

GENERAL CONDITIONS FOR THE PROVISION OF ELECTRONIC COMMUNICATIONS SERVICES

1. Object

- 1.1. The purpose of these General Conditions is to establish the rules governing the provision of electronic communications services by Ar Telecom - Acessos e Redes de Telecomunicações, S.A., a public limited company, with registered office at Edifício Diogo Cão, Doca de Alcântara Norte, 1350-352 Lisbon, with the sole number of legal entity and registration with the Lisbon Companies Registry ("CRC") 506 303 810, with the share capital of € 8,644,939.11 ("Ar Telecom") to the customer identified in the Communications Service Purchase Form ("Customer").
- 1.2. The electronic communications service offer made available by Ar Telecom to the Customer is detailed in clause 2.
- 1.3. The services to be provided by Ar Telecom to the Customer ("Services") are identified and detailed in the Communications Services Purchase Form subscribed by the Customer ("Form").
- 1.4. The Form, the commercial proposal submitted by Ar Telecom and accepted by the Customer ("Commercial Proposal"), the Service Levels for Communications and Equipment Servicing and these General Conditions constitute the agreement between the parties ("Agreement").

2. Services

- 2.1. Voice Access - is the interpersonal voice communications service based on numbers from the national numbering plan assigned to Ar Telecom that allows the Customer to make and receive national and international calls to and from both geographic and non-geographic numbers, including access to emergency numbers. Subscription to this

service may require the acquisition of specific equipment or accesses, under the terms of the Form.

- 2.2. Meet IP - is the service that provides the Customer with a virtual telephone exchange. Subscribing to the service requires a subscription to Ar Telecom's Voice Access Service.
- 2.3. Special Numbering - is the interpersonal voice communications service that allows the redirection and delivery of calls to geographically dispersed service points, made from any national fixed or mobile network, to a non-geographic number. Without prejudice to new services that may become available, as well as any changes imposed by alterations to the National Numbering Plan, this service makes available, at least, the following special number options:
 - (a) 800: in this option the caller does not pay for outgoing calls, regardless of whether they originate from a mobile or fixed network, inside or outside the area code (national calls), with the Customer bearing all the cost.
 - (b) 808: in this option the caller pays per call only one PT local call cost, regardless of whether the call originates from a mobile or fixed Network Termination Point, with the remainder of the call cost being borne by the Customer.
 - (c) 707: this option is only available for calls to national fixed termination points, where the caller incurs a fixed cost per call which is usually higher than the cost of national fixed termination point calls.
 - (d) 76X: in this option, only available for calls destined to national fixed Network Termination Points, the caller pays a call cost fixed by ANACOM regardless of whether the call originates from a mobile or fixed network inside or outside the area code (national calls).
- 2.4. Interactive - Ar Telecom provides the following interactive services:

- (a) VMS: the VMS (voice message service) is a service for sending mass voice calls, with a pre-defined message, to a database of telephone numbers (national, international, fixed or mobile numbers).
 - (b) SMS: SMS (short message service) is a service for sending mass text messages to a predefined telephone database.
 - (c) Click&Talk: the Click&Talk Service is a service that allows visitors to a website to be contacted by the company within a few seconds, without incurring any cost.
 - (d) Quickpay: the Quickpay Service is a service that allows you to receive micro-payments for online content by making a phone call to a number in the 76X range.
- 2.5. Ethernet Access: is the service of transporting data between various geographically distinct Network Termination Points through high speed fibre optic data links using Ethernet technology. The links may be point-to-point, point-to-multipoint and/or multipoint-to-multipoint.
- 2.6. Virtual Private Networks (VPN): is the Service that implements virtual private networks, enabling secure and effective communication between several geographically distinct Network Termination Points. The service uses Ethernet, xDSL or IP circuits for local access, and may support other access technologies.
- 2.7. Internet Access: is the service that enables the Customer to access the Internet network with the characteristics defined in the Form. Internet network access can be exclusive to a Network Termination Point or it can be a centralised access in a specific Network Termination Point or in Ar Telecom's network and shared by several locations interconnected through the VPN or Ethernet service. The provision of the Internet Service may require specific technical conditions as well as the acquisition of equipment that will be detailed in a commercial proposal to that effect.

