



Pack Iberdrola Home

Particulars Terms and Conditions



1. Products contracted and financial terms and conditions



Iberdrola Pack Home: it includes the following services:

- **Electrical Appliance Protection 10:** repair of major kitchen appliances and television sets up to a maximum of €300 per year per type of equipment.
- **Electrical emergencies:** assistance and repair of electrical emergencies in less than 3 hours with an annual limit of €550.
- **Smart Assistant:** which helps you monitor your consumption and sends you customised notifications with saving tips.
- **Essential Payment Protection Insurance:** It also insures the payment of your electricity bills up to €600 in times of difficulty.
- **Digital Home:** digital support service and cybersecurity in the Home.

In addition, when you sign up for the Iberdrola Home Pack, a free annual electrical DIY service and energy advice are included

Price excluding taxes	€8,95/month
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Price including taxes	€10,83/month
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Discounts:

50% for the first 3 months.

5% of the energy term during the term of the contract, subject to maintaining the Iberdrola Home Pack.

Additional information:	N/A
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2. Duration and lock-in-period

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

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

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

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



3. Taxes

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

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

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

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

Particulars Terms and conditions

4. Other terms and conditions

Household appliances and television repair: This service includes the repair of internal mechanical, electronic and/or electrical faults of the following equipment, provided that they are located at the contracting supply point corresponding to the Contract Supply Address: fridge, washing machine, electric cooker, oven, extractor hood, dryer, freezer, electric heater or boiler and television.

Non-repairable equipment: If the household appliance cannot be repaired for any justified reason (e.g., lack of spare parts), the customer will be entitled to receive the replacement payment for unfeasible repair in the amounts established below minus the cost of possible repairs already carried out in the same annual contractual period.

Household appliances older than 10 years or television older than 5 years: the service includes the cost of travel and 3 hours of labour per type of equipment. The cost of materials shall be borne by the customer.

Household appliances older than 10 years or television older than 5 years: the annual limit of the covered repair cost per type of equipment shall be €300, including taxes, labour and materials.

The replacement payment for a non-repairable fault due to a justified cause will vary depending on the age of the equipment as listed below:

Repair of kitchen appliances:

- €300 for all kinds of kitchen appliances per year, for household appliances under 5 years old.
- €250 per household appliance and year for appliances at least five years old and not over seven years old.
- €200 per household appliance and year for appliances older than or not over 7 years old and under 9 years old.
- €150 per household appliance and year for appliances at least five years old and not over seven years old.

Television

- €300 per set and year for TV sets under three years old.
- €200 per set and year for TV sets at least three (3) and not over four (4) years old.
- €100 per set and year for TV sets at least four (4) and not over six (6) years old.

If the appliance is more than 11 years old or the TV set is more than 6 years old, there will be no replacement payment.

Electrical Emergencies: assistance and repair of electrical emergencies in less than 3 hours due to lack of energy in the home and its dependencies with a limit on the annual cost of electrical repairs of €550, including taxes, labour and materials, with no limit on the number of repairs. If the cost of repairs exceeds this limit, the additional cost will be invoiced to the customer after acceptance of the quotation.

Electrical DIY Service: includes annual work by a qualified technician at the customer's Supply Point address, for the services indicated in the specific conditions, including travel and up to 3 hours of labour. Any additional costs, if any, would be invoiced to the customer upon submission of a quote and once the customer had accepted it.

Energy survey: The service consists of carrying out an energy diagnosis, at the customer's request, to check the energy efficiency of their home. The consumption data of the home available from IBERDROLA, as well as those provided by the Customer, at IBERDROLA's request, will be analysed in order to carry out the energy diagnosis. At the end of the diagnosis, the customer will receive a report containing recommendations and advice on how to have a more energy-efficient home that will result in greater energy savings.

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

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

- An electricity contract with Iberdrola,
- a smart meter remotely managed and integrated into the electricity system, and

Specific Terms And Conditions

- a contracted power of less than 15 kW.

In addition, it is essential that the distribution company provides Iberdrola with the optimal daily consumption of your meter. If during the first 3 months of the contract the consumption is not received from the distribution company, Iberdrola will terminate the service at no extra cost. Instead, the Iberdrola Home Pack service without SA, which includes the same services except for the Smart Assistant, will be maintained.

Payment Protection: insures the payment of bills under this contract in the event of death or absolute and permanent disability of the contract holder up to a maximum of €600.

Cover depending on the age of the insured party:

- Under 67 years of age:
 - Death from any cause: €600.
 - Absolute and Permanent Disability: €600.
 - Temporary Disability or Hospitalisation for any reason, depending on their employment situation. In the case of Temporary Disability for an amount of €250 after 30 continuous days in this situation and an additional €250 if this reaches 210 continuous days. In the case of Hospitalisation, a single payment for an amount of €250 after 3 consecutive days in such a situation.
- From 67 to 98 years old (both inclusive):
 - Death due to accident: €600.
 - Hospitalisation due to accident for an amount of €250 after 3 consecutive days in such a situation.

