographical areas covered by the respective network, which can be consulted at the numbers mentioned in the beginning of the General Conditions and at meoempresas.pt.

2.5. The service is also accessible on devices with internet access, with the operating systems listed at meoempresas.pt and with the necessary application for devices with internet access. Access to the service on equipment with internet access is only available to customers resident in Portugal and access to the service must be carried out from Portuguese territory, with the exception of service access, in European Union Member States, through MEO Go, in accordance with the applicable legislation. On the other hand, it is forbidden to contract it for professional and/or commercial purposes.

2.6. When the service is accessed via equipment with internet access:

a) The customer must check that he/she has equipment and internet access with the minimum characteristics published at meoempresas.pt.

b) MEO reserves the right to limit the number of personal computers/compatible equipment through which access to the service is made.

c) The customer is solely responsible for the charges incurred when accessing the service, arising from the use of the internet access service contracted from an authorised Internet Service Provider ("ISP").

d) The customer recognises that the quality of the service may be affected by external factors, such as possible

computer overloads and technical failures for which, namely, the contracted ISP is responsible.

2.7. Except in cases where the installation of the service is carried out by the customer, the service will be installed and activated on the date agreed between MEO and the customer for this purpose, within a maximum period of 30 (thirty) days from the date of subscription of the service, unless it is technically impossible or for reasons of force majeure.

2.8. When the service is provided using ADSL technology or over the FO network, the equipment is installed by MEO, on a date to be agreed between MEO and the customer. When the service is provided via satellite, the equipment is installed by the customer if he/she already has a compatible satellite antenna installed, or by MEO if the customer requests it. If the customer does not have an antenna installed, he/she must ask MEO to install the antenna and equipment.

2.9. Before activating the service, the customer must ensure that the minimum requirements set out in this Condition and accessible at meoempresas.pt are fulfilled.

2.10. When the service is provided via satellite, it is activated upon delivery of the equipment, except when purchased in non-MEO shops, in which case it is activated by the customer contacting MEO by telephone. When the service is provided using ADSL technology or over the FO network, the equipment is installed, and the service activate by MEO.

2.11. When the service is provided using ADSL technology or over the FO network, MEO may refuse to activate the service, after carrying out analyses and connectivity tests, namely in the following cases:

- (i) Lack of cover, as referred to in Condition 2.4;
- (ii) Lack of access to support the service between the customer's premises and MEO's central;
- (iii) When the support infrastructure does not allow the provision of the service, namely due to the technical characteristics, interference, or electromagnetic noise in the local access component;
- (iv) When the access allocated to the provision of the service is used for other purposes that interfere or are likely to interfere with the service, namely alarm systems, Data-over-Voice (DOV) services (such as point-of-sale terminals), or others using the supra-vocal frequency range, ISDN primary accesses, 12 kHz controllers, services based on xDSL technology, leased circuits or public payphones;
- (v) When the customer does not authorise any intervention in the customer's networks that is necessary or appropriate for the provision of the service.

2.12. The refusal to activate the service provided for in Condition 2.11 must be communicated to the customer within a maximum of 8 (eight) days from the date of its verification or knowledge by MEO, the customer having, in the case of points i), ii) and iii) of that paragraph, a period of 15 (fifteen) days from the date of such communication to request reimbursement of the amounts relating to the subscription to the service.

2.13. If MEO refuses to activate the service on the grounds that any of the situations set out in points iv) and v) of Condition 2.11 have occurred, the customer may make a new request to MEO to activate the service, provided that he/she corrects the situations attributable to him/her and which led to the initial refusal to activate the service.

2.14. Subscription of the service may be conditional on immediate payment of an activation fee or payment upon delivery of the equipment, according to the tariff in force.

3. SERVICE INSTALLATION CONDITIONS

When the service is provided using ADSL technology or over the FO network:

- i) Installation includes the supply and installation of the necessary cable to the customer network and installation accessories (if installation with socket is requested) and their connection at the installation address;
- (ii) The cable will be installed in plain sight, unless the site already has passage infrastructures (special installation solutions at the customer's request are subject to quotation);
- (iii) For additional sockets and other additional equipment, other than those provided for in the Specific Conditions, the specific prices and supply conditions in force shall apply; and
- (iv) The customer is responsible for obtaining any necessary authorisations from third parties, and MEO cannot be held responsible for the absence of such authorisations.

4. SERVICE ACCESS CODES

4.1. Access to certain content or components of the service may require the use of an identification code or access code. The codes are the elements of the customer's identification and, as such, are for the exclusive knowledge and use of the customer and have a personal and non-transferable character, as such the customer must ensure and protect its confidentiality under all circumstances, namely by not disclosing it to third parties and not operating under conditions that allow it to be decoded or copied. MEO reserves the right to limit access to the service simultaneously with the same identification and access code.