- 2.8. MeetIP Start: the service includes voice access and the functionalities of the MeetIP service.
- 2.9. SmartOffice: the service includes voice access, the functionalities of the MeetIP service and Internet access.
- 2.10. Ar Telecom will not apply under the Agreement general requirements or conditions for access to or use of the networks or services which are different for Customers on the grounds of their nationality, place of residence or place of establishment, except where the different treatment is objectively justified, namely on the basis of differences in costs and risks.

3. Service subscription

- 3.1. When signing the Contract, the Customer undertakes to provide the respective corporate and tax identification data truthfully, correctly and up to date, being civilly and criminally liable for the information provided.
- 3.2. For the purposes of data verification, Ar Telecom may require the display of the identification document(s) of the legal representative(s) binding the Customer, as well as the confirmation of the respective powers.

4. Provision of Services

- 4.1. Ar Telecom guarantees the Customer access to the Services, in terms of equality, transparency and non-discrimination, in accordance with the applicable legislation, upon payment of the applicable prices and in accordance with the commercial conditions established between the parties and with the technical constraints existing for each type of Service.
- 4.2. Ar Telecom ensures the provision of the Services in a professional and competent manner, and with the quality measured by the service levels ("SLA") defined in Service Levels for Communications and Equipment Servicing and with the values set out in the Form, except in the situation

of interruption set out in clause 7, any technical or legal impossibility attributable to third parties or situations not controllable by Ar Telecom that may be included in the concept of force majeure, namely, armed conflicts, civil insurrections, terrorist acts, governmental decisions, pandemics or natural disasters.

- 4.3. For the purpose of accessing and using certain Services, Ar Telecom will provide a unique user code and create a password for each customer, which may be changed by the customer at any time.
- 4.4. The aforementioned identification elements (user and password) are non-transferable and may not be the object of any type of commercialisation or cession of use to third parties, with the Customer assuming full responsibility for the respective use and safeguarding.
- 4.5. Customer acknowledges and accepts that Ar Telecom is not responsible for internal or external intrusion attempts on Customer's network and will alert Ar Telecom as soon as possible when such attempts occur.
- 4.6. Customer acknowledges and accepts that Ar Telecom cannot guarantee the technical quality of the conditions of interconnection of its network with other networks, national and international, that support the Services, when these are ensured through equipment that is not directly controlled by Ar Telecom.
- 4.7. Ar Telecom may add new features to the Services without prior notice to the Customer, provided that all the features originally contracted for are maintained.
- 4.8. If, for a reason not attributable to the Customer, any of the Services provided by Ar Telecom remains unavailable for a period exceeding twenty-four (24) hours, consecutive or accumulated per billing period, Ar Telecom, regardless of the Customer's request, will credit the Customer with an amount equivalent to the price that would have been due by the Customer for the provision of the relevant Service during the period it remained unavailable.

- 4.9. The period of 24 (twenty-four) hours referred to in the preceding paragraph shall be counted from the moment Ar Telecom becomes aware of the unavailability situation or is informed by the Customer.
- 4.10. The Customer will be reimbursed by Ar Telecom for the costs it has incurred in connection with the unavailability of service for which it is not responsible.
- 4.11. The deduction or reimbursement to which the Customer is entitled will be made by credit on the next invoice issued by Ar Telecom or, having terminated the contractual relationship without such credit having been processed, by reimbursement by any direct means, namely bank transfer, within 30 (thirty) days after the date of termination of the contract.
- 4.12. The unavailability of the service which, after reported to Ar Telecom, lasts longer than 15 (fifteen) days, gives the Customer the right to terminate the Contract at no cost.

