



SPECIAL TERMS AND CONDITIONS OF THE WIFI COBERTURA+ SERVICE (WC+)

OBJECT AND PARTIES

1.1. These General Terms and Conditions (hereinafter, the "General Conditions") are applicable solely in the event of contracting the WiFi Cobertura+ service (hereinafter, the "WC+") through the offer provided by Olivenet Network, S.L. (hereinafter, "Olin").

SERVICE DEFINITION

2.1. It is a signal completion and homogenization service, additional to the basic service provided by the ONT of the Olin Fiber service. It allows for a larger coverage area with consistent signal and download speeds.

2.2. The Olin customer who subscribes to the WC+ service (hereinafter, "the Customer") accesses a service that includes one (1) WiFi Mesh device, which Olin shall provide under an equipment loan modality.

2.3. Additionally, the customer may expand the WC+ service up to a maximum of four (4) services; this service is called Extra WiFi Cobertura+ (EWC+). Each EWC+ includes one (1) additional device under the same loan modality as the main service. **2.4.** WC+ is a self-installable service with device collection at one of our Olin Stores. In the event that assistance is required, the specific dispatch of a technician for the installation of the service has a cost of forty euros (€40.00), VAT excluded; this may be requested at the time of contracting or by contacting Customer Service.

PAYMENT OBLIGATION FOR THE SERVICE

3.1. The Customer shall pay the corresponding amounts for the Service provided in accordance with the rates applicable by Olin at any given time, and according to the additional devices contracted.

3.2. In this regard, the Customer shall pay for the Service from the moment it becomes available to the Customer, regardless of whether the Customer has connected the necessary devices for such purpose and/or used them.

3.3. As long as the Customer does not cancel their subscription to the service, it shall be understood that they authorize the debiting of the same from their bank account.

3.4. Billing for the service shall be on a monthly basis according to their billing cycle. The WC+ service is not compatible with the "Pause" service.

3.5. The Customer acknowledges awareness of the current terms of the various Service rates and the devices suitable for the service, which may be consulted at any time through Olin's website: www.olin.es.

3.6. During the first quarter of each calendar year, effective as of January, Olin may update the Service rates by applying the year-on-year Consumer Price Index (CPI), or any national index that replaces it, published in the month of October of the year immediately preceding the update, corresponding to the period between October of the previous year and September of the year immediately prior to the update.

3.7. Olin shall proceed with the rate update during the first calendar quarter of each year regardless of the Service activation date. For commercial and transparency reasons, the price resulting from the update shall be rounded down whenever possible.

3.8. Olin shall inform the Customer of the details of the updated rate one month prior to its effective application through the monthly invoice, by email, via notification in the Customer's Personal Area, and/or by SMS. Information regarding the rate update will also be available on the Olin website.

3.9. Olin may modify these General Conditions and proceed to review current prices in the event that any of the following circumstances occur:



- An increase in costs within the business sector in which Olin operates that impacts coverage, network quality, or the characteristics of the Service provided.
- Technical variations in the services and supplies from providers associated with the Customer's Service.
- Regulatory modifications, including taxes, fees, or administrative or judicial resolutions that affect the terms of the Service provision.

3.10. The rate update procedure does not constitute a modification of the Contract terms; therefore, its application does not confer or grant the Customer the right to terminate or rescind the Contract early without assuming the penalty associated with contractual commitments, such as permanence charges, that may be in effect. Failure to respond within the deadline by the Customer shall imply acceptance of the new price.

4. SERVICE CANCELLATION

4.1. Cancellation. The Customer may cancel their subscription to the Service at any time.

4.2. The pro-rated amount corresponding to the time until the effective cancellation will be billed.

4.3. To cancel the subscription, the Customer must contact Olin, who will process the effective cancellation and request the return of the loaned equipment.

4.4. In the event of cancelling the Service or any additional services under the rental modality, the Customer has a period of thirty (30) calendar days from the date of cancellation to return the devices to an Olin Store, along with the accessories provided by Olin for their operation.

4.5. In the event of failure to return the devices, or returning them in poor condition or past the deadline, the corresponding amount of sixty euros (€60.00) (VAT included) will be billed for each device.

5. CONDITIONS FOR SERVICE USE

5.1. The Customer declares to comply with each and every one of the following conditions regarding the use of the Service, which constitute essential requirements for accessing the Service.

5.2. The Customer must be of legal age. Minors may only use the Service under the supervision and responsibility of an adult.

6. MAINTENANCE

6.1. Faults occurring in the devices provided by Olin will be repaired in the shortest possible time once Olin becomes aware of them.

6.2. In the event that the cause of the malfunction is attributable to the Customer, Olin shall be exempt from any technical liability.

6.3. All costs and expenses arising from the repair of equipment that has been intervened, tampered with, or modified by the Customer or by any technician not authorized by Olin, or used for a purpose other than that contracted, shall be borne by the Customer.

6.4. In the event of a fault attributable to Olin, the inspection, repair, or replacement of the equipment will be carried out at no cost to the Customer.

6.5. If, conversely, the device fault is attributable to the Customer, the costs generated by their replacement shall be borne by them.

7. RIGHT OF UNILATERAL SERVICE SUSPENSION

7.1. In the event of non-payment of an invoice, Olin may temporarily suspend the Service until all outstanding invoices and the corresponding Management Fees for Outstanding Invoices have been paid in full.

7.2. The suspension of the Service shall under no circumstances interrupt the billing of the contracted Service, as it is the Customer who breaches the obligation to remain current on payments, and such breach is solely attributable to them.

7.3. Olin is entitled to terminate or restrict the Customer's use of the Service if the Customer breaches these General Conditions or engages in illegal use of the service.