4.2. MEO shall not be liable for improper losses or damages caused by misuse of the code referred to in the preceding paragraphs which is not attributable to MEO. The use of the service by third parties using the codes provided by MEO shall be deemed to have been carried out by the customer unless there is proof to the contrary.

5. CONDITIONS OF USE

5.1. The channels and the various channel bundles available can be consulted by the customer in MEO Stores or at meoempresas.pt.

5.2. The customer cannot change the composition of the channel bundles, but can, where available, subscribe to Premium channels, additional channels or replace the subscribed channel bundle with another.

5.3. Premium channels, and additional channels made available under these Specific Conditions presuppose a minimum subscription period, identified at the time of subscription on the screen of the equipment used by the customer and available at meoempresas.pt.

5.4. MEO reserves the right to limit the number of compatible equipment through which access to the service is made.

5.5. The customer has access to the television channels which, at any given time, form part of the service provided by MEO as broadcast and for as long as the respective signal is available for retransmission/distribution, the composition of the channel grid being made available to the customer at the time of subscribing to the service and this information may also be consulted at any time through the means indicated in paragraph 1 of this condition.

MEO may add, replace, or delete channels from the channel grid made available within the scope of the service, namely as a result of changes in the contractual relationship with the entities that make such content available to MEO. MEO undertakes to keep the channel grid up to date via the website meoempresas.pt or on the screen of the equipment used by the customer to access the service.

5.6. With the exception of cases in which the service is provided over the FO network and via satellite, the visualisation of High Definition ("HD") channels is subject to a technical evaluation to be carried out by MEO, and the visualisation of these channels in the first 30 (thirty) days after the installation of the service is merely experimental, and these channels may be removed from the grid in order to improve the quality of service, namely television broadcasting.

5.7. Access to the service via equipment with internet access, when carried out via bandwidth-adaptive streaming, presupposes that the customer has a minimum bandwidth of 3.5 Mbps at the time of access to visualise channels and content.

5.8. MEO is not responsible for the content and programming of the broadcasts that make up the service, nor for compliance with the respective broadcast schedules (namely the order and times of the television broadcasts transmitted), or for the cancellation, cessation, interruption, or postponement of these broadcasts.

5.9. MEO is not obliged to monitor the content made available by third parties through the service and is not responsible for it.

5.10. If the customer uses the service for commercial purposes under the terms of bullet e) of Condition 5.4. of the General Conditions, MEO reserves the right to claim compensation for any direct or indirect damages arising therefrom.

6. EQUIPMENT AND INFRASTRUCTURE

6.1. When the service is provided using satellite technology, the equipment will be made available to the customer in the form of hire or purchase and is configured for exclusive use in the systems in which the service is supported and cannot be unlocked as it is encrypted equipment and cannot be used in the context of services provided by third parties.

6.2. When the service is provided using ADSL technology, over a FO network or via satellite, the network infrastructure solution for the customer's private use will be defined by MEO, taking into account the characteristics of the installation site, and may involve the disconnection of equipment or infrastructure that is incompatible with the

installation/connection of the service and the laying of additional cables (including through partitions) and/or the installation of additional sockets.

6.3. When the service is provided using ADSL technology, over a FO network or via satellite, in the event of termination of the service, MEO will not replace the pre-existing television infrastructure at the address where the service was installed.

6.4. Without prejudice to the provisions of the previous paragraph of this Condition, if the customer contracts with MEO for the provision of the satellite service, using his DTH equipment (set-top-box), in the event of the termination of the provision of said service, MEO shall reconfigure his DTH equipment within 76 (seventy-six) hours from the date on which the termination of the provision of the service occurs.

6.5. When the service is provided via satellite, access to the service, channel bundles and premium channels requires the use, in addition to the equipment, of a card, which is always property of MEO.

6.6. MEO reserves the right to require the customer to return the card and decoder in the event of cancellation of the subscription to the products and services for which the card and decoder were made available.

6.7. When the service is provided using ADSL technology or over the FO network, the materials and equipment supplied for the customer's network, except for additional sockets, constitute MEO's property and, for the duration of the service, are at the disposal and under the custody and responsibility of the customer, for his/her exclusive use.

6.8. When provided using FO network, the client may have access to the service using equipment not provided by MEO, as long as it is included in the list of compatible equipment made available in em.meo.pt/androidtv.

7. CONSERVATION AND REPAIR

7.1. The customer may not alter the characteristics and/or functionalities of the service, activate or attempt activation outside the procedures established by MEO or, in general, access non-contracted services, being liable to MEO and third parties for damages caused by such acts, including when practised by other users.