Insurance for the electricity supply point specified in this Contract. It consists of the Client holding the supply contract taking out the Collective Policy of which IBERDROLA CLIENTES, S.A.U. is the promoter, in order to become the Policyholder/Insured Party for the risk. Intermediary for the Payment Protection Insurance taken out: Iberdrola Servicios Energéticos, S.A.U. A-85957520 (Tomás Redondo, 1. 28033 Madrid). Exclusive agent for MetLife.

Digital Home: it includes the following services:

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

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

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

Specific Terms And Conditions

1. Purpose

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

1.1. Household appliance protection 10

It consists of the home repair by a qualified technician, of mechanical, electronic and/or internal electrical faults in the electrical appliances as indicated in the Particular Conditions, located at the home corresponding to the Supply Address shown in the Contract.

1.1.1. Age of the household appliances

The age of the household appliances covered by this service will be determined by the purchase date, which must be proven by the customer by means of the purchase receipt or bill.

1.1.2. Scope

For kitchen appliances less than or equal to 10 years old or television sets less than or equal to 5 years old: The service covers the cost of travel, labour, parts and taxes necessary for repairing the faults. The sum of all these costs will hereinafter be referred to as the repair cost. Once the visit has taken place, the technician will provide the customer with a breakdown of the repair cost.

There is no annual limit on the number of repairs, although there is an Annual Cost Limit per appliance, as shown in the Particular Terms and Conditions.

Should the Repair Cost handed to the customer following the visit exceed the Annual Cost Limit per household appliance, the provisions of clause 1.5 shall apply.

For kitchen appliances more than 10 years old or television sets more than 5 years old: Travel and the first 3 labour-hours are covered. The cost of the parts will be borne by the Customer.

The Customer must pay for the parts and any extra hours of repair time over 3 hours and will be billed on prior presentation of an estimate and acceptance by the Customer.

As for the following faults, IBERDROLA covers travel and the first 3 labour-hours, while all other costs will be borne by the Customer:

- Corrosion or rust, whether or not caused by normal use or wear of the set or accelerated by unfavourable environmental or weather conditions, sand, dust, humidity or inappropriate salinity.
- Software updates.
- Faults caused by incorrect installation or installation that fails to meet the regulations, inadequate ventilation, inappropriate modifications or the use of non-original spare parts.
- Defects or faults resulting from adjustments, repairs, modifications, dismantling or uninstalling the appliance performed by a technician not authorised by IBERDROLA.
- Operational faults or defects caused by the software or firmware installed in the appliance.

The Customer must pay for the parts and any extra hours of repair time over 3 hours and will be billed on prior presentation of an estimate and acceptance by the Customer.

1.1.3. Dealing with the fault

The fault will be dealt with within two (2) working days following notification, save force majeure, excluding Saturdays, Sundays and public holidays.

The fault response time is deemed to have been met when the technician has contacted the customer within the established period and offered at least one appointment time within the aforementioned maximum period. The deadline will not be considered unfulfilled if the customer requests a visit at another time.

 **Specific Terms And Conditions****1.1.4. Exclusions**

The scope of the service excludes:

- Services in commercial or industrial facilities, and in general, those electrical appliances whose use is not exclusively for domestic purposes.
- Household appliances other than those expressly included in the scope.
- Household appliances during the guarantee period.
- Remote controls, rubber intake or drainage hoses, blockages, seals or sealing, peripherals and other elements external to the appliance.
- Household appliances not normally located at the address of the energy supply point with which the service is associated and to which it is installed for everyday use.
- Enamels, paints, nickel/chrome plating, parts and aesthetic components or other parts that do not affect the internal workings of the appliance.
- Corrosion or rust, whether or not caused by normal use or wear of the set or accelerated by unfavourable environmental or weather conditions, sand, dust, humidity or inappropriate salinity.
- Faults occurring as a consequence of abnormal, negligent or inadequate use of the set or any type of action of external origin.
- Intentional damage to the appliance.
- Accidental damage to or dents in the appliance caused by external objects.
- Consequential damage to the set, so long as it has not been caused by an internal operating fault.
- Appliance maintenance or conservation operations, such as greasing, adjustment or regular cleaning or inspections.
- Any part that the manufacturer considers to be a consumable, such as lamps, batteries, bags, etc.
- Claims for loss of device usefulness when the repair is not feasible for a justified reason.
- Faults resulting directly or indirectly from: fires, natural phenomena of an extraordinary or catastrophic nature (floods, storms, hurricanes, earthquakes, volcanic eruptions, etc.), events resulting from terrorism, riots, disturbances or legal or illegal demonstrations, nuclear reaction or radiation, armed conflicts, actions of the armed forces in times of peace and events classified by the responsible administration as catastrophic or calamitous.
- Any type of fault or damage caused by the existence of asbestos in the appliance.
- Food spoilage, as well as damage caused to elements that are not part of the covered appliances and, in general, third-party liability of any sort.
- Customer or third-party loss of profits or revenue, or compensation for expenses arising from replacement of the service provided by the faulty appliance with an alternative means.

1.1.5. REPLACEMENT PAYMENT FOR A REPAIR THAT IS NOT FEASIBLE

If the repair cannot be carried out for any justified reason (e.g., lack of spare parts), the customer will be entitled to receive the Replacement Payment for unfeasible repair, the amount of which will depend on the age of the household appliance as indicated in the Particular Conditions. The cost of possible repairs carried out in the same year will be deducted from the Replacement Payment. Replacement Payment can only occur once during each annual period during the term of the contract and for each piece of equipment. For this purpose, IBERDROLA will gather the corresponding data (Brand, Model, Serial No.) at the time the service is provided. The Replacement Payment will only be made into Spanish bank accounts of financial institutions operating in Spain.