5. Service activation

- 5.1. Unless otherwise stated in the Form or the Commercial Proposal, Ar Telecom will activate the Services within 60 (sixty) business days from the date of signature of the Form, unless there is a technical or legal impossibility outside Ar Telecom's control, in which case Ar Telecom will inform the Customer within 5 (five) days from the date in which the impossibility is detected.
- 5.2. The provision of the Services may be subject to previous tests, in which case the Customer will allow such tests and will cooperate with Ar Telecom for such purpose.

6. Use of services

- 6.1. The Customer undertakes to make an appropriate and reasonable use of the Services, as well as not to use the Services (i) to cause damage to third parties or Ar Telecom, (ii) to create, propagate or maintain and

store illegal, improper or defamatory content, (iii) in violation of any general principle of Public Order or any law or regulation in force and/or (iv) in breach of any rule, namely relating to intellectual property rights, industrial property and protection of personal data

- 6.2. The Customer agrees to comply with the Responsible Use of Services Policy ("RUP") available on Ar Telecom's website (www.artelecom.pt) and to regularly check this website for any revisions to the policy.

7. Suspension of services

- 7.1. The Customer acknowledges and accepts that Ar Telecom may suspend the Services if any of the following situations occur: (a) late payment of any amounts owed by the Customer; (b) the Customer violates the conditions of access and/or use of the Services; (c) when the security or integrity of the infrastructure supporting the Services is at stake; (d) if there is reasonable suspicion that the Services are being used by the Customer or a third party for illegal purposes; and (e) technical maintenance.
- 7.2. You acknowledge and agree that Ar Telecom is not liable for any loss of data/information that may result from the suspension of the Service as set out in 7.1.
- 7.3. Where suspensions are, by their nature, foreseeable, Ar Telecom will provide the Customer with adequate prior notice of their occurrence and estimated duration.
- 7.4. Suspensions of Service in the terms indicated in 7.1 will not be counted for SLA measurement purposes.
- 7.5. In cases of suspension of the Services in the situation set out in 7.1(a):
- (a) Suspension may only occur after 20 days of Ar Telecom's notice to the Customer explaining the reason for the suspension and informing the Customer of the means at its disposal to avoid it;

- (b) In the event the Customer is a consumer under the terms of the applicable law, Ar Telecom will issue a prior notice to the Consumer granting him/her an additional 30 days period for payment, under penalty of suspension of the service and possible automatic termination of the Contract, in the event of non-payment of the amounts relating to the provision of electronic communications services stated on the invoice;
- (c) The notice referred to in the previous paragraph is communicated to the Consumer in writing within 10 (ten) days after the due date of the invoice, and must specifically state the consequence of non-payment, namely the suspension of the service and the automatic termination of the contract, and inform him/her of the means at his/her disposal to avoid them;
- (d) If within 10 days of the end of the additional period set out in paragraph (b), the Consumer has not paid or has not entered into a written payment agreement with the company to settle the outstanding amounts, Ar Telecom must suspend the service for a period of 30 days;
- (e) The Service may be terminated for non-payment only where the debt is due and proper notice to the Customer shall be given 8 days in advance;
- (f) The Customer has the option to pay and obtain a discharge for part of the amounts on the invoice(s) for which payment is overdue, and the suspension shall be limited to the Service for which payment is in question, whenever technically possible, except in situations of fraud or systematic late payment.

8. Traffic speeds

- 8.1. Ar Telecom guarantees the equal treatment of all traffic, without discrimination, restriction or interference and regardless of the sender

and receiver of the content accessed or distributed, the applications or services used or provided, or the terminal equipment used.