7.2. If the customer detects any malfunction or failure in the operation of the service, he/she should contact MEO via the contacts mentioned in the beginning of the General Conditions or in meoempresas.pt.

7.3. Whenever, for reasons of conservation, maintenance and development of the network and information systems, it is necessary to suspend the service, the provisions of Conditions 8.2. and 9. will apply.

8. QUALITY-OF-SERVICE

8.1. MEO undertakes to provide the service on a regular and continuous basis, except when this is not possible for reasons of unforeseeable overload of the systems on which the service is based or due to situations of force majeure (situations of an extraordinary or unforeseeable nature, external to MEO and which cannot be controlled by it), in which cases MEO does not undertake to ensure minimum quality-of-service levels.

8.2. Notwithstanding the provisions of the previous paragraph, MEO undertakes to restore the unavailable service for a reason proven to be exclusively attributable to it within a maximum period of 5 (five) working days from the moment MEO receives the communication from the customer, except when it is necessary to access the customer's premises and/or replace the equipment, in which case a date and time will be agreed between MEO and the customer.

8.3. When the bundle of services contracted by the customer includes a television service and an internet access service, the bandwidth will be shared between the two, and there may be limitations on the use of the Internet access service, namely in the visualisation of content. In addition, if the customer uses other services exclusive to MEO, these will share bandwidth with internet access, and there may be limitations on the use of the Internet access service.

9. REFUNDS

9.1. In the event of non-compliance with the maximum time set out in Condition 2.7. for activation of the service for reasons demonstrably attributable to MEO, the customer may require MEO to reimburse the amount corresponding to the value of the activation of the service.

9.2. Whenever, with a view to activating or restoring the service, MEO is obliged to carry out an intervention at the installation address and fails to appear on the date agreed with the customer, for reasons attributable to MEO, the customer may demand compensation calculated in accordance with the provisions of Conditions 5.9., 5.12. and 5.13. of the General Conditions.

10. PRICE AND DETAILS OF COMMUNICATIONS

10.1. The prices payable by the customer to MEO for the service(s) and additional services, for activation, downgrade, restoration and reinstallation of the service, for installation and dismantling, purchase or rental of equipment, reimbursement of undelivered or damaged equipment, for repair or maintenance services, if applicable, are those resulting from the tariffs in force at any given time, which are always available, detailed and updated at meoempresas.pt or through the telephone numbers listed on said website.

10.2. The monthly fee is due from the date of commencement of provision of the Service. In the month in which the service begins to be provided, the subscription price will correspond to 1/30th of the monthly fee for each day that the service is active.

10.3. Without prejudice to the provisions of the following paragraphs, for the provision of the service the customer shall pay MEO the monthly fee referred to in the Commercial Conditions and in the Contract Summary, whose changes will be available at meoempresas.pt or other channels, taking into account the bundle of channels chosen by the customer.

In addition to the aforementioned monthly fee is the price of services or service components not included in the channel bundle chosen by the customer, which will be charged by MEO according to the customer's consumption in the month to which the invoice relates and according to the tariff available at meoempresas.pt.

10.4. The customer can choose to have the invoice made available with one of the following types of communication details:

- a) Detailed: includes the video rental details (date, time, and title of the rental);
- b) Detailed with adult content removed: includes the elements described in a) above with "adult" content removed.

11. INTELLECTUAL PROPERTY

11.1. The customer accepts that the audio and video content accessed or made available to him or her within the scope of the service is exclusively for personal and private use and is protected by intellectual property rights, namely copyright and/or related rights, so any use of it for purposes other than private use can only occur with the express authorisation of the respective owners.

11.2. Under the terms of the law, communication of the work in any public place, by any means that serves to disseminate signals, sounds or images, is subject to authorisation from the respective owners. A public place is any place to which access is offered, implicitly or explicitly, for a fee or without a fee, even with a stated reservation of the right of admission.

11.3. It is the sole responsibility of the customer who uses the service as part of his/her commercial activity to request and pay the Sociedade Portuguesa de Autores (SPA) and the other collective management entities registered with the Inspeção-Geral das Atividades Culturais for licences relating to the performance rights of musical and/or audiovisual works broadcast in public places, in accordance with the tables and fees set by the aforementioned entities. It is the customer's sole responsibility to prove to the competent authorities that payments associated with the public performance right of audiovisual and/or musical works have been regularised.

SPECIFIC CONDITIONS FOR THE PROVISION OF MEO'S MOBILE VOICE SERVICE

1. OBJECT

1.1. These Specific Conditions, the Subscription to Electronic Communication Services Form ("the Form"), when applicable, and the Commercial Conditions and/or the Contract Summary are intended to regulate the terms and conditions that govern the provision to the customer, by MEO – Serviços de Comunicações e Multimédia, S.A. ("MEO") of the mobile voice service ("service").

