

General Terms and Conditions of United Telecom for Consumers

The United Telecom NV (“United Telecom”) general terms and conditions apply to all United Telecom services and Customers. For each individual service, specific conditions with service-specific provisions also apply, which can be found on the United Telecom website (www.united-telecom.be), and the Customer, as well as the current general terms and conditions, declares to have read and accepted them by the written signing of the order form or by the electronic confirmation of the Customer's completed order form on the United Telecom website (www.united-telecom.be). In the current general terms and conditions, the following are meant:

DEFINITIONS

ADSL/internet services: The Internet service and additional services provided by United Telecom.

Agreement: The contractual relationship between the Customer and United Telecom regarding the purchase of the Products and/or the use of the Services. The Agreement includes the general terms and conditions and, if applicable, the Subscription Request, the selected Tariff Plan, and, if applicable, the specific conditions and technical specifications

Content: The information made available to the Customer via the internet (public networks), intranet (corporate networks), or other applications, regardless of the identity of the content provider.

Customer: The Consumer who uses the Services and/or purchases a Product.

Customer, You, Your: The natural person, legal entity, or de facto association with whom United Telecom concludes this agreement, including any person acting or whom we reasonably believe to be acting with Your authorization or knowledge.

Data services: Mobile Services offered to the Customer by United Telecom, allowing the Customer to access the internet (public network), intranet (corporate networks), or other applications (BlackBerry, WAP, MMS, SMS) via the network using a mobile phone.

General terms and conditions: These current General terms and conditions, the text of which is available from United Telecom and the Stores, and can be consulted at www.united-telecom.be.

Specific conditions: It is possible that specific conditions apply to certain Services that deviate from the General terms and conditions. In such cases, these specific conditions will be communicated to the Customer before the conclusion of the Agreement and will form part of the Agreement. The text of the Specific conditions, like the General terms and conditions, is also available from United Telecom and the Stores, and can be consulted on the website of the relevant product via www.united-telecom.be.

Mobile Services: The mobile telephony service and additional services provided by United Telecom.

Prepaid call value: The prepaid call value that the Customer grants access to certain Mobile Services by using their SIM card, up to the amount of this prepaid value, for which no invoice is issued.

Invoice: The descriptive statement of the costs and fees related to the Service(s) provided or to be provided to You by United Telecom and, if applicable, the equipment sold by United Telecom in the context of the Agreement. An invoice, which United Telecom is required to issue to certain Customers in accordance with Belgian VAT legislation, includes a confirmation of the existence of a

monetary claim against the Customer. The Customer must provide their VAT number. The articles applicable to the Invoices also apply to the Invoice.

Product(s): The collective name for one or more products that the Customer purchases or is made available by United Telecom.

Services: The set of services (Mobile and/or ADSL/Internet and/or Telephony) to which the Customer subscribes.

SIM card: The chip card provided by United Telecom to a Customer, which must be inserted into the Customer's mobile phone to use the mobile telephony network.

SMS: Short text messages of up to 160 characters that the Customer can send and receive via their mobile phone.

Store: Any physical sales point or store that distributes Services and/or Products from United Telecom.

Subscription: The Agreement by which the Customer uses one or more Services for a specified or unspecified duration. The formula where a flat monthly call value is charged through an invoice is also considered a Subscription.

Subscription Request: The request form filled in and signed by the Customer, requesting the provision of the Services by way of Subscription.

Tariff Plan: The tariff plan chosen by the Customer from the tariff list at the time of entering into the Agreement or thereafter. The various Tariff plans for the different Services can be consulted at the Distributors and the Customer service of United Telecom.

Telephony Services: The fixed telephony service and additional services provided by United Telecom.

United Telecom: United Telecom NV, Wingepark 5B bus 302 3110 Rotselaar, RPR Leuven BE0446 133 484.

United Telecom Network: The communication network operated or used by United Telecom that enables United Telecom to provide its services.