- 8.2. The Customer expressly acknowledges and accepts that data transfer speed is affected by a number of factors, including the characteristics of the terminal equipment used, the number of applications used simultaneously, the characteristics of the servers used, the capacity of the networks that connect these servers to the Internet and the number of simultaneous users of these servers, so that the access speed that can be achieved by each user at any given time depends on multiple variables beyond the control of Ar Telecom.
- 8.3. Within the scope of the internet service provided as set out in 2.5, 2.6, 2.7 and 2.9, Ar Telecom guarantees the traffic speeds disclosed in Ar Telecom's Conditions of Offer and Use of Electronic Communications Services available on its website (www.artelecom.pt).

9. Terminal equipment

- 9.1. Access to the Services may involve the use by the Customer of terminal equipment rented or otherwise provided by Ar Telecom or sold to the Customer which will be duly identified in the Form.
- 9.2. The equipment rented or otherwise provided by Ar Telecom shall be for the Customer's exclusive use and shall be billed according to the terms and conditions set out in the Form.
- 9.3. The Customer's custody of the equipment rented or otherwise assigned by Ar Telecom obligates the Customer to:
 - (a) Do not attempt to repair, repair or perform any type of intervention on the equipment, leaving its assistance and maintenance under the exclusive responsibility of Ar Telecom;
 - (b) Without written authorisation from Ar Telecom, do not move them in any way from their original installation site, nor modify the

conditions of the site, particularly with regard to power supply or temperature control;

- (c) To allow Ar Telecom technicians or their representatives access to the location where the equipment is located in order to perform tasks related to maintenance, inspection, repair, replacement, or others, by appointment of at least 24 hours;
- (d) notify Ar Telecom immediately in the event of a malfunction; and
- (e) Use the equipment for exclusive connection to Ar Telecom services.

9.4. Regardless of the reason and when the termination of the Service associated with the rented or otherwise transferred equipment by Ar Telecom may occur, the Customer agrees to provide access to the personnel indicated by Ar Telecom to dismantle and remove the equipment, on a date to be agreed upon, no later than 5 days after Ar Telecom's request to the Customer.

9.5. Where: (a) as a result of misuse, unauthorised repair or attempted repair or alteration of the condition of the installation; (b) loss; or (c) if for any reason Ar Telecom is prevented from collecting in perfect working order the equipment rented or otherwise provided to the Customer, Ar Telecom shall be entitled to invoice, on a cash basis, the respective replacement value.

9.6. The ownership of the terminal equipment sold by Ar Telecom will pass to the Customer upon full payment of the price, transferring the risk on the date of its installation.

10. Technical support

10.1. Ar Telecom ensures the Customer a permanent customer service, disclosed on its website (www.artelecom.pt) for reporting faults and requesting technical support and changes to the Services.

10.2. Ar Telecom shall ensure the repair of breakdowns that occur in the provision of the Services and the maintenance and repair of the

infrastructures and equipment used in accordance with the service levels set out in the Form.

- 10.3. The Customer agrees to inform Ar Telecom immediately if it detects any anomaly or malfunction in the Services.
- 10.4. The Customer undertakes to cooperate with Ar Telecom in the identification of any anomaly or malfunction, in order to allow its rapid correction when requested by Ar Telecom.
- 10.5. Ar Telecom agrees to agree with the Customer the date and period necessary for the repair, whenever this requires access to the installation site.
- 10.6. The Customer acknowledges and accepts that Ar Telecom may record the contacts established for the Technical Support Service for quality control purposes and keep the recordings for the legally prescribed period.

11. Copyright and Industrial Property

- 11.1. All copyrights and industrial property rights in the technical specifications, software, manuals, or any other material provided by Ar Telecom to the Customer belong exclusively to Ar Telecom or its licensor.
- 11.2. The Customer agrees not to make any unauthorized use of the software, manuals and other materials referred to above, namely, not to decompile, reproduce or in any way alter or transmit them to third parties, as well as not to develop other products that incorporate the contracted software, and the Customer shall be liable to Ar Telecom for any damages that it may suffer as a result of the violation of these obligations.
- 11.3. The Customer undertakes to follow the instructions given to it by Ar Telecom regarding the use of trademarks or other rights owned, directly or indirectly, by Ar Telecom.

