



Terms Quick Page - v1105181

This document highlights the principal terms of your contract with Avance Telecom. This is only a guide, and our terms and conditions, available on request, by email, or on our website www.avancetelecom.es contain the actual contract between you and Avance Telecom.

Pricing

Our charges are subject to change at any time, and current charges can be found on your Avance Telecom secure login portal admin.avancetelecom.es, under 'Reports' - 'View rate plan'. Here you can find all charges, such as call charges, line rental charges and feature charges. Ask us for your username and password if you have forgotten them.

One exception to the above: Charges, or discounts, agreed for fixed term contracts will not be subject to change during the contract period.

Payment

You have seven days to make payment once an invoice has been sent, which will generally be between the 1st and 5th of each month.

Should you wish to contest the invoice, you have seven days to pay the uncontested amount. Avance Telecom can discontinue your service if you do not pay on time.

Cancellation

Let us know in writing (via email) if you wish to cancel any products or services. You will receive a confirmation from us within three days to inform you that we have received your cancellation request and are beginning the cancellation process, which can take up to thirty days.

IMPORTANT: If you do not receive a cancellation request confirmation within three days, it means we have not received your cancellation request and you will need to resend it.

Other

Avance Telecom's records are conclusive evidence of your use of our service and the charges payable.

You accept that any person making telephone calls from your telephone(s) shall be deemed to be authorised by you and that you will pay the charges.

Continued use of Avance Telecom products or services constitutes acceptance of these terms and conditions and any alterations made to these terms and conditions as posted on updated version on our website www.avancetelecom.es (click 'terms and conditions' at the bottom of any page).

Avance Telecom will not share your information with any third party, other than those needed to provide your contracted products and services.