

TRANSLATION FROM SPANISH

"MINIMUM RIGHTS CHARTER FOR USERS OF PUBLIC TELECOMMUNICATIONS SERVICES

AS A USER OF TELECOMMUNICATIONS SERVICES¹ THESE ARE YOUR FUNDAMENTAL RIGHTS:

I. FREEDOM OF CHOICE

1. Free choice.

YOU HAVE THE RIGHT to freely choose the service(s) you wish to contract, the provider that provides them to you, the equipment or device that you will use (e.g. cell phone, television, tablet, etc.), the plan and method of payment.²

The information, promotion and/or publicity must be timely, complete, clear, verifiable, truthful, and free of any texts, dialogues, sounds, images, trademarks, appellations of origin and other descriptions that induce error or may be misleading or abusive, so that you can always choose based on full knowledge. In any case, the provider is obliged to comply with what they have offered through any type of information, promotion or publicity issued.³

2. Additional services.

YOU HAVE THE RIGHT to choose the service(s) you wish to contract without the provider conditioning or obliging you to contract further services or products in addition to the main one or as part of a package.⁴

You have the right to have the provider inform you of services or products which are additional, special or related to the basic service, and to choose freely regarding the contracting thereof. Furthermore, you can terminate the provisioning of such additional services or products, without implying the suspension or cancellation of the basic service provisioning.⁵

II. RIGHT TO NUMBER PORTING AND UNLOCKING.

3. Number Porting.

YOU HAVE THE RIGHT to freely change company and keep the same phone number as many times as you decide by going to the new company with which you want to contract services, who must perform number porting within 24 hours of your request, or if you wish, you have the right to decide on the date you want number porting to be implemented, as long as it does not exceed 5 business days after you submit your request.⁶

YOU HAVE THE RIGHT from the date on which number porting is implemented and without any additional requirements, to automatically terminate the contractual relationship with the provider that previously provided the service, only for services whose rendering requires the telephone numbers to be ported; therefore, services that do not require ported telephone numbers can remain active on the terms set forth in the contracts.⁷

YOU HAVE THE RIGHT that the provider to whom you decide to change provide you with the necessary information to access the Information System on the internet so you can find out the status of your number porting request.⁸

Once you have started the number porting process, if you decide, you have the right to cancel it for free.⁹

YOU HAVE THE RIGHT to receive payment of contractual penalties provided for in the contract, if the corresponding number porting terms are not met.¹⁰

¹ Telecommunications services include: telephony, data, broadband, the Internet, specialized radiocommunication of fleets (trunking or radio) and pay TV.

² Art. 191, section IV of the Federal Law of Telecommunications and Broadcasting (hereinafter LFTR); 1, section II and 43 of the Federal Consumer Protection Law (hereinafter LFPC)

³ Art. 7 and 32 of the LFPC.

⁴ Art. 43 of the LFPC.

⁵ Art. 86 BIS of the LFPC, and clause 5.2.17.1 of Official Mexican Standard NOM-184-SCFI-2012, Commercial Practices-Regulatory elements for the commercialization and/or provision of telecommunications services when using a public telecommunications network. (hereinafter, NOM 184.)

⁶ Art. 191, Section III of the LFTR; Regulation 13, section IV of the Number Porting Regulations.

⁷ Regulation 13, Section VI of the Number Porting Regulations.

⁸ Regulation 13, Section IX, 34, 38 and 39 of the Number Porting Regulations.

⁹ Regulation 13, Section XI of the Number Porting Regulations.

¹⁰ Regulation 13, Section XII of the Number Porting Regulations.

YOU HAVE THE RIGHT to carry out the porting of your telephone number despite having outstanding debts with the provider rendering the telecommunications services, without this exempting you from paying the outstanding debts and, if applicable, penalties for early termination, as well as returning any equipment you do not own.¹¹

4. Unlocking of equipment or device.

YOU HAVE THE RIGHT, when you buy equipment, for the provider to inform you in writing if that equipment is locked so that it can only be used on their network and, if so, they must inform you how it can be unlocked.