1.2. The service allows customers to make and receive national, international, and roaming communications, send, and receive SMS (short message service) and MMS (multi-media message service) messages and access emergency numbers via a number or numbers included in a national or international telephone numbering plan.

1.3. In everything not provided for in these Specific Conditions, the provisions of MEO's General Conditions for the Provision of Electronic Communications Services ("General Conditions") shall apply.

2. USE OF SERVICE

2.1. Without prejudice to the provisions of the following paragraph, the customer is guaranteed uninterrupted and free access to the single European emergency number - 112.

2.2. MEO may, under the terms of the law, cancel or delete the identification of the calling line, as well as record and make available the customer's location data when the customer makes a call to organisations with legal competence to receive emergency calls, for the purpose of transmitting such data to the aforementioned organisations so they can respond to such calls.

3. QUALITY-OF-SERVICE

3.1. MEO undertakes to provide the service on a regular and continuous basis, except due to situations of force majeure (situations of an extraordinary or unforeseeable nature, external to MEO and which cannot be controlled by it) but does not undertake to ensure minimum quality-of-service levels.

3.2. The activation of the Mobile Voice service takes place at the moment of subscription, when the customer is already in possession of a card, or at the date of delivery of said card, if the customer does not have it in his/her possession, at the moment of subscription. In the latter case, the date of service activation shall not exceed 30 (thirty) days from the subscription of the service.

4. REFUND

In the event of non-compliance with the time set out in Condition 3.2. for reasons demonstrably attributable to MEO, the customer may demand reimbursement of the amount which, based on the price of the monthly service charge or, in the absence thereof, on the average consumption over the last 3 months, corresponds to the duration of the unavailability.

5. SUSPENSION OF SERVICE

During the suspension of the service and until it is cancelled, the customer is guaranteed access to calls that do not involve payment, namely those made to the European emergency number, as well as the corresponding provision of information on the caller's location to the most appropriate public security answering point under the terms of the law.

SPECIFIC CONDITIONS FOR THE PROVISION OF DATA SERVICE - MOBILE INTERNET

1. OBJECT

1.1. These Specific Conditions, their Annexes I and II, the Subscription to Electronic Communication Services Form ("the Form"), when applicable, and the Commercial Conditions and/or the Contract Summary are intended to regulate the terms and conditions that govern the provision to the customer, by MEO – Serviços de Comunicações e Multimédia, S.A. ("hereinafter referred to as "MEO"), of:

a) Mobile Internet service on Mobile Phone, which allows data communication and internet access via mobile phone (hereinafter "Mobile Internet on Mobile Phone");
b) Mobile Internet service for PC or Tablet, which allows data communications, internet access and receiving text messages (SMS) (hereinafter "Mobile Internet for PC or Tablet").

1.2. The customer may also subscribe to additional services that MEO has available in its portfolio, subject to acceptance of the specific conditions applicable to them.

1.3. In everything not provided for in these Specific Conditions, the provisions of MEO's General Conditions for the Provision of Electronic Communications Services ("General Conditions") shall apply.

2. USE OF SERVICE

The customer undertakes to observe the Rules of Use of the service set out in Annex I, failing which MEO shall suspend the service under the terms of Condition 4. of the General Conditions or deactivate it.

3. QUALITY-OF-SERVICE

3.1. MEO undertakes to provide the service on a regular and continuous basis, except due to situations of force majeure (situations of an extraordinary or unforeseeable nature, external to MEO and which cannot be controlled by it).

3.2. MEO does not undertake to guarantee minimum quality-of-service levels.

3.3. The activation of the Mobile Internet service takes place at the moment of subscription, when the customer is already in possession of a card, or at the date of delivery of said card, if the customer does not have it in his/her possession, at the moment of subscription. In the latter case, the date of service activation shall not exceed 30 (thirty) days from the subscription of the service.

3.4. Activation of additional services will be carried out in accordance with the respective special conditions.

4. REFUND

In the event of non-compliance with the time set out in Condition 3., for the Internet Mobile Service, for reasons demonstrably attributable to MEO, the customer may demand reimbursement of the amount which, based on the price of the monthly service charge or, in the absence thereof, on the average consumption over the last 3 months, corresponds to the duration of the unavailability.

5. COMMUNICATIONS DETAILS

When requested by the customer, the invoice detailing Mobile Internet Service communications includes the following elements: date and time.

6. SUSPENSION AND DEACTIVATION

MEO may suspend the service, under the terms of Condition 4. of the General Conditions, or deactivate it, if the customer fails to comply with the rules set out in Annex I to these Specific Conditions.

