

## **SIM CARDS GENERAL (LINE MOBILE)**

Conducting a purchase You2Call Comunicaciones, SL, hereinafter YOU2CALL®, implies acceptance by the client of the legal conditions listed below:

Prices reflected on this website are in euros (€). Prices are valid except misprint or while stocks last. Sales in YOU2CALL® will comply with the Spanish laws with subsequent payment of taxes.

When completing the purchase form YOU2CALL®. No obligation to be registered. The information we receive when you register will be completely confidential and will not have any access to this information people outside YOU2CALL.

YOU2CALL® is not responsible for lost or stolen, fraudulent or improper use of its products.

YOU2CALL® is not responsible for changes in specifications and features of products or when prices by suppliers, may change without notice.

The photographs illustrating the products do not enter the contractual field and may not lead to any kind of commitment from YOU2CALL®.

YOU2CALL® accepts no responsibility for the content validity of the technical specifications and descriptions of mobile terminals from our suppliers.

YOU2CALL® reserves at all times and unilaterally modify the price of products and services offered through its website. To ensure the customer the certainty and safety of the price of their products, this will be the force in the advertising at the time of checkout.

At the time of execution of the purchase, once used the menu option of accepting these General Conditions provided means the customer's consent for the validity and effectiveness of the sales contract which binds the parties.

### **PAYMENT**

To ensure complete safety for the consumer payment of the goods purchased the following payment systems are established:

**Charge to credit / debit card of any bank.**

You must indicate the numbers of your credit card / debit card, expiration thereof and CVC. We will make a charge for the amount you have marked on the form. Your purchase is made through the payment platform online or SABADELL POS or POS BBVA, SANTANDER or CAIXA and the entered data will be transmitted directly to it. YOU2CALL® not retain this information except as expressly stated on his part.

For all monthly installment payments and other consumption outside of tariffs, it is mandatory that we submit and / or attach as indicated on the order form Authorization Credit Card, correctly completed and signed.

### First offer, SEMESTERS OR UNIVERSITY YEAR:

#### What You2Call offers students:

- **eSIM, activation cost or swap 14,75 €**
- SIM cards for use with a two-month minimum service commitment.
- Unlimited calls in Spain, along with an option of different sized data plans in 4G.
- European Roaming EU included (International calls outside the EU are not included)
- **Roaming not included in the UK**
- Possible option of activating the SIM for international calls outside of the EU, with additional service package.
- Customer service telephone 910 353 694 from Monday to Thursday from 9:00 a.m. to 2:00 p.m. and from 15:00 a.m. to 5:30 p.m. on Fridays from 9:00 a.m. to 2:30 p.m.
- **24 hour telephone assistance for lost or stolen SIM cards (phone) 645 25 35 22.**

\* The unauthorized or improper use of Roaming in Europe could have extra costs or could be restricted from service.

#### Monthly Calling and Data Plans (21% TAX INCLUDED)

The first month you will be charged a one-time fee of € 3.5, for the cost of the SIM card

- eSIM, activation cost or swap 14,75 €.**
- Unlimited calls in Spain, with 40GB data 19,75 € / month. Accumulate gigabytes:** The gigabytes of the contracted rate not consumed in the previous month are accumulated for the following month. **10Gb roaming included in EU**
- Unlimited calls in Spain, with 100GB data 21,75 € / month. Accumulate gigabytes:** The gigabytes of the contracted rate not consumed in the previous month are accumulated for the following month. **13Gb roaming included in EU**
- Unlimited calls in Spain, with 250GB data 23,75 € / month. Accumulate gigabytes:** The gigabytes of the contracted rate not consumed in the previous month are accumulated for the following month. **16Gb roaming included in EU**
- Unlimited calls in Spain, with Unlimited Data/GB 28,75 € / month. 27Gb roaming included in EU**

#### Additional Services That Can Be Added to Monthly Plans:

- 10GB extra data 12.95 € / month**
- 100 minutes for international calling 7.95 € / month**
- 300 minutes for international calling 14.95 € / month**

## COUNTRIES INCLUDED IN THE 100 & 300 MINUTE INTERNATIONAL CALLING:

**EUROPE:** Andorra, Austria, Belgium, Bulgaria, Cyprus, Croatia, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Norway, Netherlands, Poland, Portugal, Romania, Russia, Slovakia, Slovenia, Sweden and United Kingdom.