TERMS AND CONDITIONS

All mentioned rates are exclusive of VAT, and prices become official only when an agreement is signed. Once usage within a bundle reaches its maximum allowed limit, any additional usage above that limit will be charged at PAYGO rates, up to a predetermined call cap. This call cap is a limit to prevent high bills and is set to €50 incl. VAT by default. If You wish to increase or decrease the call cap for Your bundle, please contact us at info@united-telecom.be. Setting a call cap of €0 means that all national usage exceeding the bundle will be automatically blocked, and all INTL calls/sms, Premium VOICE/SMS, and other usage not included in the bundles will be blocked. If You reach the maximum allowed amount of Your bundle during the billing period, You can also opt for our flexible Extra Data and Call Bundles. Calls to 0900 numbers and satellite services are allowed, up to the call cap level. If You want to block 0900 or satellite calls, please contact us at info@united-telecom.be. All international calls will be billed based on our fixed international rates. For more information, please contact us at info@united-telecom.be. Roaming in Zone 1 is included in Your national bundle under the "Roam Like Home" principle. National Fair Use Policy applies to usage within Zone 1. Business rates are strictly private and confidential, calculated based on the data provided by the Customer. If a bundle is activated after the start of the billing period (1st of the month), bundles will not be prorated for allowed quantity or rate. Add-on plans are also not prorated. Subject to the applicable United Telecom agreement. If United Telecom determines that Your use of the services violates any of the applicable terms or policies as stated in the Agreement and Fair Use Policy, we may, at our discretion, suspend, modify, terminate, or restrict Your service. Failure by United Telecom to enforce any of the terms or restrictions of its service offerings does not constitute a waiver of United Telecom's right to enforce those terms or restrictions. United Telecom reserves the right to enforce all terms and restrictions at any time.

United Telecom mobile services may not be used to establish a connection that violates Belgian, European, or international legislation. You also commit to using United Telecom's mobile services solely for legitimate purposes that do not contravene public order and are in line with generally accepted norms and practices. Prices, charges, promotions, options, restrictions, and conditions are subject to change and may be modified, discontinued, or terminated at any time with 30 days' notice. United Telecom mobile services exclusively for legitimate purposes that are not in conflict with public order and in accordance with generally accepted norms and practices. Prices, costs, promotions, options, limitations, and conditions are subject to change and can be modified, suspended, or terminated at any time with 30 days' notice.

1. Scope of the general terms and conditions and composition of the Agreement

1.1 These general terms and conditions describe the entirety of the rights and obligations between the Customer and United Telecom regarding the service(s). The Customer declares to have been sufficiently informed about the content of these general terms and conditions and the characteristics of the United Telecom service(s) and acknowledges having received and accepted these general terms and conditions. You can always consult a recent copy of the general terms and conditions on www.united-telecom.be or upon request to United Telecom Customer service.

1.2 In addition to the general terms and conditions, the Agreement also includes the order form, the specific terms and conditions, the contractual terms, and any provisions referred to in these general terms and conditions or the order form, as well as any written modifications to the Agreement.

1.3 All prior oral or written agreements, communications regarding the Agreement and/or the service(s) are deemed non-existent and replaced by the Agreement.

1.4 The Customer may not modify or replace the Agreement under any circumstances unless otherwise agreed upon in writing.

2. Conditions for the Conclusion and Execution of the Agreement.

2.1 Subscription

2.1.1 The Customer who wishes to have access to the Services must:

- a. Either submit their original Subscription Request to United Telecom or to a Store.
- b. Or send their original Subscription Request, along with a photocopy of the information mentioned in point 2.1.2, to United Telecom by mail within three (3) working days after the activation of the Subscription.