7. MOBILE INTERNET SERVICE DATA CONSUMPTION

7.1. The Mobile Internet data service will be made available to the customer in accordance with the tariff contracted by the customer and whose conditions are better identified in the Commercial Conditions and/or Contract Summary.

7.2. If the Mobile Internet service tariff contracted by the customer has an associated monthly data traffic cap, valid in national territory and, if applicable, when roaming in the European Economic Area, Ukraine, Moldova and United Kingdom, once this cap is exhausted, the customer can no longer access the service.

7.3. The preceding paragraph, however, does not preclude the customer from continuing to access the service via an additional cap, in which case the customer must notify MEO of his intention, namely through the customer support lines

best identified in this contract or through the customer area at meoempresas.pt.

ANNEX I - RULES FOR USING THE SERVICE

A. Network and Systems Security

1. The customer is not allowed to breach (or attempt to breach) any authentication or security system that protects access accounts, servers, services, or networks.
2. Data may not be intercepted on any network or server without the express authorisation of the legitimate owners.
3. It is not permitted to falsify (introduce, modify, delete, or erase, in whole or in part) data after it has been produced, with the intention of deceiving and misleading the recipients of such data.
4. The customer is not allowed to use remote computers as "proxies" for traffic forwarding purposes.

B. SPAM

1. It is not permitted to send indiscriminate and unsolicited messages of an advertising nature or for direct marketing purposes (SPAM) to natural persons without their prior express consent.
2. The customer recognises and understands that he/she may not use the service to send indiscriminate messages.
3. The following are not allowed:
 - a) Sending of unsolicited messages to one or more systematic, indiscriminate, or selected recipients who have not previously authorised or requested the receipt of such messages in writing;
 - b) Making available, transmitting, sending of any unsolicited or unauthorised content, namely promotional material, "junk mail", "SPAM", "chain letters", "pyramid schemes" or any other form of solicitation to the recipient of such content.

C. Intellectual Property Rights

The customer expressly acknowledges and accepts that the texts, software, music, sound, photographs, video, graphics or any other material to which the customer has access through the service are protected nationally and internationally by the applicable copyright and industrial property provisions, and that any use of such material may only take place with the express authorisation of the respective owners.

D. Fair Use Policy

1. In order to guarantee a high quality of service for its customers, MEO has adopted a fair use policy.
2. The Internet speeds associated with each tariff are those indicated in these Conditions (Annex II) and can be consulted at meoempresas.pt or through the contacts mentioned in these Conditions. Download and upload speeds may vary depending on the characteristics of the access, the type of connection used, the configuration of the computer, the applications the customer is running at any given time, traffic congestion on the Internet network, as well as the performance and access speed of the servers where the sites and content the customer wishes to access are hosted. These variations may slow down the browsing experience or interrupt access to content, applications and/or services.

3. Without prejudice to the provisions of the previous paragraph, if MEO verifies that actions have been taken which are likely to create serious and occasional distortions in the quality of the services provided over the network, it shall inform the customer of this fact and may suspend the service on the grounds of a serious and culpable breach of the contractual conditions under the terms set out in Condition 4. of the General Conditions.

ANNEX II - INTERNET ACCESS SPEEDS

1. For Mobile Internet services for Mobile Phone Mobile and Internet for PC/Tablet services, the main estimated quality of service indicators are as follows:

SERVICE CLASSES (Download/Upload)	MAXIMUM SPEED ESTIMATION (Download/Upload)	ADVERTISED SPEED (Download/Upload)
10/10	10/10	10/10
1Gbps/100	1Gbps/100*	1Gbps/100

Unit: Mbps with the exception of cases where Gbps is expressly stated. DL=download; UL=upload

* In optimum conditions of use and meeting the conditions described below.

2. The advertised speeds are available in the coverage zones that you can consult at em.meo.pt/coberturamovel.
3. The values indicated do not constitute minimum quality-of-service levels, as the actual download and upload speed at any given time depends on a number of factors including: the speeds supported by the terminal equipment used, the amount of traffic being coursed in the area where the service is used, the coverage in that area or location, use within buildings, the number of simultaneous users, the number of applications simultaneously running on the user's terminal equipment (firewall, antivirus, peer-to-peer applications, other sessions or applications competing with the internet session, etc), operating system and hardware and software configuration of the user's terminal equipment, the characteristics of the servers used and the capacity of the networks interconnecting these servers to the internet among other factors unrelated to MEO.
4. For the purposes of this Annex II, the following definitions shall be taken into account:
 - Maximum Speed Estimation: Maximum speed realistically achievable under the contract, depending on the place of use, the terminal equipment used and the supporting technology.
 - Advertised speed: 10 Mbps and 1 Gbps download and 10 and 100 Mbps upload, in ideal technology situations (i.e. without restrictions due to terminal equipment).
5. In situations where, due to exceeding the monthly traffic included in the contracted service, the internet access speed is reduced, the customer will retain access to the service, without prejudice to the fact that its use may be limited to online activities with relatively lower bandwidth requirements.