**AMERICA:** Argentina, Bolivia, Bahamas, Bermuda, Canada, Colombia, Costa Rica, Cayman Islands, Dominican Republic, Ecuador, El Salvador, French Guiana, Guatemala, Honduras, Martinique, Mexico, Montserrat, Netherlands Antilles, Panama, Paraguay, Puerto Rico, United States, US Virgin Islands and Venezuela.

**ASIA:** Bangladesh, Bahrain, Brunei, Cambodia, China, Christmas Island, Cocos Islands, Hong Kong, India, Indonesia, Iran, Japan, Kuwait, Kazakhstan, Laos, Macao, Mongolia, Malaysia, Taiwan, Thailand, Singapore, Uzbekistan and Vietnam.

**AFRICA:** Angola, Burundi, Comores, Egypt, Kenya, Malawi, Mauritius, Mayotte, Namibia, Nigeria, Reunion, South Africa, Sudan, Tanzania, Uganda, and Zambia.

**VERY IMPORTANT** Before traveling outside of Spain, contact us at [sims@you2call.com](mailto:sims@you2call.com) so we can give you information on the different rates and roaming charges that you may incur when using your Spanish SIM while travelling.

**To buy the SIM card, you must provide us with a valid credit card and a photocopy of your passport. We must have legal proof of your identity as per European regulations on providing phone service. The SIM will be deactivated on the day of departure back to your country. You will be expected to notify us of your departure date.**

## Second offer, UNIVERSITY SUMMER ONLY:

### What You2Call offers students:

- SIM cards for use with a one-month minimum service commitment.
- Unlimited calls in Spain, along with an option of different sized data plans in 4G.
- European Roaming EU included (International calls outside the EU are not included).
- **Roaming not included in the UK**
- Possible option of activating the SIM for international calls outside of the EU, with additional service package.
- Customer service telephone 910 353 694 from Monday to Thursday from 9:00 a.m. to 2:00 p.m. and from 15:00 a.m. to 5:30 p.m. on Fridays from 9:00 a.m. to 2:30 p.m.
- **24 hour telephone assistance for lost or stolen SIM cards (phone) 645 25 35 22.**

\* The unauthorized or improper use of Roaming in Europe could have extra costs or could be restricted from service.

### Monthly Calling and Data Plans (21% TAX INCLUDED)

**The first month you will be charged a one-time fee of € 3.5, for the cost of the SIM card**

**○ eSIM, activation cost or swap 14,75 €.**

- Unlimited calls in Spain, with 40GB data 21,75 € / month. Accumulate gigabytes:** The gigabytes of the contracted rate not consumed in the previous month are accumulated for the following month. **10Gb roaming included in EU**
  
- Unlimited calls in Spain, with 100GB data 23,75 € / month. Accumulate gigabytes:** The gigabytes of the contracted rate not consumed in the previous month are accumulated for the following month. **13Gb roaming included in EU**
  
- Unlimited calls in Spain, with 250GB data 27,75 € / month. Accumulate gigabytes:** The gigabytes of the contracted rate not consumed in the previous month are accumulated for the following month. **16Gb roaming included in EU**
  
- Unlimited calls in Spain, with Unlimited Data/GB 34,75 € / month. 27Gb roaming included in EU**

**Additional Services That Can Be Added to Monthly Plans:**

- 10GB extra data 12.95 € / month**
- 100 minutes for international calling 7.95 € / month**
- 300 minutes for international calling 14.95 € / month**

**COUNTRIES INCLUDED IN THE 100 & 300 MINUTE INTERNATIONAL CALLING:**

**EUROPE:** Andorra, Austria, Belgium, Bulgaria, Cyprus, Croatia, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Norway, Netherlands, Poland, Portugal, Romania, Russia, Slovakia, Slovenia, Sweden and United Kingdom.

**AMERICA:** Argentina, Bolivia, Bahamas, Bermuda, Canada, Colombia, Costa Rica, Cayman Islands, Dominican Republic, Ecuador, El Salvador, French Guiana, Guatemala, Honduras, Martinique, Mexico, Montserrat, Netherlands Antilles, Panama, Paraguay, Puerto Rico, United States, US Virgin Islands and Venezuela.

