

CODE OF CONDUCT FOR THE PROVISION OF THE SERVICES OF ADDITIONAL TARIFF BASED ON THE SENDING MESSAGES

Application to contracts signed between QUALITY TELECOM S.A. L. and -

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1. Scope of application.

1.1 This Code of Conduct is application, and is binding, for operators providing services of storage and forwarding of messages subject to additional charges, to network operators that provide access to the services of messages to the user and the operator responsible for the billing, in accordance with the definitions of the same are set out in paragraph 3 of this Code.

1.2 The operators included in the scope of this Code of Conduct are obliged, equally, to the fulfillment of the laws or regulations that are applicable, in particular in the field of protection of the rights of consumers and users.

2. Aims and objectives.

2.1 The present Code, adopted in accordance with the provisions of the article 10.2or Order ITC/ 308/2008, to January 31, aims to establish standards of conduct that ensure the protection of the interests of users, the transparency and fair competition in the provision of premium rate services based on the sending of messages.

2.2 The present Code of Conduct contains, in addition, rules designed, specifically, to protect the rights of social groups called vulnerable, as children, the elderly and people with disabilities. It also seeks to avoid weakening basic rights recognized in our legal system, as well as promote the compliance of all the specific rules or sectoral and those of a horizontal nature affecting the provision of these services within the scope of their competence.

2.3 This Code of Conduct, while respecting the right to free exercise of the entrepreneurial activity, binding rules for fixed operators providing services of storage and forwarding of

messages subject to additional charges, in order to ensure users with the correct delivery, dissemination and promotion of the same, as well as ensure that it gives the user enough information about the services rendered, its price, and other conditions of employment.

2.4 This Code of conduct, it also includes a classification of the services, (annex No. 1), with specific rules to ensure the correct location within each code; and, finally, provides tools to develop the requisite reports that could determine the cancellation of the assignment of numbers.

2.5 How many provisions are contained in this Code shall be interpreted in order to achieve the maximum protection for the user.

3. Definitions.

For the purposes of this Code of conduct are:

3.1 "Premium Rate Services based on sending messages": the electronic communications services provided both through short text messages (SMS), as through multimedia messages (MMS), involving the payment by the users, so immediate or deferred, for remuneration, added to the price of the service of sending messages on the that are supported on remuneration for the delivery of any service of information, communication, entertainment or other.

3.2 "Operator that provides services of storage and forwarding of messages subject to additional charges" (hereinafter referred to as "incumbent operator number/s"): The incumbent operator of the numbering to provides services of information, communication, entertainment or other through codes of additional charges based on the sending of messages.

3.3 "Network Operator that provides the access to the messaging service" (hereinafter referred to as "access operator"): the operator that you have the required network elements, whether own or outside, for providing the user the access to the messaging service that supports the additional service and pricing that is responsible, as well, of the billing and charging for services rendered.

3.4 "Message/s to start": The message or messages free of charge for the user, forwarded by the incumbent operator number/s prior to the provision of the requested benefit, and indicated for the provision of the terms of service b), c) and (d) of the table included in Annex I to the present Code of Conduct.

3.5 "Message/s Final ": The message or messages to the user free, forwarded by the incumbent operator the number after the provision of the requested benefit, and indicated to the provision of the service type a) of the table included in Annex I to the present Code of Conduct.

3.6 "Informational Message " The message free for the user referred to in article 5.2 or the Order ITC/ 308/2008, to January 31, established for services consisting of the realization of a particular action, different from the supply of a content, in response to the message of invocation sent by the user (for example, voting, competitions and other). Once the message has to be forwarded by the incumbent operator the number/s and will provide information to the user, on the result of the same.

3.7 "Advertising" or "advertisement": Any type of promotion or communication related to the services referred to in this Code of Conduct.

3.8 "Price of the service of general messages": price of sending messages through fixed or mobile networks, set up by the operators, for the generality of your end-users, and that will be the maximum to perceive by the operators of numbers by the messages of invocation, confirmation or rejection referred to in article 5.5or Order ITC/ 308/2008, January 31.

The lack of user response to any request message of confirmation of the operator shall be construed as a waiver to receive the requested service, equaling to all the effects to the

issuance of a rejection message. To this end the incumbent operators of numbers not promote referral by the user of unnecessary rejection messages.