2.1.2 United Telecom reserves the right to consider a Subscription Request invalid if it is not accompanied by the following documents:

a. For natural persons:

- The original valid Belgian identity card or passport or, if applicable, the original identity card for foreigners issued in Belgium;
- A proof of permanent residence or domicile in Belgium, if not evident from the above-mentioned documents;

b. For legal entities:

- The publication of the articles of association and any subsequent amendments in the Belgian Official Gazette, proof of the identity of the natural person representing the legal entity, and proof of their authority to represent it;

c. For non-incorporated companies and (de facto) associations:

- A certified copy of the articles of association and any subsequent amendments of the company or association, proof of the identity of the natural person representing the company or association, and proof of their authority to represent it;

d. For authorized representatives:

- A proof of their identity and authorization;
- Depending on the case, the documents mentioned in point 2.1.2(a), point 2.1.2(b), or point 2.1.2(c).

2.1.3 United Telecom may request the Customer to provide additional documents that substantiate the creditworthiness of the Customer.

2.1.4 United Telecom may refuse to comply with a Subscription Request or a request for the activation of an additional Service if, among other things, (i) the Customer fails to comply with their obligations arising from another agreement with United Telecom, or (ii) access to the Service cannot

be achieved under satisfactory technical conditions, or (iii) if the Customer is listed in the files mentioned in Article 13.

2.1.5 United Telecom has the right to request the payment of a deposit or advance from the Customer before accepting the Subscription Request and/or during the term of the Agreement. A deposit may be requested when the credit check conducted prior to accepting the Agreement and the objective data provided by the Customer indicate that the Customer cannot afford intensive calling behavior financially. The maximum amount that United Telecom can request as a deposit is 186 euros incl. VAT per mobile phone connection, 150 euros incl. VAT per fixed phone connection, and 150 euros incl. VAT per ADSL/Internet connection. A paid deposit will be refunded to the Customer who fulfills their contractual obligations starting from the third month after the date of payment of the deposit to United Telecom, by means of offsetting between the amount of the refundable deposit and the invoices due from the Customer. During the execution of the Agreement, United Telecom may request an advance when it appears that the Customer is using one or more Services in a manner that could result in high billing. The maximum amount that United Telecom can request as an advance is the amount that has not been paid at the time the advance is requested. This amount can be checked with United Telecom Customer Service. A paid advance will always be offset against the next invoices to the Customer and will not accrue interest. The Customer can obtain more information from United Telecom Customer Service regarding the cases in which a deposit or advance may be requested.

3. Entry into force and minimum duration of the agreement

The agreement comes into effect on the day of installation or activation of the service. The agreement is concluded for a period specified on the order form or the order form, with a minimum duration of one (1) year. On the expiry date of the minimum duration of the agreement, the agreement is automatically extended for an indefinite duration. The termination conditions are explained in Article 7 of the general terms and conditions.

4. Obligations of United Telecom

4.1 United Telecom undertakes to use its expertise and care to provide the Customer with uninterrupted services of the best possible quality, in accordance with legal, regulatory, and contractual requirements. United Telecom makes every effort to resolve any interruptions, malfunctions, or repairs as quickly as possible.

4.2 Notwithstanding the foregoing, You have the right to terminate the Agreement free of charge or request a credit for the subscription fee for the duration of the above-mentioned interruption in the event of continuous malfunctions or interruptions, unless this malfunction is due to Yourself or another operator.

4.3 Repairs to Customer equipment (unless otherwise agreed) and repairs resulting from Your incorrect use will be carried out at Your expense.

5. Fees and costs

5.1 The fees and charges owed by the Customer for the services are stated in the order form or the order form and can also be found on the United Telecom website (www.united-telecom.be). A detailed overview of all rates and costs can also be found on the United Telecom website (www.united-telecom.be).

5.2 United Telecom has the right to adjust its prices and rates once a year according to the consumer price index. In the event of an adjustment, You will be informed one month prior to its

implementation. You accept that this notification may be sent by email or through Your invoice and acknowledge that this constitutes sufficient, proper, and individual notification. In the event of an adjustment, You have the right to terminate the agreement free of charge and in writing no later than the last day of the month following the receipt of the first invoice after the adjustment comes into effect. The price adjustment will be made according to the following formula: new price = old price

5.3 Installation fee and activation cost

5.3.1 The Customer can choose between different installation types. Information about the activation cost and the different installation types can be found on www.united-telecom.be.