The Replacement Payment will be limited to kitchen appliances less than 10 years old and in case of television sets, less than 5 years old.

 **Specific Terms And Conditions****1.2. Electrical emergencies**

Includes support in under three (3) hours from the time the call is received for electrical emergencies in the Customer's home or premises in the event of lack of electricity in the house or any of its rooms.

1.2.1. Scope

In the event of an electrical emergency affecting the customer's private electricity network, the service covers the cost of the repair by an electrician authorised by IBERDROLA, up to the limit established in the Particular Conditions. The service guarantees a response time in under three (3) hours from receipt of the notice from the customer.

There are no deductibles, but there is a grace period of thirty (30) days from the date on which the energy supply contract associated with this service becomes effective.

Emergency means an unexpected and sudden event affecting the domestic electricity installation that may result in the absence of electricity in the entire home or premises, or in any room, excluding garages, storerooms, annexes, swimming pools and outdoor lighting.

The user's private electrical network is that defined in the Low-Voltage Electrotechnical Regulations, Royal Decree 842/2002 of 2 August 2002. When the customer forms part of a residents' association, the part of the network owned by the residents' association will be excluded. The element separating the networks of the residents' association and the end user is the meter, which forms part of the end user's network.

The coverage of this service includes travel, parts, labour and taxes, with the Annual Limit stipulated in the Particular Conditions and an unlimited number of repairs. When the repair requires the replacement of plugs, sockets, switches or other devices, these will be replaced with standard elements based on the repair technician's decision, unless the customer pays for and supplies different spare parts. The service does not guarantee that the parts used for the repair will fit in with the décor of the home or premises.

1.2.2. Exclusions

The scope of the service excludes the following:

- Houses or premises with a contracted electricity power supply over 15 kW.
- The repair of electrical appliances, electronic devices, computers, air conditioners, pumps, heaters, motors, fans, generators, solar panels, antennas, and any electrical appliance whether built into the facilities of the property or not.
- The repair or replacement of elements designed for lighting, such as lamps, bulbs or fluorescent tubes.
- The repair of custom made items when these are the property of the electricity distribution company.
- The repair of electrical faults which occur in installations which are not the exclusive property of the customer, as described above.
- Consequential damage due to the total or partial lack of electricity supply.
- The damage caused intentionally by the customer or with their connivance.
- Those in which no fault has been found.
- Those cases where the conditions describing the fault as an emergency are not met.
- Services in commercial or industrial installations and, in general, those which do not correspond to the home referred to in the contract.
- Services completed or contracted by the customer, unless previously authorised by IBERDROLA.
- The repair of installations that do not comply with regulations in force at the time of their completion.

1.3. Smart assistant

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

Specific Terms And Conditions

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

1.4. Essential payment protection insurance (Policy 90610)

1.4.1. Previous information

INFORMATION ABOUT THE INSURANCE COMPANY

This Payment Protection Insurance is underwritten by METLIFE EUROPE d.a.c. Branch in Spain (hereinafter, MetLife), entity with registered address in Madrid, Avenida de los Toreros, No. 3 (CP 28028), with Corporate Tax Id (CIF) No. W-0072536-F, which is authorised by the Directorate-General for Insurance, administrative code E-0208. In accordance with current insurance legislation, the Spanish regulations governing the liquidation of insurance companies shall not apply to this Entity.

METLIFE EUROPE d.a.c. Branch in Spain is a Spanish branch of METLIFE EUROPE d.a.c, an entity legally incorporated and established in Ireland, with registered office at "20 On Hatch", Lower Hatch Street, Dublin 2 (Ireland), with its national tax identification number IE-6435123T, is registered in the Companies Register of Ireland under number 415123. The controlling authority of METLIFE EUROPE d.a.c. is the Central Bank of Ireland (Central Bank of Ireland, North Wall Quay, Spencer Dock, PO Box 11517, Dublin 1, Ireland).

You can view MetLife's solvency and financial condition report on the MetLife website (www.metlife.es).

COMPLAINT PROCEDURES

In accordance with applicable regulations, any disputes that may arise between the Parties may be resolved through MetLife's Customer Service Department, whose Regulations are available at the offices of the Insurer or on the website www.metlife.es.

The data subject may notify the Customer Service Department of their disagreement with MetLife's criteria by written communication, either by post to MetLife's address or by e-mail (servicioclientes.spain@metlife.es).

In the event of conflict or disagreement, provided that proof is provided that two months have elapsed since the claim was submitted without resolution by MetLife's Customer Services, or in the event of disagreement over the claim, administrative claims proceedings may be filed with the Claims Service of the General Directorate of Insurance and Pension Funds (Paseo de la Castellana, No. 44, CP 28046 -Madrid-; email: reclamaciones.seguros@mineco.es, Virtual Office: oficinavirtual.dgsfp@mineco.es). This procedure may be initiated by the Policyholder, the Insured, the Beneficiary, the injured third party or any person having any right related to the Insurance Contract.