8. EXCLUSIONS AND PROHIBITIONS



8.1. The Contract excludes maintenance and technical assistance for any device that has not been provided by Olin.

8.2. The Customer is prohibited from misusing the equipment delivered for the provision of the Service.

8.3. For the purposes of this section, any use of an equipment other than that for which it was delivered shall be considered misuse.

8.4. The Customer may not transmit, donate, or assign the use—whether temporarily or permanently—of the equipment provided by Olin to a third party, unless express written authorization is granted by the supplier of said equipment.

8.5. The Service is provided solely for the Customer's private use; therefore, the resale and/or distribution of the Service is prohibited, as is sharing it with individuals outside the Customer's household.

8.6. The Customer shall refrain from carrying out any conduct in the use of Internet resources that infringes upon the intellectual or industrial property rights of third parties or Olin, leaving Olin exempt from any judicial or extrajudicial claim presented as a result of the aforementioned use.

9. CONTRACT DURATION

9.1. The duration of the contract for this service is indefinite and takes effect from the date of its signing.

10. MODIFICATION OF THE GENERAL CONDITIONS

10.1. Olin shall be entitled to unilaterally modify these General Conditions at any time, providing the Customer with at least one month's notice prior to their application.

10.2. If the Customer has not expressed opposition within said period, it shall be understood that the Customer accepts the new conditions for all purposes.

11. GOVERNING LAW

11.1. The Contract is subject to the common laws of Spain.

12. CUSTOMER SERVICE

12.1. Olin provides the Customer with a Customer Service department to obtain further information or any assistance they may require at any time regarding the service.

13. DATA PROTECTION

13.1. The data provided by the customer at the time of contracting will be incorporated into a database owned by OLIVENET NETWORK, S.L.U. for the purpose of management and administration of the contracted products and services, including handling inquiries, informative communications, billing, and advice on contracting processes.

13.2. Data Controller. Olin informs the Customer that it is the controller for the processing of the Customer's personal data and that this data will be processed in accordance with the provisions of Regulation (EU) 2016/679 of 27 April (GDPR) and Organic Law 3/2018 of 5 December (LOPDGDD).

13.3. Data Subject to Processing. The personal data subject to processing are those provided by the Customer through the Service contract form. Likewise, Olin also processes all personal data obtained by virtue of the provision of the service during the term of the Contract.

13.4. Purpose of Processing. The data will be processed for the following purposes:

- a. The correct and complete provision of the Service in execution of the Contract.
- b. Sending the Customer commercial offers and communications regarding the Service or other services provided by Olin or by companies of the TUCA BIDCO, S.L. Group that may be of interest.
- c. Carrying out checks on the Customer's solvency, including, without limitation, the possibility of consulting delinquency databases.
- d. Creating a commercial profile of the Customer based on the data provided in the Contract in combination with telecommunications traffic data generated by the Customer while using the Service, in order to generate specific commercial and advertising offers tailored to the Customer's needs and/or interests.
- e. Conducting studies, analysis, and/or surveys on the quality and/or level of Customer satisfaction regarding the Service.

13.5. The purposes described in letters a) and e) are legally based on the performance of the Contract.

13.6. The purposes described in letters b), c), and d) are legally based on the provision of consent by the Customer, who may withdraw their consent in this regard at any time with immediate effect.

13.7. Data Transfer (Recipients). Olin may transfer the Customer's personal data to the company TUCA BIDCO, S.L. and its business group companies (as described in Article 42 of the Code of Commerce) to offer the Customer products and services from the TUCA BIDCO Group. No international transfers of the Customer's personal data are planned. Data may be disclosed to other professionals if



necessary for the performance of the entrusted service, as well as in cases where a legal obligation or contractual relationship exists (competent Public Administrations, Courts and Tribunals, Consultants, etc.).

13.8. Data Retention Period. The Customer's personal data will be kept exclusively for the time necessary to maintain the purpose of the processing or, once said period has expired, for the time necessary to comply with legal custody deadlines, where applicable.

13.9. Should the Customer provide contact details belonging to third parties, they undertake to inform them of the content of the preceding clause.

13.10. Olin is the Data Controller in accordance with the GDPR and LOPDGD, for the purpose of maintaining a commercial relationship and retaining the data for no longer than necessary for this purpose.

13.11. You may exercise your rights of access, rectification, portability, erasure, restriction, and opposition at Calle Pepita Barrientos, nº 7, oficina 313, 29004 MÁLAGA. DPO (Data Protection Officer) contact details: rgpd@olin.es and for claims: aepd.es.

14. SOLVENCY CHECKS

We inform you that, prior to contracting, we will consult your solvency in common credit information systems (e.g., BADEXCUG, ASNEF, Experian, or Equifax), in accordance with the provisions of Organic Law 3/2018, of 5 December, on the Protection of Personal Data and guarantee of digital rights. This is one further element within the framework of the analysis of the contracting application, which takes into account other variables depending on the sector, whether you have debt with other companies in our group, or the risk of fraud. In the event that the analysis is negative, we inform you that your contracting application may be rejected and that you have the right to request a manual review of your case.

15. COMMUNICATION OF DEBT DEFAULT DATA TO COMMON SOLVENCY FILES

In the event of failure to meet financial obligations on time, resulting in a certain, past-due, and enforceable debt, Olin shall proceed—based on the legitimate interest of OLIVENET NETWORK, S.L. as protected by current legislation—to communicate your identifying data and data relating to the outstanding debt to the entities responsible for common credit information systems (e.g., BADEXCUG, Experian, ASNEF, or Equifax, Judicial Incidents File, etc.), in accordance with current provisions on credit information systems. For additional information regarding our legitimate interest, please consult dpd@olingroup.es.