Depending on the chosen installation method, a different installation fee will be charged.

5.3.2 The price for equipment sold by United Telecom, including but not limited to adapters, network cables, Fritzbox modems, Speedtouch modems, power strips, etc., is not included in the installation fee unless otherwise agreed upon.

5.3.3 If the Customer has chosen a self-installation method or in the absence of necessary installation (activation by United Telecom is sufficient), the Customer is assumed to be correctly connected from the moment of activation.

5.3.4 If the Customer does not have an existing and functioning connection and requests United Telecom to provide one, the costs will be determined in mutual agreement between the Customer and United Telecom, prior to the works.

5.3.5 The Customer declares to possess all necessary licenses for the software on the end equipment. United Telecom bears no responsibility whatsoever for the software already installed on the Customer's end equipment.

5.4 Subscription fee

5.4.1 The subscription fee is due from the first day of connection to the United Telecom network until the last day of the connection. The Customer shall pay the subscription fee monthly and in advance via bank direct debit within 14 days of the invoice date. As long as the bank direct debit (via SEPA) is not operational, the invoices must be paid by bank transfer within the same period. The subscription fee remains payable even if the Customer does not use the service, for example, in case of equipment defects or problems.

5.4.2 These invoices are sent to You or are available at the email address or billing address provided by You. United Telecom reserves the right to provide invoices exclusively via email.

5.4.3 Upon Your request, a duplicate or more detailed version of Your invoice will be provided. United Telecom reserves the right to charge a fee for such duplicate. The cost for requesting a duplicate by post is 7€ including VAT, and it will be invoiced on the next invoice.

5.4.4 The invoice is addressed to You or to a designated paying third party. If this paying third party fails to fulfill their obligations, it does not release You from Your payment obligation. The paying third party does not acquire any right to the connection.

5.4.5 The invoices are payable no later than the due date specified on the invoice. In the absence of a due date, the invoice is payable within 24 hours of receiving the invoice.

5.4.6 Payment must be made to the bank account specified by United Telecom, with the structured communication provided, unless otherwise agreed upon with You. If payment is not made to this bank account or with no or different reference than the invoice, it will be offset against the oldest invoice unless otherwise agreed upon.

5.4.7 The invoices also mention "third-party service billing pursuant to Circular no. E.T. 109.696 (AOIF No. 50/2009)". This third-party consumption or services from third parties are invoiced and collected by United Telecom, but for any complaints, You must contact the third party directly.

5.5 Non-payment

5.5.1 In the event of non-payment by the due date, United Telecom will send You or the designated paying third party one or more reminders by email or post. In the case of 2 or more outstanding amounts, You are liable for reminder costs amounting to 10 euros including VAT to United Telecom. If payment is not made within 7 days after the due date, Your access to internet and telephone will be suspended. After payment of the overdue balance, the suspension will be lifted. A fee of 30 euros including VAT will be charged for this reactivation and will be invoiced on the next invoice.

5.5.2 Furthermore, invoices that are not paid on time after the termination of services will be increased by conventional default interest at a rate of 10% per annum, calculated from the due date until full payment, as well as a penalty clause of 15% on the outstanding amounts, with a minimum of 50.00 euros including VAT, without prejudice to United Telecom's right to claim a higher compensation upon proof of higher actual damages suffered. The Agreement between the parties is governed by Belgian law. Any dispute relating to the conclusion, interpretation, or performance of the agreement falls within the exclusive jurisdiction of the courts of Bruges.