In general, disputes will be resolved by the competent Courts and Tribunals of the domicile of the Insured Party.

PERSONAL DATA PROTECTION

MetLife Europe d.a.c. Branch in Spain (hereinafter, MetLife), in its capacity as Data Controller, informs the data subject that their data have been provided by the Policyholder, and will be processed for the purpose of assessing the risk of the Insurance application and, in the event of contracting, for its own management, all of which is legitimised in the execution of the Insurance Contract. Said data are necessary for the purposes described and will be processed for the duration of the contracted service; once it has been completed, your data will be cancelled and will be kept blocked for ten years, remaining only at the disposal of Judges and Courts, in accordance with the regulations in force. In case you need to contact us, you may contact our Data Protection Officer, either by e-mail (datospersonales@metlife.es) as well as by post (Avda. de los Toreros, nº 3 CP 28028 – Madrid),

We inform you that the data provided may be disclosed, in whole or in part, to partners in the insurance sector for statistical and anti-fraud purposes, as well as to persons or entities for reasons of risk analysis, claims investigation, coinsurance or reinsurance.

We also inform you that you may exercise your rights in this matter, including the right to withdraw your consent at any time, by sending a letter to MetLife, as indicated above, enclosing a copy of your identity document; in the event that you consider that MetLife has violated your rights, you may contact the Spanish Data Protection Agency.

Specific Terms And Conditions

You can access full information about how MetLife treats your data by requesting a copy of our Policyholder Privacy Policy via our website (www.metlife.es/politica-privacidad), or by requesting a copy by calling 900 201 040 between the hours of 9 a.m. and 7 p.m. Monday to Friday, which will be sent to the address you provide.

LEGISLATION APPLICABLE TO THE INSURANCE CONTRACT

This Insurance is governed by Law 50/1980, of 8 October, on Insurance Contracts, by Law 20/2015, of 14 July, on the ordination, supervision and solvency of insurance and reinsurance undertakings, by Royal Decree 1060/2015 on the organisation, supervision and solvency of insurers and reinsurers, as well as by what is agreed in the General, Special and Particular Conditions of the contract and by the rules that may substitute or amend the regulations in force in the future.

Likewise, in the case of marketing by electronic or telephonic means, Law 22/2007, of 11 July, on distance marketing of financial services for consumers, may be applicable.

RIGHT TO WITHDRAW

The Insured Party may exercise their right of withdrawal from this Insurance Contract within 30 calendar days from the time of receipt of this contractual documentation. Cancellation must be exercised by calling 900 225 235.

1.4.2. Extract from insurance conditions

The purpose of this Extract of the Conditions of the Essential Payment Protection Insurance is to provide information on the Insurance to the Policyholder's Client who has taken out Policy no. 90610 as the holder of the Iberdrola Supply Contract (hereinafter referred to as the "Insured Party"), in order to benefit from the cover whose conditions and scope are described below. The aforementioned Policy is in the possession of the Policyholder and MetLife and is fully available to the Insured Party and can be consulted on the IBERDROLA website (www.iberdrola.es).

POLICYHOLDER

The Policyholder of the Insurance Policy shall be IBERDROLA CLIENTES, S.A.U. (hereinafter referred to as "IBERDROLA" or "Policyholder"), an entity with Corporate Tax Id (CIF) Number A-95758389, with registered office in Bilbao (Bizkaia), Plaza Euskadi, nº 5, CP 48009 and registered office in Madrid, CL Tomás Redondo, nº 1 (CP 28033).

As Policyholder and always acting for the benefit of the Insured Parties, IBERDROLA may promote the modification of the conditions of the Policies or the substitution of the Insurers, duly notifying the Insured Party.

BENEFICIARY OF THE POLICY

The Policyholder shall be the irrevocable beneficiary for all coverages.

The amount of the compensation shall be used by the Policyholder to create a credit in the Energy Supply Contract of which the Insured Party was the holder and to which the insurance is subject. For coverages due to Death, in the event of the absence- of other members of the Insured Party's family living in the Insured Party's home, the aforementioned benefit may be used, but always by one of the legal heirs and on the aforementioned supply or another IBERDROLA supply.

PREMIUM AND PREMIUM PAYMENT

The Policyholder is responsible for the payment of the premium for this Insurance.

CONTRACT DURATION

The coverages granted by this Policy will come into force, provided that the Insured Party meets the Conditions for Cover, on the same day on which the actual supply of energy subscribed with IBERDROLA to which the Insurance is subject takes place, except in the event of taking out the Insurance on a date subsequent to the supply of energy, in which case they shall come into force at the time of taking out the Insurance.

The coverages shall remain in force provided that the group Policy is in force (in the event of cancellation, the cover is cancelled against each Insured Party on the same date as the end of the period of cover corresponding to the last premium- paid), no compensation has been paid for any of the coverages for Death or Absolute and Permanent Disability, the supply contract has not been cancelled and the Insured Party has not exceeded the maximum age limit established.