YOU HAVE THE RIGHT to the unlocking of the mobile equipment at the end of the term of the contracted plan, or when you have paid the total price of the equipment. When you have paid cash in a pre-payment scheme, the provider or your dealer must provide the code to unlock your equipment at the time of delivery.¹²

III. RIGHT TO CLEAR, FAIR AND EQUITABLE CONTRACTUAL CONDITIONS.

5. Information on contractual terms and conditions.

YOU HAVE THE RIGHT to know, prior to contracting, all the terms and conditions set forth in the service agreement in a clear, sufficient, truthful and precise way. This contract must be available on the provider's website.¹³

At the time of contracting, the provider must deliver in writing the service agreement, which must be written in Spanish and in a font readable to the naked eye.¹⁴

The service agreement must contain at least a description of the service you will contract, the parties' obligations, the terms and conditions under which the services will be rendered, contractual penalties and grounds for termination and modification. It shall also contain technical and commercial specifications, including the quality and, where applicable, the speed of the telecommunication service to be contracted, among others.¹⁵

Furthermore, the contract must indicate the available means of attending to clients and, if applicable, service hours.¹⁶

You have the right to require that the provider comply with the conditions offered or implied in the service agreement and advertising material, as well as any information and displays that are disseminated or offered.¹⁷

6. Contract registered with the Profeco and the Federal Institute of Telecommunications.

YOU HAVE THE RIGHT for the service agreement through which you contract a service to be authorized and registered by the Profeco and with the Federal Institute of Telecommunications.¹⁸

The service agreement you receive from the provider must also be available on their internet portal and match the one authorized and registered with the Profeco and the Federal Institute of Telecommunications.

Please consult the authorized and registered contract on the internet portal www.profeco.gob.mx and at www.ift.org.mx¹⁹

7. Modifications only with your consent.

YOU HAVE THE RIGHT for the contract entered into with the provider to be modified only with your express consent.²⁰

You have the right to have any modification to the contract previously authorized and registered with the Profeco and the Federal Institute of Telecommunications.²¹

If you do not agree with the modifications or did not give your consent, you can demand compliance or terminate the contract with no penalty for you, even if the mandatory term has not expired.²²

¹¹ Regulations 13, Section VI, 14 and 16 of the Number Porting Regulations.

¹² Art. 191, Section XII of the LFTR; 4.2.2. of the NOM 184.

¹³ Art. 191, Section V of the LFTR.

¹⁴ Art. 85 of the LFPC

¹⁵ Art. 191, Section VII of the LFTR; items 4.6 and 5 of the NOM 184.

¹⁶ Item 5.2.20. of the NOM 184.

¹⁷ Item 3.1 of the NOM 184.

¹⁸ Art. 177, Section X and 191, Section V of the LFTR; Art. 86 of the LFPC.

¹⁹ Art. 191 Section V of the LFTR and Item 3.4 of the NOM 184

²⁰ Item 5.2.15.1 of the NOM 184.

²¹ Art. 177 Section X of the LFTR; Art. 87 of the LFPC and item 5.2. of the NOM.

²² Art. 191, Section IX of the LFTR; item 5.2.15.1 of the NOM 184

In any case, if the service does not comply with the contract due to causes attributable to the provider, the provider must make the rebate without prejudice to the compensation that corresponds to damages.²³

8. Payment itemization.

YOU HAVE THE RIGHT for the portion corresponding to rates for the contracted services in the contract, invoices and proof of payment, to be itemized separately, along with the purchase or rental of equipment, and other installation charges or other accessories, such as insurance, bonds, memberships, and so on, as well as the periodicity of these charges.²⁴

9. Contract Termination.

YOU HAVE THE RIGHT to terminate the contract and change package or plan early and, if applicable, only pay the remainder of the equipment (e.g. cell phone, television, tablet, etc.) and, where appropriate, the agreed contractual penalty.²⁵

Furthermore, if the term of your contract concludes and you do not wish to continue with your provider, you may cancel it and the provider will no longer charge you for the subsequent period, unless the contract is renewed to continue using and paying for the telecommunications services originally contracted.²⁶

You can terminate the contract in the same way it was contracted, as well as through available efficient mechanisms made available by the provider, including electronic media.²⁷

Once you request the termination of the contract or the cancelation of certain services, the provider must inform you when it is obliged to cancel such services. If after this period, the provider has not made the cancellation or withdrawal, you have the right to waive any amounts generated by said item.²⁸

10. Contractual and reciprocal penalties.

YOU HAVE THE RIGHT for contractual penalties, due to breach of the contract by one of the parties, to be reciprocal, reasonable and fair.