6. Suspension and termination due to non-performance by the Customer

6.1 If the Customer fails to fulfill their contractual obligations, United Telecom may decide to suspend or terminate the Agreement and the resulting service provision without being liable for any compensation to the Customer. This includes cases of abnormal use or fraud, or if the Customer, without prior agreement with United Telecom, exceeds a monthly usage of 500.00 euros including VAT for more than one month, fails to pay multiple invoices, is in a state of bankruptcy or payment suspension, reaches an agreement with their creditors, is declared insolvent, is liquidated, or if a receiver, interim administrator, debt mediator, or similar person is appointed. In such cases, United Telecom may, without any compensation owed to the Customer, decide to suspend or terminate the agreement automatically and without prior notice. Such measures do not affect United Telecom's right to demand full payment of all outstanding amounts, activation costs, default interest, penalty clauses, and other contractually agreed-upon fees.

6.2 In the case of a mobile or fixed telephony service, United Telecom may limit the mobile or fixed telephony service to a minimum service if You fail to fulfill Your obligations under this Agreement or any other agreement with a United Telecom affiliated company or other United Telecom services. In such a case, it is only possible to receive national incoming calls or other data traffic (excluding calls paid by the recipient), but it is not possible to make outgoing calls or send other data traffic, except for calls to toll-free numbers and emergency services. You will be notified in advance of this measure. This measure does not affect United Telecom's right to demand full payment of all outstanding amounts, activation costs, default interest, penalty clauses, and other contractually agreed-upon fees, and, if applicable, to claim compensation for the damages suffered by United Telecom as a result of Your actions or omissions. The costs incurred for the establishment/cancellation of the minimum service will be borne by the Customer.

7. Termination modalities by the Customer

7.1 The Customer may terminate the Agreement at any time during the minimum duration of the Agreement, without providing any justification, by any written means, upon payment of a termination fee equal to the remaining monthly subscription fees up to a maximum of the end of the 6th month after the day of installation or activation of the service. In the event of termination of the Agreement during the minimum duration by the Customer for a formula without a fixed subscription fee, a termination fee will be charged equal to the average consumption of the past months multiplied by the number of remaining months.

7.2 If the Customer has not terminated the Agreement by any written means no later than one (1) month before the expiration of the minimum period, the agreement will be automatically renewed for an indefinite duration. From that moment, the Customer can terminate the Agreement at any time by any written means, without providing any justification. You will receive written confirmation from United Telecom

7.3 During the minimum duration of the Agreement, You can terminate the agreement immediately and free of charge in case of continuous malfunctions or interruptions (see Article 4.2) and in case of changes as provided in Article 13, or if You are moving to an area where the service is not available, provided that You notify United Telecom at least one month before the moving date and provide United Telecom with proof of the move.

7.4 Upon termination of the agreement, the Customer shall pay to United Telecom all amounts that they owe under the agreement.

7.5 The United Telecom equipment in the possession of the Customer must be returned in good condition to United Telecom, unless the Customer receives other instructions from United Telecom.

8. Liability, Performance, and Obligations of United Telecom

8.1 Customer service is available from Monday to Friday, from 8:30 am to 5:00 pm. Customer service will, to the extent possible, address all issues, questions, and complaints from the Customer regarding the service. Customer service can be reached at the number 016/44 92 31. United Telecom also provides My United on the website www.united-telecom.be for the Customer. It contains frequently asked questions with the correct answers. The Customer also has the possibility to send an email to United Telecom. Finally, the Customer will find all the contact details of United Telecom in Belgium on this space.

8.2 United Telecom cannot be held responsible for services, nor for their billing, when these are offered by third parties and accessible through the United Telecom network, even if United Telecom receives compensation for this in one way or another or if United Telecom would handle the billing for these services on behalf of third parties.

8.3 United Telecom can only be held liable to the extent that it is proven that United Telecom committed a serious contractual error, intentional or gross negligence on the part of United Telecom in the performance of a commitment. The liability of United Telecom is limited to repairing foreseeable, direct, and personal damages that You have suffered, excluding all indirect or immaterial damages such as, but not limited to, business loss, loss of income or profits, loss of Customers or contracts, loss or damage to data or records. In all cases, the liability of United Telecom is limited to the equivalent of 1 month's subscription fee for the relevant service.