6. For more information, please consult the documentation at em.meo.pt/fatores.

SPECIFIC CONDITIONS FOR THE PROVISION OF BUNDLED SERVICES

1. OBJECT

1.1. These Specific Conditions, the Subscription to Electronic Communication Services Form (“the Form”), when applicable, and the Commercial Conditions and/or the Contract Summary are intended to regulate the terms and conditions that govern the provision to the customer, by MEO – Serviços de Comunicações e Multimédia, S.A. (“MEO”) of the integrated electronic communications services, contained in a bundle chosen by the customer (hereinafter the “Service”).

1.2. The Service is an integrated solution that includes at least an internet access service, or an interpersonal communications service based on publicly available numbers, as well as other services or terminal equipment, provided that they are commercialised by MEO, as a single offer, with a single price and a single invoice, within the scope of this contract or any other related contract.

1.3. If a services bundle or services and terminal equipment bundle offered to the customer includes at least an internet access service or an interpersonal communications service based on publicly available numbers, the provisions of Article 114(1) of Law 16/2022 of 16 August shall apply to all elements of the bundle, in the case of customers that are sole proprietors, microenterprises, small businesses or not-for-profit organizations.

1.4. The provisions of these Specific Conditions shall apply cumulatively with the Specific Conditions for the provision of electronic communications services that are part of the bundle chosen by the customer, all of which are contained in this document.

1.5. Anything not provided for in these Specific Conditions shall be subject to the provisions of the Specific Conditions of each service included in the bundle, as well as MEO’s General Conditions for the provision of electronic communications services, which form an integral part of this contract.

1.6. In the event of any contradiction, these Specific Conditions shall prevail over the Specific Conditions of each service included in the bundle.

2. USE OF SERVICE

2.1. Subscription of the Service is subject to one bundle/module per customer.

2.2. Some modules may require the activation of a minimum and maximum number of mobile voice service access cards, according to the tariff in force.

2.3. The integration of a prepaid card into the Service implies the loss of the balance that the customer has accumulated on the respective prepaid card.

2.4. In cases where, when subscribing to the Service, the customer requests the portability of mobile numbers, the procedure for the realisation of portability will only begin after the activation of the fixed components of the Service or, when the television signal distribution service is provided via satellite, after the installation of this service, in accordance with the request submitted by the customer. The impossibility of realising the portability of the numbers for access to the mobile voice service indicated by the customer for reasons not directly attributable to MEO implies the

subscription by the customer of new numbers for access to the mobile voice service, under the terms set out in the previous paragraph.

2.5. Once the fixed components of the Service have been activated, the prices applicable to the Service will be due. Whenever the television signal distribution service is provided via satellite, the prices for each fixed service component installed will be due, regardless of whether all the fixed and mobile components that make up the Service are installed.

3. INVOICING

3.1. MEO will issue a single invoice for the Service, referring to all the components that make it up.

3.2. The customer undertakes to pay the invoice issued in respect of the Service within the period indicated on the invoice as the payment deadline.

4. DEACTIVATION OF BUNDLED SERVICES

In the event of non-compliance with the obligation to maintain the services that make up the bundle chosen by the customer, during the initial term of the Contract, MEO reserves the right to apply the early termination conditions set out in Condition 18.

PARTICULAR CONDITIONS APPLICABLE TO THE SHIFT OFFER

1. The Shift offer consists of an additional service to any bundle with mobile voice service included, allowing up to 10 (ten) mobile cards to be associated in the respective bundle with mobile voice service, and subscription of Shift is compulsory for all mobile cards in the said bundle and may entail the customer being bound to a loyalty period, applied to the level of the Shift service subscribed to in the respective card.

2. The provisions of the General and Specific Conditions of this Contract shall apply to everything not regulated in these Particular Conditions.

3. The customer declares that he/she is aware of the prices and conditions applicable to the Shift offer, contained in the tariff in force, which has been provided in writing on this date, and undertakes to pay on time the prices relating to the services provided, and that the customer may obtain permanently updated information on all applicable prices at points of sale and on the meoempresas.pt website.

4. MEO sells or assigns to the customer the use of terminal equipment available in MEO’s portfolio for the business market, in accordance with the conditions defined in the tariff in force at any given time, which is intended exclusively for use in the provision of the Services.

