



Particular terms and Conditions

1. Contracted product



Business IT Support: includes remote computer telecare and data recovery.

Price excluding Taxes €2,95/month

Price including Taxes €3,54/month

2. Duration and lock-in period

The duration of this service shall be the same as that of the energy contract and shall be automatically renewed every year, unless either party gives notice to the contrary. If you wish to cancel it, you must give notice at least 15 days before the termination of the contract, at any of the Iberdrola Clientes customer services channels available.

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.

3. Taxes

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

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

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

4. Other Terms and Conditions

Business IT Support Service, is done through chat and remote control by specialist technicians or by telephone, with unlimited number of assistance, without limit of duration. The features are: help in the use of applications, resolution of incidents with the computer and administration and configuration of systems. Opening hours:

1. Opening hours from Monday to Friday and local holidays: from 9 a.m. to 24 p.m.
2. Opening hours on Saturdays, Sundays, and national holidays: from 10 a.m. to 6 p.m.

If the client requests the provision of the service to the Support Center outside the hours set out above, it will be attended as soon as possible on the next business day.

The assistance may be "in situ" to solve those incidents that could not be resolved from the Support Center. The price of the work to be carried out will be previously informed, which must be approved by the client.

Service guarantees in terms of intervention time, prices for fees per professional and quality of work