

24-HOUR COMPANY SUPPORT AND REPAIR SERVICE

Access to the most commonly required services and professions for support, field service and repairs by calling 900 22 45 22.

This service includes:

- ▶ Emergency assistance within 3 hours, with travel expenses and the first 3 hours of labour FREE in the following cases:
 - Electricity: failure in the client/owner's private premises.
 - Plumbing: breakage of the fixed water pipes at the client's/owner's premises.
 - Glass work: breakage of exterior glass, unprotected premises.
 - Locksmith: opening of the main door of the premises.
- ▶ 24-hour access to the Repair and Refurbishment Service, with more than 25 professions available and wide geographical coverage.
- ▶ Warranty of service as to:
 - Service deadlines.
 - Prices per hour applied by the professional: rates agreed by IBERDROLA with the multi-assistance company.
 - Guaranteed quality of the work carried out.

LEGAL ADVICE SERVICE

IBERDROLA offers its clients access, by means of a telephone call to the number 900 22 45 22 or through any IBERDROLA channel provided for this purpose, to a telephone legal advice service that covers all types of enquiries that may be made within the legal system regulated by Spanish law, without issuing a written judgement on them.

This service is provided from Monday to Friday from 08:00 to 17:00 in winter and from 08:00 to 15:00 in summer (15 June to 15 September).

The requests made during the department's hours are dealt with on the same day the call is received, as long as the customer can be contacted at the telephone numbers provided, unless the customer wishes to be assisted at a later moment.

IT SUPPORT SERVICE

This service provides:

- ▶ Instant assistance via a remote control chat tool and/or through the telephone number 902 876 617, including the following:
- ▶ Help using applications (Office, surfing the Internet, e-mail, Windows, anti virus).
- ▶ Solving computer-related incidents (problems with devices, access to the Internet, e-mail, virus, etc.).
- ▶ System administration and configuration.
- ▶ Unlimited number of incidents, no duration limit.

This service is provided based on the following response times:

- ▶ From 9 am to midnight, Monday to Friday and on local public holidays, and from 10 am to 6 pm on Saturday, Sunday and national public holidays.
- ▶ Response time under 15 minutes guaranteed for incident solving.
- ▶ If the IBERDROLA customer requests the service from the Support Centre outside the aforementioned hours, the service will be provided within the first 30 minutes of the following working day.

Support may be provided on-site to solve those incidents that cannot be worked out from the Support Centre.

The customer will be informed beforehand of the prices for the work to be carried out, and must approve them. In order to activate this service (offered by an external company, not by Iberdrola), the customer must go to the website [www.iberdrola.es/asistencia informática](http://www.iberdrola.es/asistencia_informatica) and download the program, as well as the installation instructions. During the installation, the program will ask for a password (licence code), which matches the last six numbers and the two letters of the CUPS. The program can be installed for up to 3 users with the same password.

IBERDROLA SME SUPPORT price: 6.95 euros/month (VAT not included)*.

*This price shall be updated on 1 January of each year while the contract is in force according to the CPI, namely the actual accrued value for the November-to-November period of the year prior to the application of the variation of the general Consumer Price Index published by the Spanish National Institute of Statistics.

CONTRACT DURATION

The duration of the IBERDROLA SME Support Service shall be the one established for the electricity/natural gas supply with Iberdrola under this contract.