The Insured Party is authorised to revoke their cover at their convenience, subject to at least 30 days' notice, by calling the following telephone number 900 225 235 900 225 235

 **Specific Terms And Conditions****CONDITIONS FOR TERMINATION OF THE CONTRACT**

Cover for the Collective Policy shall be terminated by:

- Termination at the will of the Insured Party, by notifying the Policyholder or MetLife, with at least 30 days' notice.
- Termination at the will of MetLife, giving the Insured Party at least 60 days' notice.
- Cancellation of the energy supply contract with IBERDROLA.
- Payment of compensation due to Death or Total and Permanent Disability.
- On reaching the maximum age limit.

REPORTING OF CLAIMS

In the event of a claim by the Insured Party, MetLife must be notified as soon as possible, either by e-mail or by post (siniestros-sp@metlife.es), via the free phone number 900 201 040 (from 9.00 a.m. to 7.00 p.m.), or by fax (+ 34 91 725 32 93).

DOCUMENTATION IN THE EVENT OF A CLAIM

In order to process the claim, the Beneficiary or legal heirs of the Insured Party must submit to MetLife the claim declaration form accompanied, depending on the coverage in question, by the following documentation, without prejudice to requesting other documents not listed, if necessary:

- (a) Death: Original of the Literal Death Certificate.
- (b) Absolute and Permanent Disability: Original -or certified photocopy- of the Social Security Proposal and Resolution declaring the disability.
- (c) Temporary Disability: (i) sick leave report specifying the cause of the Disability, continuity and discharge, either from the Social Security or from the substitute system to which the Insured Party is assigned, issued by the doctor belonging to these bodies who carries out the follow-up, expressly indicating in this the corresponding diagnosis, (ii) Updated Work Life Report.
- (d) Hospitalisation: (i) Hospital discharge report stating the reason for admission, treatments followed, tests carried out, their results and date of admission and discharge (ii) in the case of an accident, first aid report and/ or complete legal proceedings, (iii) emergency report, (iv) updated work life report.

TAX REGIME

Compensation derived from any of the Insurance coverages shall be taxed in accordance with the legislation in force at any given time.

CURRENCY

All monetary amounts, premiums and benefits shall be calculated and paid in the national currency of Spain at the time of payment.

INTERNATIONAL SANCTIONS

Without prejudice to the provisions of the Insurance, MetLife cannot guarantee the payment of the Sums Insured: 1. if the Policyholder, Insured Party or Beneficiary is resident in a sanctioned country, 2.- if the Policyholder, Insured Party or Beneficiary is listed on the United States Office of Foreign Assets Control (OFAC) lists, the Specially Designated Nationals (SDN) list, the OFAC Sectoral Sanctions Identifications list or any international or local sanctions list, or 3.- or if payment is claimed in connection with services received in any sanctioned country.

In no event shall MetLife be liable to pay any claim or guarantee any coverage or benefit if it could be exposed to any sanction, prohibition or restriction of United Nations resolutions or economic or trade sanctions, laws or regulations of the European Union, the United States of America or any other applicable legislation.

LIMITATION PERIOD: Actions arising out of the Insurance shall expire within five years.

JURISDICTION: The Insurance is subject to Spanish jurisdiction and within this jurisdiction, the competent judge for the knowledge of the actions arising from it, shall be that of the domicile of the Insured Party.

INDEMNITY CLAUSE BY THE INSURANCE COMPENSATION CONSORTIUM FOR LOSSES DERIVED FROM EXTRAORDINARY EVENTS IN PERSONAL INSURANCE. Consult <https://www.metlife.es/informacion-compensacion-consorcio-seguros/>.

Specific Terms And Conditions

1.4.3. Extract of special conditions

CONDITIONS FOR COVER

Those natural persons who meet or fulfil the following requirements are insurable:

1. Be the holder of the effective energy supply contract issued by IBERDROLA.
2. Be over 18 years of age and under 98 years of age. Insured Parties aged 67 years or over will only be covered for Death due to accident and Hospitalisation due to accident.
3. Be a resident in Spain.

COVERAGES

- A. Death due to any cause or accident, depending on the age of the Insured Party at the time of taking out the policy.
- B. Absolute and Permanent Disability.
- C. Temporary Disability.
- D. Hospitalisation due to any cause or accident, depending on the age of the Insured Party at the time of taking out the policy.

The Insured Party who takes out this Policy shall enjoy the cover for Death due to any cause and Absolute and Permanent Disability until the day they reach the age of 67, and additionally a cover - among those of Temporary Disability or Hospitalisation - that is in line with their professional situation and age at the time of the incident. Once the Insured Party has reached the age of 67 and until the day they reach the age of 99, the Insured Party will be covered for Death due to accident and Hospitalisation due to accident.

For the purposes of the Insurance, the following is understood as:

- Accident: that deriving from a violent, sudden, external cause and beyond the control of the Insured Party.
- Absolute and Permanent Disability: the irreversible physical situation caused by accident or illness originating independently of the will of the Insured Party and determining the total incapacity of the latter to carry out any work, occupation or remunerated activity.
- Temporary Disability: the reversible physical situation caused by accident or illness originating independently of the will of the Insured Party and determining the total incapacity of the latter to carry out their usual profession, occupation or remunerated activity; such a situation of disability must begin before the Insured Party reaches the age of 67.