The Profeco will verify that reciprocal and reasonable penalties are set forth in the service agreements.

In no case will the provider be able to demand a double penalty for the same breach, nor will it be able to impose penalties in excess of the outstanding amount payable under the contract.²⁹

11. Renewal without payment of equipment.

YOU HAVE THE RIGHT, if you decide to renew your contract for mobile services (air time, short messages, data, value added services) and do not acquire new equipment or a new device, for payment to consist exclusively of the rates registered with the Federal Institute of Telecommunications applicable to services, without any amount for the equipment.³⁰

12. Suspension of service for non-payment.

YOU HAVE THE RIGHT, prior to suspension of service for non-payment, for the provider will notify you of such suspension.³¹

YOU HAVE THE RIGHT for the provider to suspend only services you have not paid.³²

IV. SERVICE CHARGES.

13. Long Distance.

YOU HAVE THE RIGHT for the provider not to charge you long distance rates for calls made within the country to any national destination (fixed or mobile numbers).³³

14. Charging per second.

²³ Art. 92 TER of the LFPC and item 5.2.14 of the NOM 184

²⁴ Art. 191, Section XXI of the LFTR; item 5.2.19 of the NOM 184

²⁵ Art. 191, Section X of the LFTR.

²⁶ Art. 191 Section XVIII LFTR

²⁷ Art. 191, Section V LFTR; item 5.2.15.2 of the NOM 184

²⁸ Art. 7 and 7bis of the LFPC; Art. 191 section V and XVIII, and 195 of the LFTR.

²⁹ Art. 191, Section V LFTR; items 3.2 and 5.2.16 of the NOM 184.

³⁰ Art. 191, Section XX of the LFTR.

³¹ Art. 7 and 7bis of the LFPC; Art. 191 Sections V, and 195 of the LFTR.

³² Art. 1 Section VII, 7 and 10 of the LFPC; Art. 191 Sections V, XX and XXI of the LFTR.

³³ Art. 118 Section. V of the LFTR, Twenty-Fifth Transitory Article of the Decree issued by the LFTR.

YOU HAVE THE RIGHT, for services metered by duration of the communication, for the provider to offer you the option of charging per second, notwithstanding that it also offers you the option of charging per minute, per event, capacity or any other modality.³⁴

15. Check your balance for free.

YOU HAVE THE RIGHT to consult your balance at no cost and without being conditioned to buy additional balance, as well as the payment of your balance not consumed as of the expiration date, accumulating it to the top-ups you make within one year following the expiration date thereof.³⁵

16. Account statements, payment vouchers and/or clear and itemized invoices.

YOU HAVE THE RIGHT to receive account statements, payment vouchers and/or invoices issued by your service provider that are clear, legible and contain, in an itemized manner, items for the cost of services, equipment, additional services, installation charges or other accessories such as insurance, bonds, memberships and other charges made.³⁶

In no case may the provider charge you for services you have not expressly accepted.³⁷

If you are a user of telecommunications services under a prepaid plan, **YOU HAVE THE RIGHT** to request and obtain proof of payment and itemized information on your consumption and charges collected. The provider shall inform you how you can obtain such information.³⁸

V. RIGHT TO QUALITY OF SERVICE AND TERMINAL EQUIPMENT.

17. Right to demand quality in service.

YOU HAVE THE RIGHT to demand the quality that the provider has undertaken to provide through its advertising or service agreement. Remember that there are quality indicators for mobile services such as failed call attempts, interrupted calls, call set-up time, message integrity, interrupted internet sessions, average download speed, among others, which are reviewed and published periodically by the Federal Institute of Telecommunications.³⁹

YOU HAVE THE RIGHT, in the provision of services, for the provider to comply with quality standards determined by the Federal Institute of Telecommunications.⁴⁰

18. Rebate or discount.

YOU HAVE THE RIGHT to be compensated if the service is not rendered according to the quality and conditions agreed in the contract, or for faults or undue charges for causes attributable to the provider for at least 20% of the amount of the period of affectation and the price of the service. The foregoing is without the need to submit a claim and without prejudice to the filing of the corresponding legal actions to claim compensation for damages and losses.⁴¹

19. Minimum warranty and warranty policy.

YOU HAVE THE RIGHT for the provider to offer you a warranty on the equipment of at least sixty calendar days following delivery thereof.