4. General Obligations, responsibilities and control.

4.1 General Obligations.

4.1.1 The premium rate services based on the sending of messages shall be given, in any case and with independence of its form of recruitment, through the number formats provided for in Chapter II of the Order ITC/ 308/2008, to January 31 and in the Annex I of this Code, without prejudice to the competent administrative body can be attributed, hereinafter, codes other than those mentioned.

For these purposes, is prohibited the provision of premium rate services based on the sending of messages, not associated with the numbers, or numbering ranges listed in the previous paragraph.

4.1.2 The retribution by the provision of premium rate services should only occur for services which have been specifically requested by the user and actually provided.

Equally, it is prohibited the billing messages to users whose access to the services it would have been impossible in the absence of a agreement between the operator of access and the holder of the numbering or for any type of technical reason inconsistent with the principle of conformity.

The incumbent operator the number should be made available to users prior to the recruitment, information about the availability of the service offered to their mobile terminal.

4.2 Responsibilities

4.2.1 The incumbent operator number/s will be responsible, for the purposes of this Code of Conduct:

A) promotion and content of the services, which must comply with the standards set out in this Code of conduct, regardless of whether the produce the same or not, or the pay on behalf of a third party.

(B) that the promotional material related to the services, complies with the obligations contained in this Code.

(C) respect the classification of services established in the Order ITC/ 308/2008, to January 31 and in this Code.

D) provide the services requested, limited to those expressly required by the user, as well as to its nature and content in accordance with the type of service selected.

E) provide services in the terms indicated in the advertising and its contents are adjusting to what is really publicized.

4.2.2 The access operators shall be responsible for informing users about the right to the disconnection of the additional services of pricing based on the sending of messages, according to the provisions and temporality determined by the legislation regulating these services. In addition, shall comply with the provisions of the applicable regulations in relation to the billing for the services of additional charges based on the sending of messages.

4.2.3 The operator access to provide services of storage and forwarding of messages subject to additional charges is subject also to how many obligations and responsibilities are set out in this Code to the incumbent operator of number/s.

4.2.4 The access operators shall ensure prevent to subscribers and users of the services a monthly billing disproportionate in relation to the average consumption of the subscriber.

4.3 Control.

4.3.1 When the Committee to Monitor the pricing of additional services, in the exercise of the functions of control and monitoring of compliance with the Code of Conduct, it considers that there has been a breach of this Code by a holder of the operator number/s, shall, upon hearing to the parties concerned, a report in the specifying the reasons of the failure, the identification of the operator - holder of the number/s, and the determination of the number on which the failure has occurred. This report shall be submitted to the competent administrative body, who, in his case, will issue a resolution, which will be communicated to the Commission of the telecommunication market, to adopt the decision to cancel during a year the allocation of the corresponding number.

Also, the resolution shall be notified to the incumbent operator number/s and to the operators of public telephone networks, which will be obliged to block such access to the corresponding number.

In this regard, the operators of access, communicated to the competent administrative body, through the secretariat of the Commission on Supervision of the Additional Services of charging the exact date on which proceeded to lock the number affected.

4.3.2 The repeated failure of the code of conduct on the part of the incumbent operator number/s will give rise to the temporary cancellation during a year of all the numbers that are assigned to the provision of such services.

4.3.3 For the purposes of this Code of Conduct, it will be understood that there has been a repeated failure when an incumbent operator of number/s have been violated in any of the modalities of services set out in the fourth column of the table included in the article 4 of the Order ITC/ 308/2008, to January 31, on five occasions, sequential or simultaneous, this code in the course of a calendar year.

The repeated failure, in the conditions laid down in the preceding paragraph, will result in the cancellation of all temporary numbers that the incumbent operator of the same available for the type of service that has been produced the reiteration.

When, in accordance with the criteria set forth in this paragraph, an incumbent operator of numbers by breach reiterated on two occasions, will be the temporary cancellation of all numbers that are assigned.

4.3.4 In addition, it is understood that there is recurrence when the breach of the Code of Conduct occurs by means of premium rate services based on the sending of messages, which affects a determinate or indeterminate collective of users, and that could cause or have caused social alarm.

5. Rules on information and publicity services.

5.1 General Rules.

5.1.1 The following obligations shall apply to any form of advertising, business communication, support, or medium that is intended to promote numbers and/or premium rate services based on the sending of messages. The lack of information, or a faulty information in the advertising of services, will represent an infringement of the Code of Conduct.

