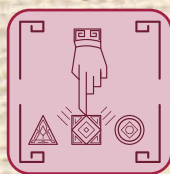


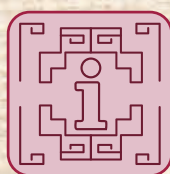
Minimum Rights Charter for Users of Telecommunications Services

Language Version  English



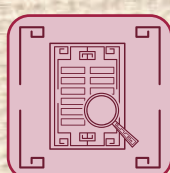
Freedom of choice

You have the right to choose the service, provider, equipment, or device you wish to contract, as well as the package, plan, rate, and payment method, without being required to purchase additional services.



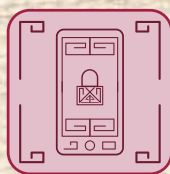
Access to Information

You have the right to be informed, through physical, electronic, digital, or any other available technological means, about the characteristics of the rate, plan, or package you contract; the total amount payable; the terms and conditions of the contract; and the procedures for subscribing to telecommunications services.



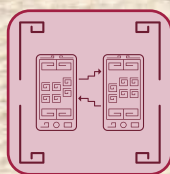
Clear, Fair, and Equitable Contractual Conditions

The contract may only be modified with your consent and must be authorized and registered with Profeco.



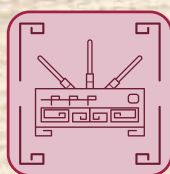
Unlocking of Terminal Equipment

You have the right to request and obtain the unlocking of your terminal equipment free of charge, without being required to meet additional conditions beyond submitting your request, once the contract term has ended, the equipment has been fully paid for, or the initial subscription period has expired. The provider must also supply the corresponding unlocking code.



Telephone Number Portability

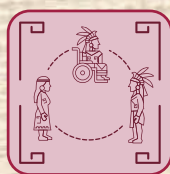
You have the right to switch telecommunications providers free of charge while keeping your existing telephone number. Upon requesting number portability, your telephone service will be automatically cancelled; however, any other contracted services will remain active unless otherwise requested.



Terminal Equipment and warranties

You have the right to be informed whether your own terminal equipment, or the equipment provided by the supplier, has been certified and approved to receive telecommunications services.

The warranty provided for terminal equipment must not be less than 90 days. If the equipment requires repair under warranty, the period during which the equipment is being repaired shall not be deducted from the warranty period.

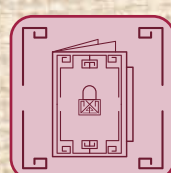


Accessibility and Non-Discrimination

You have the right to receive services from providers under equal conditions and without discrimination of any kind that undermines human dignity.

Persons with disabilities have the right to receive assistance and guidance on equal terms and to access mechanisms that enable them to enter into service contracts.

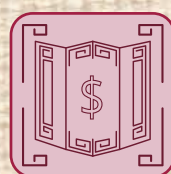
Providers must have accessible facilities, trained personnel, accessible information, websites, and equipment to adequately serve persons with disabilities.



Personal Data Protection and Privacy

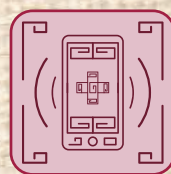
You have the right to have your personal data protected by the provider, who must make its Privacy Notice available to you.

Your information may only be transferred to third parties with your consent. Likewise, promotional calls regarding additional services or advertising may only be made with your prior authorization.



Billing

You have the right to receive, free of charge and in an itemized format, your invoice, account statement, receipt, or proof of payment for telecommunications services and, where applicable, for any terminal equipment purchased. You must also be informed of the methods available to consult your account statement and usage details.



Theft, Loss, and Emergency Services

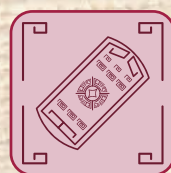
You have the right to access mechanisms for reporting the theft or loss of your equipment and for reporting the duplication of your device's IMEI number. You also have the right to access emergency services through the 911 number free of charge.



Free Customer Support

You have the right to access, free of charge, a telephone or electronic customer service system operated by the provider, available 24 hours a day, 365 days a year.

The provider must resolve complaints submitted through any of its customer service channels within a period not exceeding 15 calendar days.



Play Television Services

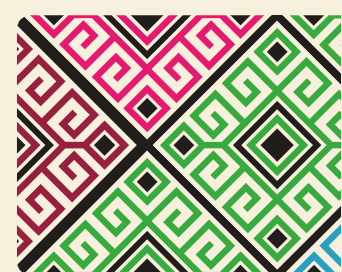
You have the right to receive free-to-air television signals at no additional cost, to request the blocking of content, applications, or services, and to receive parental control services upon request.



 /ProfecoOficial
 @profeco
 @profecooficial

 @Profeco
 @AtencionProfeco

Teléfono del
consumidor
55 5568 8722 - 800 4688722



Economía
Secretaría de Economía

Profeco
Procuraduría Federal
del Consumidor