For this purpose, the provider must deliver with your equipment, a policy in writing and in Spanish clearly containing its scope, duration, conditions, mechanisms to make it effective, the address for complaints and establishment or place for repairs.⁴²

If no warranty is provided, the provider must inform you of this in writing, as well as of the consequences and implications for not granting it.⁴³

20. Repairs.

YOU HAVE THE RIGHT not to have the duration of repairs made to your equipment on account of the warranty discounted from the warranty period.⁴⁴

³⁴ Art. 207 of the LFTR

³⁵ Art. 191 Sections. I and XVI of the LFTR.

³⁶ Art. 191 Section XXI of the LFTR, item 5.2.19 of the NOM 184.

³⁷ Item 4.9 of the NOM 184.

³⁸ Art. 1 Section VII, 7 and 10 of the LFPC. Art. 191 Section XXI of the LFTR.

³⁹ Art. 191 Section VII and 195 of the LFTR; item 2 of the Fundamental Technical Quality Plan for Local Mobile Service.

⁴⁰ Art. 191 Section VII of the LFTR.

⁴¹ Art. 191 Section XIII of the LFTR; 92 BIS and 92 TER of the LFPC; item 5.2.14 of the NOM 184

⁴² Art. 77 and 78 of the LFPC; item 6.1 of the NOM 184

⁴³ Item 4.2.3.2 of the NOM 184.

When the equipment has been repaired or replaced, the provider must provide a new warranty for the replacement parts.⁴⁵

The provider must ensure that you are provided with the infrastructure, technical capacity, labor, spare parts and accessories necessary to provide the services set forth in the warranty for the telecommunications terminal equipment, when it is offered.⁴⁶

21. Replacement of defective equipment, termination and return.

If the equipment is defective or does not fulfill the intended purpose, **YOU HAVE THE RIGHT** to opt for a replacement of the equipment, to terminate the contract and have a refund of the price paid, or to request a reduction in price. In addition, in any of the above cases, you are entitled to the respective rebate, which cannot be less than 20% of the price paid.⁴⁷

VI. RIGHT TO INFORMATION.

22. Timely and clear information.

YOU HAVE THE RIGHT to be informed by the provider of the prices, rates, warranties, penalties, compensations, quantities, quality, measures, interests, charges, terms, terms (duration), dates, modalities, reservations and other conditions of the service under which it was offered, obligated or agreed upon and, it may deny you such service under any circumstances.⁴⁸

YOU HAVE THE RIGHT to know the coverage of the provider, which you can consult in the service and/or distribution centers, on the website of the provider, and it must provide such information when requested.⁴⁹

23. Access to information to defend your rights.

YOU HAVE THE RIGHT to receive a record of complaints, requests and, in general, all actions regarding incidents in your service that you make to the provider. If the provider's service was via telephone, the provider is obliged to inform you that you have the right to receive a document demonstrating the submittal and content of the complaint, incidence or action by any means that allows such accreditation.⁵⁰

YOU HAVE THE RIGHT to be informed of the status of any proceedings you have carried out with the supplier, the moment you request it.

24. Telephone system for attending complaints and inquiries.

YOU HAVE THE RIGHT to access, free of charge, 24 hours a day, three hundred and sixty-five days a year, the provider's telephone or electronic assistance system, where you can make any kind of inquiry or submit a complaint about the service provided to you.⁵¹

In the case of mobile telephone service, the assistance system must be via telephone and, once you have accessed it and decided to speak with an authorized representative, waiting time for attention should not exceed sixty seconds.⁵²

25. Rates registered with the Federal Institute of Telecommunications.

YOU HAVE THE RIGHT for the fee registered with the Federal Institute of Telecommunications, which is offered by providers of any telecommunications service, to be respected.⁵³

If the rates that apply to you are not registered with the Institute, or if they are but are not respected, you can file a complaint or report.

VII. RIGHT TO PRIVACY AND PROTECTION OF PERSONAL DATA.

26. Protection of personal data.

YOU HAVE THE RIGHT to have the provider safeguard and protect your personal information, such as your name, address, e-mail address, telephone number, and others.⁵⁴

⁴⁴ Art. 83 of the LFPC.

⁴⁵ Art. 83 of the LFPC.

⁴⁶ Item 3.5 of the NOM 184.

⁴⁷ Art. 82 of the LFPC.