5.1.2 The incumbent operator number/s should always be easily identifiable by the users, in such a way that it can be to contact the without difficulties. This operator is expressly identify informing, through message/s informative start or end, depending on the case, at least, the following data: Holder (full name), phone number of the customer service, and an e-mail address.

The operator of the number holder shall also include in your Web page, so prominent, your postal address.

5.1.3 For the purposes of this Code shall mean that there is failure of the operator number holder/s when be sent, by any means, electronic, communications advertising or promotional not explicitly requested by the user.

5.1.4 The advertising or announcements made by the incumbent operator the number/s, in any medium, should be drawn up in such a way that the mandatory information provided for in this Code is easily noticeable by the consumers, without making any effort to your appreciation or interpretation. You will need to be submitted:

5.1.4.1 With characters of appropriate size and colors; easily readable by the user; should be put in parallel and in the same sense of reading the number of additional charges based on the sending of messages advertised.

5.1.4.2) The visual information on prices, the incumbent operator identification number/s or any other mandatory data, must be presented in static form, and immediately after the number advertised and in characters suitable for its perfect view or perception.

In advertisements broadcast by radio, provided that communicate orally the number for the provision of premium rate services based on the sending of messages, should be reported, also, of its price in oral form.

In advertisements by television, when communicating orally the number, it must be submitted simultaneously statically and in characters suitable for its perfect view, price information, identification of the incumbent operator and any other mandatory data.

5.1.5 When the user has accessed the service to additional charges based on the sending of short messages offered, the incumbent operator the number may not carry advertising of premium rate services of other modalities. In this sense, is hereby prohibited any offer of premium rate services based on the sending of short messages that forwarded the provision of services to additional pricing numbers of modalities other than the number initially used by the user, except that the incumbent operator count with the express consent of this.

In addition, they shall be prohibited the service offerings that redirected from services directed to children under toward other services.

5.2 . Information on the price of the services.

5.2.1 The incumbent operator the number/s, in all advertising media in which include a number of additional pricing, you must inform the user of the final price and complete,

5.2.2 In the subscription services you must be the final price, including taxes, for each message received, or in your case, the regular assessments that give rise to this subscription.

5.2.3 In case services exist associated with the additional pricing, browsing WAP or similar, this circumstance must be recorded, both in advertising and in the informational messages, then the price of the service, with an expression of the type "price of the message, x,xx price € + WAP browsing, check with your operator".

5.3 Advertising content.

5.3.1 The content of any advertising medium by means of which offer the provision of premium rate services based on the sending of messages shall comply with the provisions of this Code, without prejudice to the application of the laws in force in the field of advertising and protection of users.

5.3.2 In addition, the content of advertising shall not cause or spread offense individual or collective, produce or be able to mislead any; it should, on the other hand, adapt itself to the true nature of the service or product offered.

5.3.3 Any form of advertising through which they will offer promotions, offers, discounts, gifts or similar, must indicate the duration of the promotion, the terms of participation or access, as well as the advantages for the consumer, without prejudice to the fulfilment of the other rules and obligations that might be of application, in accordance with current legislation.

5.3.4 Any form of advertising or promotion shall not contain an exhortation to direct children to acquire services or to convince the parents or adults for such an acquisition.

5.3.5 In order to provide proper information to the user, the use of abbreviations in the advertising of services may be performed provided that they are the commonly accepted, and to express themselves clearly and accurately the content of the minimum information required by this Code for each type of service. Each word or word abbreviated have at least three alphanumeric signs excluded the spell point indicative of the abbreviation. The omission of these specifications will represent a breach of the Code of Conduct.

Case of use of the terms or abbreviations that appear below, the same shall be expressed, prescriptively, in the following terms:

Recommendation of the age: "adults" or "+ 18 years".
Indication of the price eur: "€" or "Eur. ".
Identification of the Customer Service number: n.or Atn customer parts.
PO box: "Apdo".
Advertising: Publi.

6. Implementing Rules to the contents and conditions of services.

6.1 General Principles.

6.1.1 The general principles will apply to all kinds of services. The content of the services of additional charges based on the sending of messages shall not:

6.1.1.1 Induce or promote sexual discrimination, racial or religious or any other breach of the fundamental rights and civil liberties recognized by the Spanish Constitution and the rest of the legal system.