8.4 United Telecom cannot be held responsible for delays or shortcomings in the execution of the service(s) and the consequences thereof due to force majeure.

8.5 United Telecom assumes no liability for acts or omissions of third parties (excluding its subcontractors), which may cause disruptions to the service(s) for a short or long period of time. United Telecom cannot be held liable in the event of suspension or termination of the services made available to You.

8.6 United Telecom only provides the relevant service(s). You acknowledge and accept that United Telecom has no control over the information, quality, security, or price of data, programs, or services that You can access through the service(s), and that United Telecom does not investigate the content of the information You send, download, upload, and/or receive through the service(s). United Telecom bears no liability whatsoever for the content of the information transmitted and received, of any kind. Regarding third-party services provided through the United Telecom network or that You can use through the service(s), You acknowledge and accept that United Telecom only acts as an

intermediary for billing and collection. In no case can United Telecom be considered as a provider in its own name or on its own account for these services.

9. Customer Liability

9.1 The Customer is responsible for the use of the services and the fulfillment of their contractual obligations under this agreement, even if multiple users have been specified and even in the event of loss or theft of the required end equipment. The Customer is liable to United Telecom for all damages caused to United Telecom and third parties when such damages result from the use of the service(s) and are not caused by a fault of United Telecom.

9.2 The Customer is responsible for the United Telecom equipment made available to them, for the flawless operation of the end equipment connected to the United Telecom network, for the correct connection of end equipment to the United Telecom network, and for the correct use of their end equipment or United Telecom equipment.

9.3 The Customer undertakes to inform United Telecom of any loss and theft of end equipment and/or United Telecom equipment. The content of the communication You perform using the service(s) remains at all times Your own responsibility, and United Telecom is not considered to restrict or oversee it. You indemnify United Telecom against all claims that third parties may bring against United Telecom based on Your improper and/or unlawful use of the service. You also undertake to take all necessary measures to protect the integrity and confidentiality of Your data, including protection against viruses and computer crimes.

10. Complaints

Complaints must be submitted by any possible written means and must be clear and substantiated, if applicable, with the disputed amount. To be taken into consideration, complaints must be submitted to United Telecom within one month of the invoice date: By mail: Wingepark 5B bus 302, 3110 Rotselaar By fax: 016/44 81 25 Via email: info@united-telecom.be By phone: 016/44 92 31

10.1 The obligation to pay the disputed amount and any measures taken as a result of non-payment will be suspended. The undisputed amount must be paid within the normal timeframe. After analyzing the complaint and subsequently rejecting it by United Telecom, the disputed amount becomes immediately due and payable in full.

10.2 If You do not agree with the decision on Your complaint, You can turn to the Ombudsman for Telecommunications. Contact details for the Ombudsman: Koning Albert II-laan 8 bus 3, 1000 Brussels or www.ombudsmantelecom.be. If Your complaint is deemed admissible by the Ombudsman for Telecommunications, no administrative costs will be charged, and the collection procedure will be suspended for a maximum period of four (4) months from the date of submission of the complaint to the Ombudsman for Telecommunications. In the case of persistent malicious or harassing calls, You can also contact the Ombudsman for Telecommunications.

11. Transfer of the Agreement

11.1 United Telecom has the right to transfer all or part of its contractual rights and obligations to a third party without the Customer's consent and without the Customer being entitled to any compensation in connection with this transfer.

11.2 The Customer may transfer all their contractual rights and obligations to a third (legal) person with the written consent of United Telecom and after the Customer and the transferee have completed and signed the takeover form drawn up by United Telecom.

12. Right of Withdrawal

If the Remote Agreement was concluded, the Customer has the right to inform United Telecom that they are waiving the Service, without payment of a penalty and without giving any reason, within fourteen (14) calendar days from the day following the conclusion of the Service, unless the Customer has already activated the Service on the network. The activation cost remains at the Customer's expense and will not be refunded by United Telecom. Within thirty (30) calendar days after the Customer has renounced the Service, United Telecom will refund any amounts already paid by the Customer if applicable. Refund of Costs. If the Customer has already received a SIM card or modem, these costs will be refunded only if the Customer returns the SIM card or modem to United Telecom unopened and in perfect condition within seven (7) working days of receiving it. The shipping costs for returning the SIM card or modem will be borne by the Customer.