5. In the event of a transfer, the customer undertakes to purchase the terminal equipment transferred under the Contract at the end of the contracted loyalty period, for the price of € 5 (five euros), plus VAT at the legal rate in force, for each terminal equipment transferred. If the customer wishes to unlock the terminal equipment, MEO will charge the amount corresponding to that set in the tariff in force.

6. The customer must immediately notify MEO of any loss, theft, or disappearance in any other form of the equipment property of MEO, and in the event of theft to present proof to MEO that the competent authorities were notified,

whereas there will be no compensation by MEO for loss, theft, or disappearance of the equipment.

7. The occurrence of any of the situations set out in the previous paragraph does not release the customer from the obligation to keep the number of cards contracted active.

8. These Conditions are automatically extended after the expiry of the loyalty period if there is one. In the event of automatic extension of the service after the end of the loyalty period or in the event that the service does not have an associated loyalty period, the customer has the right to terminate the service in accordance with the provisions of Condition 19.2. of the General Conditions.

9. If a loyalty period is associated with the service, this will be independent of the loyalty period of the mobile cards included in the bundle.

10. Billing and the counting of the Shift loyalty period (if a loyalty period is associated) starts from the moment Shift is activated on the respective cards.

11. The customer can subscribe Shift and its additional cards at any time. Each additional card (if applicable) starts a loyalty period equal to the period contracted by the customer according to the form, regardless of when it is activated.

12. The deactivation of Shift, which is compulsory on all MEO Service cards with a mobile phone, or the removal of MEO Service cards with a mobile phone, without the loyalty period having elapsed, entitles MEO to require the customer to pay compensation calculated in accordance with Condition 19.5 of the General Conditions.

13. The minimum and maximum number of cards that can be activated in MEO bundles with mobile phones that do not have Shift are those indicated when you sign up for the service.

Thus, deactivating the Shift service implies the compulsory removal of additional cards to the maximum limit defined in the bundle.

14. The deactivation of Shift does not affect the status of the MEO Service Contract with mobile phone subscribed by the customer, which remains in force under the exact terms and conditions under which it was contracted, namely in terms of prices and loyalty period (if applicable).

15. The deactivation of Shift does not affect the maintenance of the MEO Service Contract with mobile phone subscribed by the customer, which remains in force under the exact terms and conditions under which it was contracted, namely in terms of prices and loyalty period (if applicable).

PARTICULAR CONDITIONS APPLICABLE TO THE VOICE OFFICE OFFER

A - Service Description

1. Voice Office is an electronic communications service provided by MEO - Serviços de Comunicações e Multimédia, S.A. ("MEO"), available as an Add-On to integrated services included in a bundle with at least two communications services, one of which must necessarily be the fixed voice service, provided using the Fibre Optical network, chosen by the customer (hereinafter "Service" or "Add-On").

2. The bundle referred to in the previous paragraph may already be in use by the customer, or it must be contracted at

the same time as the Add-On and remain active during the loyalty period agreed for the Add-On, referred to in paragraph 2 of Section B - Operation of the Service.

3. The Service will be provided using the IP protocol ("Internet Protocol") and is only available in geographical areas with network coverage, which can be consulted at MEO shops, via the customer support number (16206), with geographical numbering (VoIP), in which case access can only be made from a single fixed location and supported by a MEO IP access, and can only be provided for as long as the latter service remains active.

4. The (basic) Service has:

- Fixed geographical numbering associated with the installation address.
- Virtual Private Voice Network with short extension dialling between all fixed telephone numbers and provides call centre functions.
- Included communications limit for national fixed and mobile networks.
- Two fixed terminal devices (in rental mode).
- Service management portal.

5. MEO allows customers to add telephone numbers or request more minutes in addition to the contracted tariff, according to the prices in force, which can be consulted at any time at <http://www.meoempresas.pt/>, with the customer being responsible for paying the additional amount.

6. To access the Service Management Portal at globalconnect.meoempresas.pt, the customer needs an Internet connection and credentials that will be sent by e-mail and SMS to the contacts indicated by the customer in the form of this Contract.

7. The customer is responsible for all actions and configuration changes made to the Portal.

8. These Conditions, the Subscription Form, and the commercial conditions and/or the contract summary govern the provision of the Add-On by MEO to the customer.

9. The customer accepts that MEO's General Conditions for the Provision of Electronic Communications Services, MEO's Specific Conditions for the Provision of the Voice Service on a Fixed Network and the Specific Conditions of the other services included in the bundle of integrated services referred to in paragraphs 1 and 2 of this Section, accepted within the scope of the contract, shall apply to the Add-On.