6.1.1.2 Induce or incite to act illegally.

6.1.1.3 Lead to erroneous conclusions as a result of their inaccuracy, ambiguity, exaggeration, omission or similar.

6.1.1.4 To induce an unacceptable state of anxiety or fear, or to take advantage or exploit the state of economic necessity, labor or personal user.

6.1.1.5 Induce or encourage any person to engage in dangerous practices of risk, or prejudicial to the health or the psychic.

6.1.1.6 Infringing the laws or regulations on the secrecy of the communications, intellectual property, the right to honor and personal privacy or family, or any other applicable provision to the nature of the service.

6.1.1.7 Contain false information or expires.

6.1.1.8 Exploit the confidence or infringe on the privacy of any person mentally disabled, unbalanced or any other person vulnerable; it should be borne in mind the special protection they need these people.

6.1.1.9 Require sending two or more messages subject to additional charges to the completion of a given service.

6.1.1.10 Respect the principles specific to services for children and young people referred to in paragraph 6.4 of the Code of Conduct.

6.1.1.11 Services aimed at seeking or offering employment or work, directly or indirectly, either paid or without remuneration may not be offered by means of additional numbers of pricing based on the sending of messages.

Also, may not be offered by means of additional numbers of pricing based on the sending of messages, services to be provided for free under legal precept.

6.1.2 With general nature, and with the exception of the conditions and specific exceptions that are set for each type of service, the incumbent operator number/s may not charge any additional amount as remuneration for messages of invocation and corresponding confirmation, so that the user is only payable, as maximum, the price of the service of general messages between end-users.

6.1.3 The operator of access that will be invoiced to the corresponding subscriber service, will be responsible for the compliance of the obligation referred to in the preceding paragraph, so that before the course it finds that the obligation of the holders of numbers are not met, will inform the competent administrative body in the field of inspection and penalties for infringement of telecommunications regulations.

6.1.4 The services incorporating request for personal information or personal data, including name, address or other data, taking this consideration the landline or mobile phone number, should be adequate, relevant and not excessive in relation to the purpose for which it was collected, express with clarity so that such information is requested, indicating any destination that is going to give the requested information, without prejudice to the exercise by the users of the rights of access, rectification, cancellation and opposition on their data. Operators holding numbers expressly respected the rights contained in the legislation on the protection of personal data. For the purposes of this Code, shall be considered breach any action contrary to data protection legislation, and in particular any application data to the minors.

6.1.5 The incumbent operator number/s apply the classification of premium rate services that would be adopted by the Commission for the supervision of the Premium Rate Services, which shall form an integral part of this Code of Conduct.

6.1.6 In general, shall be valid only the manifestation of the will of the user of recruiting the service confirmed through message sent from your own phone number of subscriber. However, the service may be recruited through other means that is always guaranteed the following:

- A) The authentication of the mobile phone number that invokes the service.
- B) The expression of consent of the user as regulated in this Code.
- C) The proper visibility of the general conditions throughout the recruitment process."

6.1.7 Numbers may not be used with additional charges for the provision of customer services or after-sales service linked to the acquisition of an asset or the provision of a service.

6.2 General characteristics of the Messaging Services Additional pricing.

6.2.1 The premium rate services based on the sending of messages, depending on the mode of delivery and the basic content that provided, are classified in the following ways:

6.2.1.1 The code 2 is intended to provide services to lower-priced €1.2 . The subrange 280AB will be used for campaigns to charitable or solidarity, which integrate in the collection intended for such purposes the remuneration for the services of additional charges based on the sending of messages.

6.2.1.2 The code 3 will be designed to serve higher price to 1.2 € and less than 6 €.

6.2.1.3 The code 79 is intended to provide subscription services with price per message received less than 1.2 €.

6.2.1.4 The code 99 will be designed to serve adult price of less than 6 €.

6.3 Specific criteria for the provision of services for additional pricing messages

6.3.1 The services that are provided under the codes 99, reserved to provide exclusive services for adults, must abide by and comply with the following rules:

6.3.1.1 The contents of these services shall be addressed exclusively to individuals 18 years of age and older with capacity for discernment and decision-making. In the numeric code will be included any service that, by its content, presentation or advertising, is included in the classification of services referred to in Annex I.

6.3.1.2 In this modality of services will be indicated on form specifies its total ban on minors of 18 years in the confirmation message with the expression "+ 18 years". In addition, all advertising media should contain a phrase, in complete form, "+ 18 years".