**ASIA:** Bangladesh, Bahrain, Brunei, Cambodia, China, Christmas Island, Cocos Islands, Hong Kong, India, Indonesia, Iran, Japan, Kuwait, Kazakhstan, Laos, Macao, Mongolia, Malaysia, Taiwan, Thailand, Singapore, Uzbekistan and Vietnam.

**AFRICA:** Angola, Burundi, Comores, Egypt, Kenya, Malawi, Mauritius, Mayotte, Namibia, Nigeria, Reunion, South Africa, Sudan, Tanzania, Uganda, and Zambia.

**To buy the SIM card, you must provide us with a valid credit card and a photocopy of your passport. We must have legal proof of your identity as per European regulations on providing phone service. The SIM will be deactivated on the day of departure back to your country. You will be expected to notify us of your departure date.**

**DELIVERY AND SHIPPING FOR TERM SIM (LINE MOBILE)**

You can make the delivery at the University, in the study center or residence in Spain that will have the client during the course in Spain.

Delivery times are indicated by YOU2CALL® guide, although our company will endeavor to meet these deadlines, the delay does not imply the cancellation of the order or compensation.

The commitment made by YOU2CALL® of sale and delivery of the merchandise offered is subject to stock the advertised product and its availability while stocks last, so YOU2CALL® in its commitment to quality and customer service, try at all time that the advertised products are available. However, in exceptional circumstances that lead to stock the product, the order and the contract between the parties shall be void under this clause, fully restoring the client in case of prepaid amounts paid by it without it being necessary for any of any compensation in respect of breach of contract, damages or lost profits parts.

YOU2CALL® not send any order to verify that payment has been made of it.

On Saturdays, Sundays and holidays there will be no delivery service and counted as non-working days.

Although each product has a time released delivery within approximately 20 days to 3 days established before the arrival date of the client to the actual delivery of the product purchased, term shall start 20 days before the customer departure.

YOU2CALL® must have knowledge of the payment of the product by the customer and the departure of the client for that period begins to count down. In the event of delay in excess of 8 days upon receipt approximate delivery period, and provided that this delay is attributable to YOU2CALL®, the customer, upon written complaint by fax +34 911 101 132 / +34 91 789 78 24 or email [sims@satecno.es](mailto:sims@satecno.es) may unilaterally cancel the order, restituyéndosele the amounts paid, and the parties agree not proceed any claim for damages, present or future, direct or indirect, or under the modalities of damages or loss of profits.

YOU2CALL® not responsible for delays in delivery by the carrier for reasons beyond the normal operation of transport services, such as strikes, accidents, overloading the truck, etc.

The order will be delivered to the address designated at the time of recruitment by the customer. The subsequent modification of the place of delivery requested by the customer may generate additional costs on the sale price.

The customer is responsible for checking the content and condition of the goods at the time of delivery, being that accepted it and consigning his signature on the copy of the receipt to return the carrier hereby expresses what received and renouncing further claims on the adequacy and identity of the requested and received goods. In the case of verifying the customer at the time of delivery errors in the goods received or that it is visually find damaged, it must state the circumstances in the delivery note and to inform these facts to YOU2CALL® within 24 hours, written complaint by email or fax +34 911 101 132 / +34 91 789 78 24.

The purchased product may suffer, by availability of the manufacturer, no substantial changes in the components, features or benefits that form part of the lot, provided they do not pose a demerit of the qualities and services advertised.

### Returns

In accordance with the provisions of art. 44 of Law 7/1996 of 15 January Retail Trade, the customer is entitled to revoke the order requested within seven (7) days after receipt, after notifying YOU2CALL®.

Circumstances that may cause a return are the following: If the product you ordered is not satisfied: If the client decides to exercise this right of withdrawal shall be borne by the customer the cost of return and any damage suffered by the product or merchandise.