12. Responsibilities

- 12.1. The Customer is responsible for compliance with the obligations arising from this Agreement, even if the Services are intended to be enjoyed by a third party.
- 12.2. The Customer assumes sole responsibility for any consumption arising from anomalous or fraudulent traffic originated or processed by itself through the network and other systems of Ar Telecom, and is obliged to pay Ar Telecom and, if applicable, its partners all charges or losses resulting therefrom.
- 12.3. The Customer assumes sole responsibility for any damages suffered by it or third parties as a result of the installation or use of unauthorised or licensed versions of software or other content on equipment or systems affected by the Services.
- 12.4. The Customer assumes sole responsibility for the security and integrity of its network and equipment, as well as for the files, backup copies, programs and/or content that it hosts on Ar Telecom's infrastructure during the use of the Services, being obliged to indemnify for any damages caused by their improper use.
- 12.5. The Customer is responsible for the control and administration of the IP address pool assigned to it by third parties.
- 12.6. The Customer is responsible for regulating relations between itself and each of the authorised users, and must inform them of the obligations and rights that fall upon it under the Contract.
- 12.7. The Customer undertakes to ensure free access to Ar Telecom technicians, or its partners duly identified, to the installation sites and on the dates previously agreed between the parties, to:
 - (a) The installation and connection of the Services;
 - (b) On-site technical assistance;

(c) Dismantling and collection of equipment and materials owned by Ar Telecom, in the event of termination of the contract.

12.8. The Customer must be present at the site when Ar Telecom picks up the equipment. However, their absence will not prevent the scheduled work from being carried out.

12.9. Ar Telecom may only be held liable for damages or losses directly or indirectly attributable to you by way of willful misconduct or gross negligence and shall not be liable for loss of revenue or profits or any extraordinary loss resulting from damage caused by the fault of the Customer or any third party.

12.10. Ar Telecom undertakes to publish and provide the customer with comparable, clear, complete and updated information on the quality of the services provided, in compliance with ANACOM's regulations on this matter.

12.11. The Customer must inform Ar Telecom if it becomes a micro, small or non-profit organisation.

13. Customer data

13.1. The Customer's corporate and tax identification data will be compulsory, except when indicated that they are optional, being its communication a legal and contractual obligation and a necessary requirement for the conclusion of the Contract, having as a consequence of its refusal to provide such data the impossibility to conclude the Contract.

13.2. The Customer undertakes to provide and keep updated its corporate and tax identification data truthfully, correctly and completely.

13.3. The Customer undertakes to inform Ar Telecom of any change in its corporate and tax identification data, namely, change of company name, address/head office, demerger, merger, insolvency or Special

Corporate Revitalisation and Recovery Process or similar, within 10 days from the date of the respective change.

14. Personal details

- 14.1. The personal data provided by the Customer under the Agreement ("Personal Data") will be processed by Ar Telecom for the following purposes: (a) performing the necessary pre-contractual diligence to process the Customer's request; (b) execution of the Agreement to which the Customer is a party; (c) compliance with the legal obligations to which Ar Telecom is subject; (d) pursuing Ar Telecom's legitimate interests, namely preventing fraud and abuse of the Customer's use of the services; and (e) communicating new products, marketing campaigns, promotions and sending informative newsletters.
- 14.2. Ar Telecom may disclose Personal Data to third parties if necessary to comply with legal obligations to which it is bound, namely to the National Communications Authority (ANACOM), the National Commission for Data Protection, the Tax Authority or judicial entities.
- 14.3. Ar Telecom undertakes to keep the Personal Data during the term of the Agreement and, upon termination, for the period necessary to comply with legal obligations to which it is bound, destroying them afterwards.
- 14.4. Ar Telecom undertakes not to transfer Personal Data outside the territory of the European Union. If Ar Telecom outsources service providers located outside the European Union, it will choose those established in countries with an appropriate legal framework.
- 14.5. Data subjects shall have the right to request access to personal data concerning them, as well as to rectify, update, erase, limit or oppose the processing of such data, and also the right to data portability, within legal limitations, and the right to lodge a complaint with a supervisory authority. However, the exercise of these rights may, in some cases, make it impossible for Ar Telecom to perform the Agreement.