SUMS INSURED

- A. With regard to cover for death: the compensation shall comprise a single payment of €600.
- B. With regard to the cover for Absolute and Permanent Disability, the compensation shall comprise a lump sum payment of €600.
- C. With regard to the Temporary Disability cover, the compensation shall comprise a payment of €250 once a period of 30 consecutive days of proven Disability has been reached; in the event that this situation of disability is prolonged up to 210 consecutive days, compensation shall be paid with an additional payment of the same amount. Up to a maximum of two compensations shall be paid.
- D. With regard to the Hospitalisation cover, the compensation shall comprise a single payment of €250 once a period of 3 continuous days in hospital has been reached.

Irrespective of the number of insured supply contracts, a maximum compensation limit per Insured Party is established of ten times the maximum compensation amount established in the Particular Conditions.

Under no circumstances shall the Insured Party be entitled to receive compensation for two coverages at the same time.

The coverages for Death - due to illness or accident - and Absolute and Permanent Disability are compensated only once. The coverages for Temporary Disability and Hospitalisation are mutually exclusive, in such a way that:

- A. Those persons who on the date of the claim are actively working as self-employed, civil servants or employees will be covered for Temporary Disability.
- B. Those persons who are not actively working on the date of the claim shall be covered for Hospitalisation.

Specific Terms And Conditions

With respect to the coverage of Temporary Disability and Hospitalisation, in order for the right to receive compensation to be reinitiated once the payments established as Compensation have been exceeded:

- In the case of Temporary Disability, the Insured Party must be working for 6 months.
- In the event of Hospitalisation: the Insured Party must have been working for at least 6 months from the date of the previous claim.

The date of the claim is understood as:

- For coverage due to Death: the date of death of the Insured Party.
- For Absolute and Permanent Disability coverage: the date of the financial effects recognised by the competent Official Body for the Insured Party's situation of Absolute and Permanent Disability.
- For the Temporary Disability coverage: the first day of the Insured Party's disability.
- For Hospitalisation cover: the first day of hospitalisation.

EXCLUSIONS

- Death: suicide occurring within the first year of the validity of the inclusion in the Insured Group, as well as the risks covered by the Insurance Compensation Consortium.
- Absolute and Permanent Disability: attempted suicide, whether or not the Insured Party is of sound mind, as well as the risks covered by the Insurance Compensation Consortium.
- Temporary Disability: attempted suicide, whether or not the Insured Party is of sound mind, any accident or illness suffered by the Insured Party due to the effects of any drug not prescribed or supplied by a Doctor, or alcohol (provided that a blood alcohol level higher than that legally permitted in terms of traffic and circulation of motor vehicles is detected), infringements, imprudence or serious negligence committed by the Insured Party, secondary complications of pregnancy, childbirth of any kind, interruption of pregnancy - and the consequences thereof - as well as maternity and paternity leave periods, as well as the risks covered by the Insurance Compensation Consortium.
- Hospitalisation: hospitalisation not required for a medical or surgical reason, hospitalisation resulting from back pain (except in the case of medical evidence or pathological damage), any accident or illness suffered by the Insured Party due to the effect of any drug, which has not been prescribed or supplied by a Doctor, or alcohol (provided that a blood alcohol level higher than that legally permitted in terms of traffic and circulation of motor vehicles is detected), as well as the risks covered by the Insurance Compensation Consortium.

1.5. ENERGY SURVEY

1.5.1. Scope

The service consists of carrying out an energy diagnosis, at the customer's request, to check the energy efficiency of their home. The consumption data of the home available from IBERDORLA, as well as those provided by the Customer, at IBERDORLA's request, will be analysed in order to carry out the energy diagnosis. At the end of the diagnosis, the customer will receive a report containing recommendations and advice on how to have a more energy-efficient home that will result in greater energy savings.

The service will be at the request of the customer and will consist of one visit every four (4) years.

1.5.2. Service term

The visit will be carried out within ten (10) business days, not including Saturdays, Sundays and public holidays, from the date of the customer's request, except in the case of force majeure.

The service deadline is considered to have been met when the technician has contacted the customer within the period set and offered at least one appointment within the maximum period mentioned above. The term will not be considered unfulfilled if the customer requests a visit at another time.

 **Specific Terms And Conditions****1.6. Electrical diy service****1.6.1. Scope**

This includes an annual visit from a qualified technician to the home of the customer for the following services:

- Replacement or repair of electrical mechanisms (plugs, sockets, switches and push-buttons).
- Connection and start-up of refrigerators, freezers, washing machines, driers, dishwashers, ovens, electric cookers and electric or water heaters. This likewise includes connection to existing water and drainage taps.
- Connection and operation of technological equipment limited to televisions, DVD players, games consoles and home cinema systems.
- Installing or replacing extractors in kitchens and bathrooms.
- Installation of timers and thermostats.
- Installing or replacing lamps or wall lamps where there is a light point.
- This includes travel costs and up to 3 hours of labour.

This service will last a maximum of 2 working days, excluding Saturdays, Sundays and public holidays, from the time it is requested, except in cases of force majeure, with both parties agreeing on the appointment time for carrying out the work from Monday to Friday from 9:00 a.m. to 7:00 p.m.