6.3.1.3 The incumbent operator the number/s will, whenever possible, through the relevant systems of self-control, that the applicants of these services are not under 18 years of age. Advertising of services must be carried out in those media or media that does not have the collective as recipients of the childhood and youth.

6.3.1.4 The advertising that is carried out in the services and additional pricing numbers belonging to the 99 code can only be included in the following advertising media and timetables:

- A) Television and radio between 22 p.m. and 6 a.m. the next day.
- B) magazines or publications that have as exclusive recipients to the adults.
- C) Services of classified ads or by words of newspapers.
- D) in other media and supports, always and when, do not have as recipient, in response to its dissemination and content, youth or children.

6.3.2 The services that are provided under the code 2 designed to serve price < 1.2 €, must meet the following standards:

6.3.2.1 The holders of numbers be provided free of charge to the user via one or more messages, immediately after it has received the requested benefit (final message), the following information:

- His name, and an e-mail address.
- The telephone number to contact the customer care center.
- The total price of the service received including taxes.

6.3.3 The services that are provided under the codes 3, 79 and 99, shall meet specifically the following standards:

6.3.3.1 The holders of numbers be provided free of charge to the user via one or more previous messages to the provision of the requested benefit (start-up message), the following information:

- A) its name and an e-mail address.
- B) the phone number to contact the customer care center.
- C) The nature of the service to provide.
- D) total price of the service, including taxes.
- E) Invitation to confirm the service. In any case, the lack of user response to the request message of confirmation of the operator shall be construed as a waiver to receive the requested service.

6.3.4 The services that are provided under the code 79, subscription services, must meet the following standards specifically:

6.3.4.1 Are considered subscription services, those that involve the sending of certain messages by the incumbent operator of the subscriber number, either periodically, or when certain events occur.

Will be prohibited from sending messages to users who have not made a corresponding subscription request in accordance with the following paragraph. Also, it is prohibited the shipment and billing messages to users who have completed the application of low under the same paragraph.

6.3.4.2 The incumbent operators of numbers that offer subscription services, take the following harmonized procedures for the highs and lows of his subscribers.

- "HIGH {event} ", replacing {event} for your keyword.
- "LOW {event} ", replacing {event} for your keyword.

It is immaterial whether the use of uppercase or lowercase letters in the messages of high and low, but in any case have equal treatment.

After receipt of your subscription request, the owner of the number shall be forwarded to the user the information specified in paragraph 6.3.4.3 of this Code. Also, after the receipt of the request for low, the holder shall be forwarded to the user a confirmation message from the low.

6.3.4.3 Particularly holders of numbers be provided free of charge to the user via one or more previous messages to the provision of the requested benefit (start-up message), the following information:

- A) The nature of the service to provide, indicating in any case the way to unsubscribe.
- B) total price of the service, including taxes, indicating the price of messages to be received by the user or, in his case, the contributions to be paid periodically.

6.3.5 For services consisting of the realization of a particular course of action different from the supply of a content in response to the message of invocation sent by the user (for example, voting, competitions and other), the holders of numbers provided, after such action, an informational message free on the result of the same, without prejudice to the provisions in the following paragraphs. If the message of participation or vote is received outside the established timetable for this purpose, shall be prohibited the billing component of the additional charges.

Case of messages of participation in campaigns to charitable or solidarity, the informational message free referred to the preceding paragraph shall specify the quantity with which the user has contributed to the campaign.

6.3.6 The holder of numbers that promotes a contest or sweepstakes, regardless of the means of communication used, shall meet the following standards:

A) Any contest or sweepstakes that required to test the expertise or knowledge of the user; random combination or any other modality that intervene the fate or chance, you must have the relevant databases that govern their operation.

B) The foundations of the contests or sweepstakes, must be deposited, prior to its advertising and celebration, before a notary or relevant government agency, so that they are easily accessible to users.

Similarly, shall be deposited to form immediately following the resolution of the same, with the same ease of access for users.

C) All lots shall be subject to the current rules of games of chance, and in your case, you must have the relevant authorizations.

D) The resolution of the contest or sweepstakes you must advertise in a way appropriate to allow it to be easily accessible by users. It should also be informed individually with graceful clarity to the user of the prize awarded, without which its obtaining can involve any cost for the same. It will be up to the incumbent operator of the number of test user notification of winning.

6.3.7 Also may not be offered by means of additional numbers of pricing based on the sending of messages, services to be provided for free by virtue of legal precept or require its approval regulations without the necessary enabling.