- 14.6. Data subjects may contact Ar Telecom at dpo@artelecom.pt for further information on how their personal data are processed.
- 14.7. The Customer represents, in relation to the Personal Data provided by it to Ar Telecom under the Contract, that it has provided to the said owners all the necessary information mentioned in this clause and that it has obtained their consent for the processing in the terms indicated in 14.1.

15. Complaints

- 15.1. If you wish to make a complaint in relation to the provision of the Services, you must notify Ar Telecom by post or e-mail as set out in clause 24 within thirty (30) days of becoming aware of the facts giving rise to the complaint.
- 15.2. The complaints will be registered/typed by Ar Telecom, which will analyse them and reply to the Customer within a maximum period of 20 (twenty) days from the moment they are received.
- 15.3. Claims made by the Customer shall not entitle the Customer to withhold payment of any invoices.

16. Duration

- 16.1. The Contract will enter into force on the date of signature of the Form and will last, from the effective date of activation of the Services, for the period indicated in point 9 of the Form, after which, in the absence of any notice of termination by the Parties, the services will continue to be provided indefinitely.
- 16.2. The time mentioned in the previous number is associated with an amount calculated under the terms of point 9 of the Form that will always be due in case of breach of contract by the Customer or in case of early termination of the contract by its own initiative.

- 16.3. Where the Customer is a Consumer or a micro, small business or non-profit organisation that has not waived the application of the items set out in section 13 of the Form, the scope of the Contract may not provide for loyalty periods more than 24 months.

17. Invoicing and prices

- 17.1. The Services will be invoiced from the effective date of their installation/activation.
- 17.2. Ar Telecom will bill the Customer on a monthly basis for the provision of the Services, the amount set out in the Form plus any extra resources or additional services that may be contracted by the Customer over the term of the contract. All amounts shall be subject to VAT at the legal rate in force, unless otherwise expressly indicated.
- 17.3. Invoices issued in respect of early termination and which include the collection of any amount owed by the Customer will be issued for prompt payment.
- 17.4. At the beginning of each new calendar year, the prices charged will be updated based on the average annual variation rate of the Consumer Price Index, as published by the National Institute of Statistics with reference to the previous year.
- 17.5. Ar Telecom reserves the right to change, extraordinarily, with a 30-day prior notice communicated by email, the prices charged whenever the market conditions so justify, namely in cases of change of interconnection prices or others.
- 17.6. Detailed invoicing is available free of charge on the website: www.artelecom.pt. Access will be limited to the customer, the data owner, through the mechanisms set out in 4.3
- 17.7. Ar Telecom sends the detailed invoice in paper format upon express request of the Customer, who assumes the cost of printing and shipping.

18. Payments and late payments

- 18.1. The Customer undertakes to pay the total value of the invoices issued by the date indicated therein by means of the payment methods agreed upon between the parties.
- 18.2. Payment may be made directly to Ar Telecom or to the entity(ies) contracted by Ar Telecom for this purpose and indicated to the Customer.
- 18.3. In the event of failure to make payments within the established period, Ar Telecom reserves the right to charge interest on late payments at the applicable legal rate.
- 18.4. Any complaints by the Customer shall not entitle the Customer to withhold payment of any invoices and such complaints shall be settled as described in clause 15 and without prejudice to clause 7.5(f).

19. Pledge

Ar Telecom may require the Customer to provide or reinforce guarantees, namely in the form of a bond, to safeguard the fulfilment of its contractual obligations, namely payment of charges and eventual indemnities whenever necessary.