1.6.2. Exclusions

The scope of the service excludes the following:

- The cost of the materials used for carrying out the work.
- Labour hours that exceed the limit set in the Particular Conditions.
- Sockets or new electrical installations separate from the existing ones, as well as the chasing out required for their installation.
- Water taps and drains separate from the existing ones, as well as the chasing out required for their installation.
- Adaptation of the existing electrical installations to regulations or due to technical needs.
- Installation or repair of software in electronic and computer equipment.
- Removal of devices or waste management for any equipment.

1.7. Faults exceeding the annual cost limit

The customer's request for any of the features included in this service could entail costs not set out in the Particular Terms and Conditions. In particular, the following cases could arise:

- The cost of repairing a household appliance, when added to the sum of the repair costs throughout the year for a household appliance, fully or partially exceeds the Annual Cost Limit per household appliance. And the additional costs on top of those included in the service.
- The repair cost of an emergency electrical fault exceeds the Annual Limit.
- The electrical DIY service contains additional costs not included in the service.

In such cases, the customer will bear these excluded costs, which will be invoiced following prior presentation of a quote and the customer's acceptance thereof.

1.8. Contracting requirement: associated point of supply

The contracting of the IBERDROLA HOME PACK is conditional upon having an electricity contract with Iberdrola, a remotely managed smart meter that is integrated into the system and a contracted power of less than 15 kW. The IBERDROLA HOME PACK service will be terminated if any of these conditions are no longer met.

Specific Terms And Conditions

The customer may have this service cancelled, in the event that the contracted power of the supply point is increased to more than 15 kW.

1.9. Guarantee

Repairs will have a guarantee of six (6) months from the completion date of the repair.

1.10. Digital home cybersecurity service

1.10.1. Antivirus

1.10.1.1. Scope of the service

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

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

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

The service is limited to 5 Home Devices.

1.10.1.2. Requirements of the service

- **Windows:**
 - Operating system: Windows 7 with Service Pack 1, Windows 8.1, Windows 10 and Windows 11
 - Memory (RAM): 2 GB
 - Free disk space: 2.5 GB free space
- **MacOS:**
 - Operating system: macOS X Yosemite (10.10) or later.
 - Available free disk space: 1 GB free space
 - Compatible browser: Safari, Firefox, Google Chrome
 - You can install Bitdefender VPN only on devices running macOS Sierra (10.12 or later)
- **iOS:**
 - Operating system: iOS 12 or later
- **Android:**
 - Operating system: Android 5.0 or later
 - Google Play Services enabled devices

1.10.2. Parental control

1.10.2.1. Scope of the service

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

The main functionalities of this service are as follows:

- Allows the monitoring of applications, navigation, location and contacts to be activated or deactivated at will.
- Different parental controls can be set by assigning parental control to one person with a single device or to one person with several devices in a grouped manner.

Specific Terms And Conditions

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

The service is limited to 5 Home Devices.

1.10.3. Bank card fraud protection

1.10.3.1. Scope of the service

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

The main functionalities of this service are:

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

The service is limited to 3 cards.

1.10.4. Identity protection

1.10.4.1. Scope of the service

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

The main functionalities of this service are as follows:

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

The service is limited to 3 e-mails.

1.10.5. Internet presence report

1.10.5.1. Scope of the service

This service will help you to understand your online presence.

Specific Terms And Conditions

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

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

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

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

No limits on use.

1.10.5.2. Exclusions of the service

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

1.10.6. Digital deletion and the right to be forgotten

1.10.6.1. Scope of the service

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

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

The main functionalities of this service are the following:

Removal of content for the following violations:

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

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

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

Specific Terms And Conditions

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

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

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

It is possible that some results may not have the desired effect despite the diligence and goodwill undertaken, as they sometimes depend on decisions taken unilaterally by other bodies or companies in different countries around the world, so that the deletion may not be completed in its entirety.

The service is limited to 3 Deletions/year.

1.10.6.2. Exclusions

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

1.10.7. Cloud backup

1.10.7.1. Scope of the service

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

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

The service is limited to 10 GB capacity.

1.10.7.2. Requirements of the service

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

DIGITAL SUPPORT SERVICE

1.10.8. Comprehensive technological support

1.10.8.1. Scope of the service

SOFTWARE

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

 **Specific Terms And Conditions**

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

- Operating systems: versions of Microsoft Windows, Mac OSX, Android and iOS supported by their manufacturers.
- Office software: Microsoft Office, Microsoft Office for MAC, iWorks, Open Office, LibreOffice.
- Browsers and email: Microsoft Edge, Mozilla Firefox, Chrome, Outlook, Hotmail, Gmail, Office 365, Workspace, Safari, Thunderbird and Mac OS Mail.
- Multimedia software: Adobe Acrobat, Windows Media Player, Real Player, iTunes, iLife, VLC Media Player, QuickTime, VLC Player and the main codecs on the market.
- Compressors: Winzip, Winrar, StuffIt Expander and Keka.
- Antivirus and firewalls: Bitdefender, TrendMicro, Microsoft Security Essentials, Panda, Symantec, McAfee, Kaspersky, Avg, Avast and Firewall Mac OS. It also includes help with the installation, configuration and free update of existing antivirus products on the market.
- Videoconferencing and instant messaging programs: Zoom, Google Meet, Cisco Webex Meetings, Microsoft Teams, Google Duo, Skype, Hangouts, Teams.