6.4 Specific criteria for services for children and youth.

6.4.1 Will be the consideration of all child and youth services, which both as a whole and in part, they are directed to persons under the age of 18 years. It is understood that any service promoted through a publication or oriented environment a child or youth public, is targeted to these people.

6.4.2 The incumbent operators of numbers that provide this type of services will need special care to respect the rights of minors, in particular:

6.4.2.1 MUST be indicated and noticed that required the consent of parents or guardians and/or owner of the phone for the use of the service, in the publication or environment in which they are promoted.

6.4.2.2 Should take care the vocabulary that you will use in the service and will not be used "swear words or disparaging.

6.4.2.3 Should not encourage the use of other services additional pricing based on the use of messages or reiteration to that used during the provision of the service.

6.4.2.4 Should not exploit the gullibility or lack of experience.

6.4.2.5 The hours of operation of these services will be between 8 and 23 hours.

6.4.2.6 The premium rate services for children and youth shall ensure, among other issues, for the protection of minors and not to create or enhance consumerist habits.

7. Instruments for carrying out the purposes of the Code of Conduct.

7.1 Any natural person or legal entity, public or private may denounce the breaches of this Code of Conduct before the Committee on Oversight of the Premium Rate Services (CSSTA). In addition this will be responsible for:

7.1.1 Develop, adopt and, where appropriate, to amend the present Code of Conduct.

7.1.2 Control and monitoring of compliance with the Code of Conduct.

7.2 The Commission for Monitoring the services of additional pricing will delegate to the Standing Committee the following functions:

7.2.1 Control and monitoring of compliance with the Code of Conduct.

7.2.2 Submission to the Plenary for approval of any modification of the Code of Conduct and the classification of services, taking into account the provisions of the resolutions of the Secretariat of State for Telecommunications and the Information Society which determine the codes, on the assumption that this is necessary.

7.2.3 The Standing Committee after hearing the concerned, will issue a report in the specifying the reasons of the failure, which will be forwarded to the competent administrative body for it to issue a decision, which shall be notified to the incumbent operator of the number and to the operators of public telephone networks, for the purposes set forth in this Code of Conduct.

7.2.4 Develop and submit to the Plenary Session of the Commission on Supervision of the Premium Rate Services of an annual report on the work of the Standing Committee. For the sake of transparency of information this report will be made public.

7.2.5 Examine the formats of presentation of the messages of start, end, and confirmation that the operators of the numbers given to the Secretariat of the Permanent Commission. For these purposes the incumbent operators of numbers may communicate, prior to their use, to the Secretariat the message formats of start, end and confirmation.

The Standing Committee shall be empowered to adopt models of messages of start, end and confirmation that the operators of the numbers may use potestativamente.

7.3 The Standing Committee of the CSSTA periodically carry out a follow-up on the incumbent operators of numbers that do not comply with the Code of Conduct of repeatedly, and will report to the competent administrative body to the object that is appropriate to take the appropriate measures temporary cancellation during a year of all the assignments for the owner who will be the operator.

7.4 The CSSTA be communicated immediately to the competent administrative or judicial bodies any fact which you are aware that infringes or may infringe any precept of our legal system.

Transitional Regime.

Those operators of numbers that come paying subscription services prior to the entry into force of this Code which is going to continue doing so with the new numbering system established by the Order ITC/ 308/2008, to January 31, should be sent to subscribers an informational message about the duration of the subscription. Operators must give low to users requesting it expressly pursuant to paragraph 6.3.4.2 of this Code.

If it were to occur, along with changes in the numbering, a modification of prices or other essential conditions of the contract, the operator must refer to the end user a message of confirmation of the continuity of the service. The lack of user response to the confirmation request shall be deemed as a waiver to continue receiving service.