⁴⁸ Art. 195 of the LFTR; 7 of the LFPC.

⁴⁹ Items 4.5.6, 4.6 and 5.2.8 of the NOM 184.

⁵⁰ Art. 1, Sections III, VI, 7 and 7 BIS of the LFPC.

⁵¹ Item 3.3 of the NOM 184.

⁵² Item 5.3.6 of the Basic Technical Plan for the Quality Local Mobile Service.

⁵³ Art. 177 Section IX and 195 of the LFTR; 4.5.8., 5.2.6 and 5.2.6.1 of the NOM 184.

Furthermore, it has the obligation to inform you of which information is collected from you and for what purposes it will be used, by means of a privacy notice. You have the right to have the data you provided used only for the purposes that you authorized, and at all times you have the right to the security and protection thereof.⁵⁵

In any case, you can Access, Rectify, and Cancel your information and Oppose its use, which is commonly known as "ARCO Rights".⁵⁶

In the event of loss of or damage to your personal data, the provider must notify you.⁵⁷

27. Protection of your communications and the data that identifies them.

YOU HAVE THE RIGHT for the provider to safeguard and protect your communications, as well as any data that identifies them, such as the date, time and duration of calls, messages or data that identify their origin and destination, among others, guaranteeing their confidentiality and privacy.⁵⁸

28. Not to receive calls or messages from unauthorized commercial promotions.

YOU HAVE THE RIGHT not to receive calls from your provider or any other to promote or sell services or packages, unless you expressly consent to such.⁵⁹

VIII. ACCESSIBILITY RIGHTS FOR USERS WITH DISABILITIES.

29. Equipment or devices accessible to persons with disabilities.

YOU HAVE THE RIGHT to have, on request, equipment or devices with functionalities, programs or applications that allow accessibility to persons with motor, visual and hearing disabilities.⁶⁰

In addition, you have the right to access a telephone number for emergency services that includes means to identify yourself and locate yourself geographically.⁶¹

30. The facilities or service centers will have adaptations and trained personnel to attend to people with disabilities.

YOU HAVE THE RIGHT for the public facilities or service centers of your provider to have adaptations, modifications or mechanisms of accessibility, as well as trained personnel so you can receive adequate attention.⁶²

31. Websites with accessibility features.

YOU HAVE THE RIGHT for the provider's websites or internet portals, or telephone numbers for public attention, to have accessibility features, and to be attended by trained personnel.⁶³

IX. RIGHT TO NON-DISCRIMINATION.

32. Right to non-discrimination in access to the contracting and provisioning of telecommunications services.

YOU HAVE THE RIGHT to access, contract or receive telecommunication services without the provider being able to discriminate on the basis of ethnic origin or nationality, gender, age, disability, social status, health, religion, opinions, sexual preferences, marital status or anything else that undermines or annuls your rights and freedoms as a person.⁶⁴

33. Right to network neutrality.

YOU HAVE THE RIGHT to access any content, application or service offered by the provider within the applicable legal framework, without limitations, degradations, restrictions or discrimination.

⁵⁴ Art. 191 Section II of the LFTR,

⁵⁵ Art. 16 and 19 of the Federal Law on the Protection of Personal Data held by Individuals (hereinafter, LFPDPPP)

⁵⁶ Art. 22 of the LFPDPPP.

⁵⁷ Art. 19 and 20 of the LFPDPPP.

⁵⁸ Art. 190 Section II of the LFTR.

⁵⁹ Art. 191 Section XIX of the LFTR.

⁶⁰ Art. 200 Section III of the LFTR.

⁶¹ Art. 200 Section IV of the LFTR.

⁶² Art. 200 Section VI of the LFTR.

⁶³ Art. 200 Section VII and VIII of the LFTR.

⁶⁴ Art. 191 Section XIV and 200 Section V of the LFTR; 58 of the LFPC.