13. Changes

13.1 Changes at any time

United Telecom may modify the prices, terms, and/or characteristics of the United Telecom services when necessary due to objective external factors that do not solely depend on its will. The parties agree that objective external factors include changes in the applicable legal and/or regulatory framework, decisions of competent regulatory authorities, necessary technical and/or technological developments. In this case, there is no unilateral change by United Telecom.

13.2 Changes after the minimum duration of the Agreement

13.2.1 After the end of the minimum duration for any reason, United Telecom may modify these general terms and conditions and the price conditions or adjust the technical specifications or characteristics of its services.

13.2.2 In the event of a unilateral price increase or unilateral changes, the Customer will be informed one month prior to their entry into force. The Customer accepts that this notification may be done via SMS, email, or through the invoice, and the Customer acknowledges that this constitutes sufficient, proper, and individual notification.

13.2.3 If the Customer does not agree with a unilateral change, they have the right to terminate the Agreement free of charge and by any written means until the last day of the month following the entry into force of the changes. In the case of a unilateral price increase, the Customer has the right to terminate the agreement free of charge and in writing until the last day of the month following the receipt of the first invoice after the entry into force of the changes.

13.3 United Telecom must always be immediately informed of any changes regarding the Customer's usual email, identification, address, and billing information, through email, SMS, or letter.

14. Privacy

14.1 The personal data provided by the Customer and their family members, data on the use of the services, billing and payment data, and technical data are processed by United Telecom for the following purposes:

- Implementation of the Agreement;
- Customer management;
- Market research and usage profiling;
- Promotion and prospecting purposes, such as direct marketing (specifically to keep the Customer informed regularly of new benefits, products, or services and ongoing promotions of United Telecom);
- Improvement of the service provision; and
- Providing recommendations or preferences.

14.2 If the Customer wishes to object to the processing concerning their use and the use by their family members of the services, they can report this by any written means to the United Telecom Customer Service at the address of United Telecom.

14.3 The aforementioned data of the Customer and their family members can be communicated to United Telecom affiliates and third parties working and/or selling on behalf and for the account of United Telecom, for the same purposes. If the Customer does not wish to receive advertising from United Telecom, or its affiliates, they must report this by any written means to the United Telecom Customer Service at the address of United Telecom.

14.4 In general, United Telecom does not disclose personal data to third parties, except to comply with legal obligations, in the event of an explicit request from judicial authorities or police services, and in the cases and under the conditions determined below:

(I) If United Telecom were to provide certain personal data to third parties, this will be done with explicit communication, providing an explanation about the third party, the purposes of the disclosure and processing, and with the possibility for the Customer to object.

(II) The Customer acknowledges and accepts that their use of the services may involve the disclosure of certain personal data to third parties, such as advertisers from within or outside the country offering the services. Before this personal data is transmitted to these third parties, the Customer's permission will be requested for the transfer of their personal data. United Telecom excludes any responsibility with regards to the processing of the Customer's and their family members' personal data by these third parties.

14.5 The Customer has the right to obtain communication of their personal data processed by United Telecom. If this data is incorrect, incomplete, or no longer relevant, they can request its correction or deletion. If they wish to exercise this right, they can submit a request via any written means, dated, signed, and accompanied by a copy of their identity card to the United Telecom Customer Service at the address of United Telecom.

14.6 The Customer can register free of charge in the 'Do Not Call' list via the url: www.Bel-me-niet-meer.be to object to the use of the phone number or phone numbers assigned to them for direct marketing reasons. The Customer can receive calls for direct marketing purposes until one month after registration.

15. Applicable Law and Jurisdiction Clause

15.1 This Agreement is governed by Belgian law.