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

The support services included are:

- Help in the operation of the applications supported in the Support Centre (those indicated above).
- Installation and de-installation of the supported applications.
- Updating of versions and Service Pack for the supported software, provided that the customer has the relevant licence or the update is free of charge.
- Configuration of operating systems and supported applications.
- Advice on hardware and software requirements for supported applications.
- Assistance with installation and configuration of electronic certificates.
- Assistance with installation of virtual desktops.
- Review of the back-up system for data back-up and recovery and file back-up: Support for the customer's own back-up system. Limited to the workstation, not for servers.
- Encryption of disks with sensitive information for GDPR compliance: Encryption will be carried out with the BitLocker tool provided that the customer's equipment has the software licence. In the event that the customer has other licensed software, the customer will be assisted in the encryption process as long as the software is single-user. In any case, the encryption keys will never be stored in Iberdrola's systems, so our staff will not be able to perform any decryption if the customer has forgotten the encryption key.
- Point-of-sale terminal (POS) support: The service covers remote support for the computer and its connectivity with the receipt printer and barcode reader. The customer must have a valid maintenance contract for the POS software in case of incidents with the SW or its functionality.
- Support service for the storage of documentation in the cloud (free applications): Advice and configuration of the back-up in the existing free tools on the market (Dropbox, GDrive, ...), or in the one already contracted by the customer, with a valid licence.
- Password management service: Support in the use of Windows and Browser credentials storage.
- Connectivity within the customer's internal network.
- Change the password to log onto the computer.
- View saved passwords in browsers.

Specific Terms And Conditions

- Delete specific passwords and delete all browser passwords.

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

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

HARDWARE

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

The support services included are:

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

1.10.8.1. Exclusions

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

The Integral Technological Assistance service does not cover assistance for:

- Assistance for equipment or programs outside the scope of coverage described above.
- Breakdowns relating to connectivity, which are the responsibility of the customer's internet operator.
- The software necessary to solve any breakdown, nor the repair of physical damage.
- If it is necessary to repair or supply any type of software, the corresponding quote will be provided to the customer.
- Installation / configuration of software not included in the scope of the service or of cracked or illegal programs.
- Support for programmes or applications developed specifically for a company.
- Support for specific programs or management software.
- Support on Access, Macros, dynamic tables, complex formulas or statistical systems in Excel.
- Support to servers.
- Training on software and computing in general; advanced or repetitive training on the same subject will not be provided.

1.10.9. IoT Support (Connected Home)

1.10.9.1. Scope of the service

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

- Setting up the device: Support and advice for the physical installation of the device.

Specific Terms And Conditions

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

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

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

1.10.10. Optimisation of devices and connectivity

1.10.10.1. Scope of the service

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

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

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

A device with a supported operating system shall be required.

1.10.11. Expert assistance at home

1.10.11.1. Scope of the service

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

Specific Terms And Conditions

1.10.11.2. Coverages

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

The service is limited to 2 home visits per year.

1.10.11.3. Guarantees

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

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

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

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

1.10.11.4. Exclusions

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

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



2. Service terms and conditions

2.1. Contract activation

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

2.2. Service request

The customer may request any of the services included in the **IBERDROLA HOME PACK**:

- By calling the IBERDROLA Technical Support Service hotline.

Specific Terms And Conditions

- By visiting an IBERDROLA Customer Service Point in person.
- Through the IBERDROLA APP.

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

2.3. Service terms and conditions

IBERDROLA will provide the services included in the **IBERDROLA HOME PACK** under the following conditions:

- If it is found that the repair requested by the customer is not covered because it is included in one of the aforementioned exclusions, the customer will be invoiced for the expenses incurred and the corresponding quote will first be issued for the customer's approval.
- IBERDROLA will be solely responsible for the proper execution of the work described in this contract. Specifically, it will not be responsible for:
 - Personal injury or material damage resulting from undue use or preservation.
 - Damage caused to any element or its operation unless it is the cause of it.
 - Injury to third parties caused by the covered elements.
 - Acts of God and force majeure.
- IBERDROLA is not responsible for delays or impediments in the execution of the services in the event of strikes, riots, serious weather events and other events of force majeure.



3. Service effective date, duration, renewal and cancellation

3.1. Implementation date

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

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

3.2. Duration

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

3.3. Renewal

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

3.4. Cancellation and withdrawal

The termination of the electricity supply contract associated with the **IBERDROLA HOME PACK** service will imply the cancellation of this service.

The Customer may freely withdraw at any time from one or more of the services included in the **IBERDROLA HOME PACK** (Household Appliance Protection 10, Electrical Emergencies, Smart Assistant, Essential Payment Protection Insurance or Digital Home), in which case the rest of the services will remain in force. In this case, the price of the services that are maintained will become the price applicable by IBERDROLA as if they had been contracted independently.

 **Specific Terms And Conditions**

The Electrical DIY and Energy Survey services are accessories to the **IBERDROLA HOME PACK**, so they will be automatically cancelled in the event of cancellation of Household Appliance Protection 10, Electrical Emergencies, and/or Smart Assistant.

The cancellation of the **IBERDROLA HOME PACK** or of any of the services that comprise it will not entail any penalty.

This termination will become effective on the date duly notified by the Customer.

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

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

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

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