ANNEX I

Classification of the premium rate services based on the sending of messages

1. Introduction.

The Order ITC/ 308/2008, of 31 January, which dictate instructions on the use of public resources of numbering for the provision of services of short text messages and multimedia messages, and the Code of Conduct, which regulates the good practices of the additional services of pricing based on the sending of messages, establishes a management of the services for your benefit by the operators of the numbers. Article 4 of this standard establishes the numbering ranges that are described below:

Formato de los números	Valores de las cifras	Longitud de los números	Modalidades de servicio
2 5YAB	Y, A, B = de 0 a 9	5 cifras	a) Precios ≤ 1,2 € [El subrango 280AB se utilizará para campañas de tipo benéfico o solidario]
2 7YAB			
2 80AB			
2 9YABM	Reservado expansión a 6 cifras		
3 5YAB	Y, A, B = de 0 a 9	5 cifras	b) 1,2 € < Precio ≤ 6 €
3 7YAB			
3 9YABM			
79 5ABM	A, B, M = de 0 a 9	6 cifras	c) Servicios de suscripción con precio por mensaje recibido ≤ 1,2 €
79 7ABM			
79 9ABMC			
99 5ABM	A, B, M = de 0 a 9	6 cifras	d) Servicios exclusivos para adultos de precio ≤ 6 €
99 7ABM			
99 9ABMC			

In accordance with article 4.2 of the Order of numbering ranges defined in this table may be used only for the provision of premium rate services based on sending messages on the modalities, and with the net prices by completed service to charge users from the public telephone networks, which are specified in it.

Article 4.5 of the Order provides that the Commission for Monitoring the services of additional pricing, will establish the criteria for the secondment of services to each of the ranges defined numbering in the table above.

Due to the characteristics of the services offered, the Commission for the Supervision of Telephone Services Additional charging (CSSTA) establishes a classification of the services based on a framework of general principles and referential to incumbent operators of numbers and operators of access.

In accordance with the functions entrusted to it by the Plenary of the Committee to Monitor the pricing of additional services, the Standing Committee may, on its own initiative or at the request of a party, presenting the full any variation or amendment to this classification, taking into account the provisions of the regulations.

2. Definitions.

To. Professional Services. For the purposes of this Code of Conduct, shall be construed as being included in this heading those services related to business activities; professionals; artistic, or which are linked to a requirement for licensing, or that for the exercise of professional activity will require you to be in possession of a title has been approved by the competent authorities, under legal or regulatory provisions in the Spanish State, in accordance with the limits and requirements of your specific regulation.

We can offer, also, by means of the corresponding ranges of numbering, services offered by public administrations or public entities linked to or dependent on them, as well as other institutions for purposes of social interest, in accordance with the terms, requirements set forth in this Code of Conduct.

It excludes the provision of any type of activity or exercise by profession, who use a euphemistic name or service defined or included in the following headings.

B. Services for leisure and entertainment. Services for leisure and entertainment shall be construed as all those services that are aimed at, among others, the fun; the distraction; the pastime; the game and the chance, understanding why the contests and sweepstakes, which legally may be offered under this system; and the esoteric content services; astrological, divination, cartomancy and/or predicting the future by other means.

The services of leisure and entertainment, will be offered with the maximum respect scruples the criteria which emanate from the limitations that lists the Code of Conduct for the rest of services. Especially, any service of leisure and entertainment, whose content is referred to or defined in the range 99, will be assigned exclusively to the same.

In addition, this type of services will need to respect all those obligatory rules listed in the Code of Conduct, and in a special way services are defined as those aimed at children and youth, which shall indicate the age recommended for the use of each of the services.

C. Exclusive Services for adults. The Commission agrees that the supply of services provided by this code should be directed to users with the ability of discernment and decision-making.

The services provided under this code shall be addressed to persons older than 18 years, exclusively.

For the purposes of this Code shall mean by exclusive services for adults, those services that by its content, form or advertising presentation, disseminated erotic content; pornographic; to promote contacts of personal or collective order linked to the above services, or the use bad words or obscene clanging, related to one or some of the above categories and those whose content services relate to values or opinions moral, ethical, religious and ideological.

In addition, they will be attached to this range of numbering, all those services, products or content that are expressly forbidden to minors of 18 years in our legal system. For this purpose, will be included within the scope of this standard the marketing, distribution or making available of services, products, or content for over 18 years to use as a means of payment, directly or indirectly, messages subject to additional charges referred to in this Code of Conduct.

D. Services for fund-raising for charitable campaigns or solidarity. For the purposes of this Code of Conduct, are services whose main purpose proves to be the fund-raising campaigns in charitable or solidarity in which a treatment is applied differentiated tax to the messages sent by users.

E. Subscription Services. It is understood by subscription services those that involve the sending of certain messages to the subscriber by the incumbent operator of the number, either periodically, or when certain events occur, in whatever form the that would eventually be invoiced to the user, in the terms indicated in this Code of Conduct.

By QUALITY TELECOM S.A. L.

By -

Juan Prieto Modroño

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