

READ THESE TERMS OF USE CAREFULLY BEFORE STARTING TO USE YOUR eSIM

These Terms of Use establish the rules governing access to and use of the eSIM card (hereinafter “card”), made available by MEO – Serviços de Comunicações e Multimédia, S.A., headquartered at Av. Fontes Pereira de Melo, 40, in Lisbon, registered at the Lisbon Commercial Registry Office under the single registration and corporate entity number 504 615 947, with a share capital of €10,000,000.00 (hereinafter “MEO”).

These Terms of Use, as well as the Conditions of Mobile Voice Service, available at [the electronic communications service terms page](#).

These Terms of Use do not override any legal rules or other conditions set by MEO or public entities regarding access and/or use of the card. The Terms of Use in this document apply directly to any user of an eSIM card. Regardless of any formal acceptance, by accessing the website and requesting a card, you are fully and unconditionally accepting the Terms of Use in force at that moment, so periodic reading is recommended.

IF YOU DO NOT AGREE WITH THE TERMS OF USE, YOU CAN NOT USE THIS CARD.

THE CARD IS ONLY AVAILABLE FOR CONSUMERS IN PREPAID OPTION.

1. Card Acquisition and activation

- 1.1. The card request and service subscription are done online, through the website [eSIM ENJOY](#), where the client provides name and email address. Upon subscription, MEO will send the client a Contract Summary.
- 1.2. After payment, the client receives an email with a QR code confirming the purchase and with all the necessary information to use the card, as well as an activation guide.
- 1.3. The client can verify the presence of the card on the device through the "Settings" menu.
- 1.4. The activation of the card presupposes prior knowledge and acceptance by the customer of the provisions set forth in these Terms of Use, the offer and service usage conditions, where applicable, as well as the contract summary.

2. Card Use and Service Access

- 2.1. Use of the card implies that the user (i) subscribes to the voice and internet service, (ii) chooses an eSIM plan, (iii) completes payment, (iv) receives and activates the QR code, (v) has a compatible device, and (vi) accepts these Terms of Use.
- 2.2. The card will only function on a compatible device; it is the customer's responsibility to confirm [device compatibility](#) before subscribing. No refund will be granted if the user fails to check compatibility.
- 2.3. Depending on the chosen plan, the client may make mobile voice calls within Portugal and/or use data within the European Economic Area and the UK, with no access to other electronic communications services.
- 2.4. The plan includes allowance(s) for communications, valid for the stated period. After this period, or when the allowance(s) are used up, use of the card ceases.
- 2.5. MEO provides an Activation Guide for iOS and Android systems, which is sent by email as mentioned in 1.2.

3. Client Obligations

- 3.1. The client may not use the card for any purpose other than what is stated in these Terms and Conditions and general conditions mentioned at the beginning of this document.
- 3.2. Either party may terminate the contract if service use is prevented by third-party actions, or if changing usage/technical conditions that demonstrably harm service quality.
- 3.3. The client must ensure all technical requirements specified here are met, accepting that MEO is not responsible if requirements are not fulfilled.

4. Price

- 4.1. The price for each plan is as shown on the MEO website at the time of subscription and will be always available at [eSIM ENJOY](#).
- 4.2. Payment is made online through one of the available methods.

5. Liability

- 5.1. MEO will not be responsible for any losses suffered by the Customer and/or third parties, due to delays, interruptions, errors and suspensions of communications that originate from factors beyond its control, namely, any deficiencies or failures caused by the communications network, electrical network or communications services



provided by third parties, the computer system, modems, connection software or any computer viruses or arising from the downloading, of infected files or containing viruses or other properties that may affect the equipment.

5.2. MEO is not responsible for losses or damages resulting from non-compliance or defective compliance with these Terms of Use, when this is not directly or indirectly attributable to it as an act of intent or gross negligence, and is not responsible, in particular, for (i) errors, omissions or other inaccuracies relating to the information made available in the online contracting process, (ii) damages caused by the fault of the Customer or third parties, (iii) non-compliance or defective compliance resulting from compliance with court decisions or administrative authorities; (iv) loss or damage, direct or indirect, that may result from the use or possession of the card; (v) any loss of profit, revenue, contracts or savings, or any other direct, indirect, incidental, special or consequential damages, resulting from the use or inability to use the card; (vi) violation by the Customer of the laws and regulations in force in the location where it is located; (vii) information transmission time, and/or real or apparent bandwidth limitations.

5.3. The client acknowledges that MEO cannot be held responsible for any damage, including but not limited to loss of profits, data, or other losses, even if notified of the possibility by the Client and/or user.

6. Refund, Replacement and Cancellation

6.1. The client has the right to request a refund and cancel the purchase, at no cost, within 14 days of acquisition, provided there has been no usage.

6.2. If, for reasons attributable to MEO, namely, technical issues for which it is solely responsible, the Client is unable to activate the card on the device, he may request another QR Code to be sent.

7. Duration and Changes

7.1. These Terms come into effect upon first use of the card and are valid for the period associated with the tariff chosen by the customer.

7.2. MEO may amend these Terms at any time, with notice provided via the website.

8. Suspension

MEO may change these Terms of Use at any time, being obliged to communicate the respective changes to customers through information on the website.

9. Right of Free Withdrawal

9.1. Subscription made through distance contracting means allows the customer to exercise the right of free withdrawal, without being required to pay any compensation, within a period of 14 (fourteen) days from the date of subscription to the contractual conditions.

9.2 The exercise of the right of withdrawal must be carried out by sending a notice of withdrawal through an unequivocal declaration sent from the registered email (where you received the QR Code) to the email address enjoy.travel@meo.pt, and you may use the template provided below.

Template for the withdrawal form (you should only fill out and send this form if you wish to withdraw from the contract)

- I hereby notify that I withdraw from my contract for the provision of the eSIM Tourists service
 - Order No. xxxx (*)
 - Invoice No. xxxx (*)
 - Mobile phone (MSISDN) No. xxxx (*) (information found in the email with the QRCode)
- (*) mandatory to fill in

10. Law

These Terms of Use are governed by Portuguese law.