20. Resolution

- 20.1. In the event of non-performance or defective performance by either party of its obligations under the Contract, the other party may notify the party in default by one of the means specified in clause 24 that it intends to terminate the Contract, giving it a period of not less than 15 (fifteen) days to remedy the breach.
- 20.2. If the party in default does not remedy the breach within the period allowed under the preceding paragraph, the other party may terminate the contract by one of the means specified in clause 24.

- 20.3. Ar Telecom's exercise of the right of termination shall be without prejudice to its right to collect any payment due by the Customer under the Contract, including amount of commercial advantages granted and default interest.

21. Early termination of the contract

- 21.1. You may terminate this Agreement at any time by giving not less than 30 days' notice to Ar Telecom by one of the means specified in clause 24.2.
- 21.2. Early termination shall not relieve the Customer from any payment due under this Agreement, including amount of commercial advantages granted and interest on arrears.
- 21.3. The early termination of the contract does not prejudice the verification of civil or criminal liability for acts occurring during the use of the Services by the Customer.
- 21.4. If the Customer is a Consumer or a micro, small or non-profit organisation, Ar Telecom will not require the Customer to pay any charges related to the breach of the binding period in the event of a change in the Customer's permanent place of residence, if Ar Telecom cannot ensure the provision of the contracted service or equivalent service, namely in terms of characteristics and price, at the new address.
- 21.5. In addition to the provisions of the preceding paragraph, if the Customer is a Consumer, Ar Telecom shall not require the Customer to pay any charges relating to the breach of the binding period in the event of:
- (a) Unforeseen move of the permanent residence of the Customer holding the Contract to a third country;
 - (b) Unemployment of the Customer holding the Contract, caused by dismissal on the initiative of the Employer for a reason not imputable to the employee, which implies a loss of the monthly disposable income of the Consumer;

- (c) Permanent or temporary incapacity for work lasting more than 60 days, of the Customer, namely in the event of illness, resulting in a loss of the Customer's available monthly income.

22. Suspension and termination of Consumer contracts

22.1. If the Customer is a Consumer, the Contract will be suspended if one or more of the following situations occurs:

- (a) Loss of the place where the Services are provided;
- (b) Change of the Customer's residence to outside the national territory;
- (c) Client's absence from home due to serving a prison sentence;
- (d) Absence from home due to incapacity, long-term illness or dependency on care provided or to be provided by a third person; and
- (e) Unemployment or sick leave on the part of the Customer.

22.2. In the situations referred to in clause 22.1:

- (f) There will be no charge to the holder of the Contract, namely related to its early termination;
- (g) The suspension of the Contract shall continue for the duration of the justification;
- (h) The suspension is operated by a communication from the Contract Holder or his representative, accompanied by a document proving the situation invoked.

22.3. If the Contract is suspended for more than 180 days, it shall be terminated at the request of the Contract Holder or his representative.

23. Statement of supply contracts

Under article 125 of the Municipal Property Tax (IMI) Code, which determines the obligation of entities supplying water, energy and landline telephone service to communicate to the Tax and Customs Authority (AT) the contracts entered into with their Customers, as well as any changes thereto, the customer must accurately respond to the property identification information requested, on the website www.artelecom.pt/cliente/AT.

24. Communications and notifications

24.1. All communications and notices to you will be made (a) by post to the address set out in the Form or (b) by email to the contact details set out in the Form or such other contact details as you may provide.

24.2. All communications and notices to Ar Telecom shall be sent by post to the address set out in clause 1.1 or by email to artelecom@artelecom.pt or such other address as Ar Telecom may specify.

25. Applicable law and jurisdiction

This Agreement is governed by Portuguese law. All disputes arising out of or in connection with this Agreement shall be settled by the Judicial Court of the District of Lisbon, expressly waiving any other jurisdiction.

26. Final provisions

In case of conflict between the documents that integrate the Contract, the content of the documents shall prevail in the following order: Commercial Proposal, Form, Addenda, General Conditions.