10. The provisions of these Conditions shall prevail, in the event of a conflict of interpretation, over the provisions of the General and Specific Conditions referred to in the previous paragraph

B - Operation of the Service

1. Subscription of the Service presupposes the maintenance of a MEO bundle for the agreed contractual period.

2. The fixed voice tariff contracted for the MEO bundle will be changed when joining Add-On, and communications will now be billed according to a pay-per-use tariff (basic business tariff), the conditions of which customers can find out about at <http://www.meoempresas.pt/>.

3. If the customer requests the dismantling of the Add-On, while keeping the associated MEO bundle active, the fixed

voice tariff referred to in the previous paragraph will be reinstated.

4. Should the customer deactivate the MEO bundle, or should it cease under the terms of Condition 10. of this Section, the Add-On shall be automatically deactivated, and the customer shall be liable to pay compensation to MEO.

5. For the duration of the Service, the customer will keep the equipment he/she already has on his/her premises.

6. Subscribing to the Service may imply that the customer is bound by a loyalty period (defined in the Contract Summary and in the Form attached to this contract), starting from the billing start date. These Conditions are automatically extended after the expiry of the loyalty period if there is one. In the event of automatic extension of the service after the end of the loyalty period or in the event that the service does not have an associated loyalty period, the customer has the right to terminate the service in accordance with the provisions of Condition 19.2. of the General Conditions.

7. The Service is installed at the same address as the MEO bundle to which it is associated, referred to in Conditions 1 and 2 of Section A. of these Conditions.

8. It is possible, at any time, to request a change of premises for the MEO bundle and the Service, consequently starting a new loyalty period for each of them.

9. If the customer terminates the contract under the terms of Condition 6 of this Section, he/she must return the equipment associated with the Service, and the provision of the Service shall cease at the end of the respective contractual period.

10. In the event of early termination of the Service and/or of the MEO bundle to which it is associated, before the end of the loyalty period, and except in situations of just cause, MEO shall be entitled to receive compensation calculated in accordance with Condition 19.5 of the General Conditions.

C - Equipment

1. The equipment(s) that form part of the scope of the Service are the property of MEO, and their ownership is not transferred to the customer with the conclusion of this Contract, and they are rented or loaned to the customer and installed at the address where the associated MEO bundle is installed.

2. The monthly rental fee for fixed terminal equipment varies according to the type of telephone required for each user.

3. The equipment may vary in colour, presentation, and size, and MEO reserves the right to make changes with respect to the equipment in the catalogues and may also change technical characteristics.

4. MEO will only ensure the continuity of the supply of the rented equipment which is the object of the contract if the continuity of its manufacture is ensured by the respective manufacturer. In the event of discontinuation of manufacture, MEO undertakes to ensure the supply of other equipment with characteristics and functionalities similar to the equipment initially supplied.

5. The customer undertakes to make his/her premises and structured network available for the assembly and operation

of the equipment and must authorise MEO technicians to access the installation sites whenever necessary. The customer must also contract the electricity supply services that are essential for the equipment(s) to operate.

6. Under no circumstances may the customer pass on possession of the rented Equipment to third parties.

7. The customer must immediately notify MEO of any loss, theft, or disappearance in any other form of the equipment property of MEO, and in the event of theft to present proof to MEO that the competent authorities were notified, whereas there will be no compensation by MEO for loss, theft, or disappearance of the equipment.

8. MEO only guarantees the correct operation of fixed terminal equipment (telephones and routers) connected to its interface and is not responsible for the installation and operation of other equipment that the customer decides to connect to the same interface, such as faxes, alarms, or others.

9. The customer is not permitted under this contract to alter or manipulate the connections between the equipment supplied and installed under this Solution. In addition, it is not permitted to connect telephone equipment other than that supplied as part of this Solution. In the event of non-compliance by the customer with the obligations set out in this condition, MEO reserves the right to:

- i) Withdraw access to the virtual switchboard management portal for as long as the situation of non-compliance persists;
- ii) Prevent calls from being made for as long as the situation of non-compliance persists;
- iii) Without prejudice to the right to compensation for excess damage, apply a penalty corresponding to the maximum value of the benefits granted when joining the service, while maintaining the solution activated;
- iv) Without prejudice to the provisions of the preceding paragraphs and the right to compensation under the general terms of the law, if MEO notifies the customer to correct the situation of non-compliance and it is not corrected within 8 (eight) days, MEO reserves the right to terminate the contract for definitive non-compliance.

D - Pricing and invoicing

1. The customer declares that he/she is aware of the prices applicable to the Service, contained in the commercial conditions and/or contract summary, which has been provided to the customer on this date, and undertakes to pay on time the prices relating to the Service provided for by MEO, whereas the customer may obtain permanently updated information on all applicable prices at points of sale and on the meoempresas.pt website.

2. Prices are subject to any changes that may be made to the price list, which will apply from the date they come into force and will be publicised to all customers.