YOU HAVE THE RIGHT to know, through the provider's internet portal, the features of the service, speed (such as bits per second for upload and download of information, as well as factors that may reduce speed of service) and quality authorized by the Federal Telecommunications Institute.⁶⁵

YOU HAVE THE RIGHT for the provider to protect your privacy and network security, and for your provider not to obstruct, interfere with, inspect, filter or discriminate contents, applications or services. You also have the right to receive the capacity, speed and quality you contracted regardless of the content, origin, destination, application or service provided to you through the internet.⁶⁶

X. RIGHT OF FREE ACCESS TO AN EMERGENCY SERVICES TELEPHONE NUMBER.

34. Emergency services.

YOU HAVE THE RIGHT to have the provider inform you of the single emergency number and to access that number free of charge, which will allow you to identify and geographically locate your call and, where appropriate, text messages sent.⁶⁷

XI. RIGHT TO SUSPENSION OF SERVICE DUE TO REPORT OF THEFT OR LOSS

35. Report of theft or loss of equipment.

YOU HAVE THE RIGHT to report to your operator through expedited procedures, the theft or loss of your mobile equipment, so it may immediately suspend the service of the equipment or mobile devices.⁶⁸

Once you have reported your equipment as stolen or lost, the provider will not be able to continue charging you for the service.⁶⁹

XII. ADDITIONAL RIGHTS OF PAY TV USERS (CABLE OR SATELLITE).

36. Receive free-to-air TV channels free.

YOU HAVE THE RIGHT to receive free of charge free-to-air TV channels broadcast within your geographical area of coverage and the channels transmitted by Federal Public Institutions if you have cable pay television.

If you have satellite pay TV, you are entitled to receive free TV channels such as "Canal de las Estrellas", "Canal 5", "Azteca Siete" and "Azteca Trece" as well as the channels transmitted by Federal Public Institutions.⁷⁰

37. Blocking of applications or services.

YOU HAVE THE RIGHT for providers to block any content, applications or services you request. You can make this request by the same means available for contracting.⁷¹

38. Parental control.

YOU HAVE THE RIGHT to receive a parental control service upon request from providers, who must clearly publish the operational features of this service and instructions so you can operate the applications necessary for correct functioning.⁷²

XIII. RIGHT TO PROTECTION.

39. Right to access to administrative bodies.

YOU HAVE THE RIGHT to the protection and representation of Profeco to ensure your rights are respected, with a view to preventing individual and collective property damage, as well as pain and suffering, thereby guaranteeing legal, economic, administrative and technical protection.⁷³

40. Filing of complaints and reports due to breaches by the provider.

⁶⁵ Art. 145 Section IV and 146 of the LFTR, item 4.5.6 of the NOM 184.

⁶⁶ Art. 145 and 146 of the LFTR

⁶⁷ Art. 190 Section IX and 200 Section IV of the LFTR.

⁶⁸ Art. 190 Section V of the LFTR.

⁶⁹ Art. 190 Section VI; Art. 1 of the LFPC

⁷⁰ Art. 164 and 165 of the LFTR, and Art. 2 and 3 of the General Guidelines in relation to the provisions of section I of the eighth transitory article of the Decree amending and adding various provisions from Articles 6, 7, 27, 28, 73, 78, 94 and 105 of the Political Constitution of Mexico in the field of Telecommunications.

⁷¹ Art. 197 of the LFTR.

⁷² Art. 197 and 225 of the LFTR.

⁷³ Art. 24 Sections I and II, and 26 of the LFPC.

YOU HAVE THE RIGHT to file complaints and reports with the Federal Institute of Telecommunications and the Federal Consumer's Office, in the event of any breach by the provider.

When initiating a conciliatory proceeding arising from a complaint filed with the Profeco, you have the right not to have the telecommunications services suspended for failure to pay for the duration thereof.⁷⁴

You have the right to file a complaint with the Federal Telecommunications Institute for service failures or breaches of the operators' obligations, so that the corresponding verifications can be made and, if applicable, a sanction procedure initiated.

41. Collective representation.

YOU HAVE THE RIGHT to be represented in a collective action in the event of a breach by a provider, to seek a resolution that the supplier acted in a way that harmed your interests and your assets and that obligate the provider to pay compensation for damages. The representative of such group may be the Profeco, a registered consumer association or a group of at least 30 affected consumers signing the complaint.⁷⁵

These are your main rights as a user of telecommunications services. There are others that can be found in the laws, regulations and administrative provisions that in force and applicable, which the service provider is obligated to respect.

If you want to find out more about your rights, please visit the website of the Federal Institute of Telecommunications www.ift.org.mx or the website of the Federal Consumer Attorney's Office www.gob.mx/profeco and remember **YOU HAVE THE RIGHT.**"

⁷⁴ Art. 113 of the LFPC.

⁷⁵ Art. 26 of the LFPC.