If returned, shipping costs will not be refunded. Also, the cost of collection will be borne by the customer (equivalent to shipping amount corresponding to the type of product purchased, the normal shipping corresponds to € 18.50 per shipment Peninsula) and sent to the destination. Thus, after verification of the goods in return 100% of the product will be refunded, retaining only the cost of shipping and return of material. YOU2CALL® made returns provided that: prior to our Customer Service communication occurs: This step is essential whatever the reason for the return. You can do so by sending a letter expressing the reasons for return by fax +34 911 101 132 / +34 91 789 78 24 or email [sims@satecno.es](mailto:sims@satecno.es). We will tell you how you can act to return the item if necessary and confirm it. The article to be returned must be properly packaged for return: YOU2CALL® will not pay returns on products handled by the client, those returned without the original packaging shipping, or goods that are returned incomplete both in its main elements as accessories.

YOU2CALL® not return the amount or make any forwarding of goods until it has verified the receipt and status of packaging and accessories item being return.

The price return is originally contained in the order, except in case of product returns for dissatisfaction.

There shall be no right of withdrawal beyond the deadline.

## WARRANTY

Warranty products sold by YOU2CALL® is provided and established solely by the product manufacturer under the conditions of handling, proper use and conservation within the deadlines contained in certificates accompanying warranty on all of them.

For manufacturing defects and operation that have purchased products through YOU2CALL® it is set solely responsible manufacturer thereof. YOU2CALL® in his capacity as selling company offers its clients brokerage services for the purpose of contacting the manufacturer or distributor, making this effectively guarantee to the customer under the terms of it.

To manage the guarantee is necessary to present packaging and other content.

The warranty shall begin on the day of delivery and / or acceptance of the order. - The warranty is void if the product has been mishandled by non-authorized service provider. - The warranty is void if factors outside the normal use of the product, such as increases or decreases in tension, use of improper or prohibited by manufacturers accessories, falls, water, fire or incorrect or abusive handling by the customer or by third parties not authorized by the manufacturers.

## SECURITY OF PERSONAL DATA

### Anexo IV. Cláusula para contratos con clientes (persona física)

YOU2CALL tratará los datos para el mantenimiento y gestión de la relación jurídica establecida, siendo la base de legitimación la propia ejecución de dicha relación. Todos los datos solicitados para esta finalidad son necesarios, por lo que su falta de aportación conllevará la imposibilidad de establecer o ejecutar dicha relación.

Asimismo, los datos de contacto serán utilizados para la remisión de comunicaciones comerciales y sobre temas de interés relativos a la actividad de YOU2CALL, a través de diversos medios, en base al consentimiento y salvo indicación en contrario mediante comunicación dirigida a [dpd@you2call.com](mailto:dpd@you2call.com), además de que se podrá retirar en cualquier momento dicho consentimiento, sin que ello afecte a la licitud del tratamiento basado en el consentimiento previo a su retirada.

Los datos de los usuarios de los servicios podrán ser aportados a los prestadores de servicios de telecomunicaciones y comunicaciones electrónicas, únicamente en la medida que fuera necesario para que

podieran prestar su servicio, y siempre y en todo caso en base a la ejecución de la relación contractual establecida entre el CLIENTE y/o el usuario del servicio y YOU2CALL.

Se podrán ejercitar los derechos de acceso, rectificación, supresión (olvido), oposición, portabilidad y limitación al tratamiento, mediante comunicación dirigida a Avenida del Ardal, nº 1, Urbanización Fuente del Fresno, CP 28708, San Sebastián de los Reyes (Madrid) o a [dpd@you2call.com](mailto:dpd@you2call.com).

Los datos tratados para el mantenimiento y gestión de la relación contractual y de negocios se conservarán mientras se mantenga dicha relación y posteriormente durante los plazos legales aplicables. Los datos tratados para la remisión de comunicaciones comerciales y sobre temas de interés se mantendrán mientras continúe el envío de dichas comunicaciones, y se eliminarán cuando se solicite no recibirlas o dejen de remitirse por cualquier causa.

Y en todo caso, se tiene derecho a presentar una reclamación cuando se considere oportuno ante la Agencia Española de Protección de Datos ([aepd.es](http://aepd.es)).

**JURISDICTION AND DISPUTE RESOLUTION**

Both parties expressly waive the jurisdiction that may apply, expressly welcome the Courts of Madrid to settle disputes arising from transactions and contractual relationships under these General Conditions.

Registro Mercantil de Madrid Tomo: 37321, Libro: 0, Folio: 56, Sección: 8, Hoja: M665548

