

## GENERAL CONDITIONS OF ELECTRONIC BILLING

### ONE: PURPOSE

The purpose of these general conditions is to regulate and facilitate electronic billing in favour of the customers of Energía XXI, Reference marketer S.L.U. (hereinafter, Energía XXI).

### TWO: CHARACTERISTICS OF ELECTRONIC BILLING

The registration with electronic billing will be voluntary and free for the customer and will entail no longer receiving the bill by post, as established in the following stipulations.

1. The bills issued by Energía XXI for the services provided will be loaded on the Customer Area of Energía XXI in XML and PDF format.  
To access these bills, the customer must have access to the Energía XXI Customer Area, accepting the conditions given on the website.

From the Customer Area, the customer can at any time view the bills on the internet in the same format as those bills would have had been sent on paper to their home (PDF format).

2. Additionally and as an added value, Energía XXI will be able to send messages to the customer by email in order to notify them of the availability of bill consultation. The availability notice allows, in addition to the on-screen display of the bill amount and the detail, the download of the electronic bill in PDF format, onto the user's personal device.
3. The possibility of consulting the electronic bill in the Customer Area of the Energía XXI website is not conditional on the sending and receiving of the availability warning message, which is only informative.
4. Electronic billing is based on the use of an electronic signature system that guarantees the authenticity of its origin and the integrity of its content, in the terms covered by Royal Decree 1619/2012, of 30 November, by which the Regulation on billing obligations is approved. Energía XXI has obtained a qualified electronic certificate, issued by SIA, which enables it to incorporate an advanced electronic signature into its bills.

### THREE: REGISTRATION FOR ELECTRONIC BILLING

When the customer holds several Energía XXI contracts, it shall be understood that the customer consents to being jointly registered for the contracts selected by them and that are formalised under the same Tax ID Number / Code.

#### FOUR: ENTRY INTO FORCE AND REVOCATION

From the moment the customer accepts and adheres expressly and fully to electronic billing, it shall be applied to all their current valid contracts, and the general terms and conditions contained in this document shall apply.

The customer may withdraw his/her request at any time and return to the ordinary paper billing system, by communicating to Energía XXI through the Customer Area of the Energía XXI website or any of the available service channels.

#### FIVE: CUSTOMER RESPONSIBILITIES

It is the Customer's responsibility in all cases to notify Energía XXI of any change in the email address to which they wish to receive the notices. In any event, non-receipt by the customer of said notice, either by an erroneous email address being provided to Energía XXI, or for any other reason, will not mean that they no longer have electronic billing, once the customer has registered for it and not subsequently withdrawn from it

The customer guarantees and is responsible for, in any case, the veracity, accuracy, validity and authenticity of the personal data provided.

#### SIX: DATA PROTECTION

The processing of personal data will be done in accordance with the Energía XXI Data Protection Policy.