PROVIDER:
CLARO S.A. ("Claro")
CNPJ/MF nº 40.432.544/0001-47
Headquarters: Rua Henri Dunant, 780, São Paulo – SP

Marketing Period
Indeterminate – from October 30, 2025

Customer Service
Chat App Claro Flex[1]

OFFER TERMS AND CONDITIONS - CLARO FLEX PASS

Supply Area
Brazil

Location of Availability
Claro Flex App or Flex Portal in https://flex.claro.com.br/

1. CLARO FLEX PASS

1.1 Claro Flex Pass Offers are exclusively digital, in accordance with Anatel Resolution nº 765, Art. 24, and intended to provide telecommunications services in Brazil for foreigner's individual visitors, in legal age and capable under Brazilian law, including in their composition:

- Internet Data as indicated in each Offer
- Unlimited Voice Calls Local and Long Distance in Brazil, using the Company Code 21
- 5,000 SMS to another Claro Mobile and 500 SMS to any other Mobile in Brazil

IMPORTANT: The items that are part of the Offer cannot be canceled individually and do not generate any reduction in the price of the Offer, even if they have not been used, as they are made available to the User when contracting.

1.2 The offer must be activated by the User with a Claro eSim[2] at Claro Flex App and must indicate a valid Passport number[3] and the address of your temporary stay in the country.

1.3 The payment method available for registration in the Application is a credit card[4] valid for use in Brazil, owned by the User and the Offer will be available after the payment approval. Claro may perform facial biometrics to confirm the User's identity and may request proof of registration data entered in the Application.

1.4 In the Claro Flex App, the User will have access to all contract and consumption information, among other information related to the service.

2. AVAILABLE OFFERS AND PRICES

2.1 The available Claro Flex Pass Offers, expiration dates and their values are:

Internet Data	Offer Code	Price	Valid up to
20GB	CLR202500001624	R$ 44,90	15 days
30GB	CLR202500001625	R$ 59,90	30 days
40GB	CLR202500001626	R$ 69,90	30 days

[1] In case of unavailability of the App, the User may contact Costumer Service at 1052
[2] Not available for physical SIM Card.
[3] Other documents will not be accepted for the purpose of activating the service.
[4] As it is an exclusively digital offer, no other payment methods are available. The User is under the credit rules of the card-issuing financial company.

2.2 App Claro Flex Pass Offers are not recurring, therefore, at the end of the validity period, the User must choose to renew or purchase another available Offer, under penalty of definitive deactivation of the services.

2.2.1 The price of the new offer will be charged at the credit card already registered in the Application.

2.2.2 The Offers may be renewed up to a limit of 90 (ninety) days of service provision. At the end of this period, the User must register and activate the Offer again.

2.3 The services included in the Offer are for use exclusively in Claro Mobile Network in Brazil, and international use is not available.

2.4 No additional service packages or use are available for this offer. If the User wants to continue using the services after the package ends, he must renew the contract or contract another Claro Flex Pass Offer available.

2.5 This Offer is limited to one activation per User, considering the passport number registered at the activation.

3. GENERAL RULES FOR THE USE OF TELECOMMUNICATIONS SERVICES

INTERNET

3.1 The internet data included at the package is valid for use on Claro Mobile Network in Brazil during the indicated validity period. At the end of the validity period of the Offer, any remaining data package will be removed, not being cumulative with the package resulting from renewal or new Offer activated.

3.2 Claro is not responsible for downloads, costs, transactions and contracts made by the User using the services, as well as is not responsible for the use of the mobile line as a two-factor authentication, unauthorized access to data, passwords and information contained in the device and applications downloaded by the USER and any acts performed by the USER in access to the internet, or for failure caused beyond Claro's reasonable control, including acts of God or any unforeseeable circumstances, and the service doesn't include any guarantee related to infection by viruses or malware.

3.3 CLARO is not responsible about the equipment compatibility used in the download and access to applications, even if the equipment has been purchased from CLARO.

3.4 At the end of the data package included in the offer, the internet service is blocked for use and there is no other charges.

3.5 In case of misuse, improper or illegal use, the User will be charged in the amount of R$ 15,00 per MB used in non-compliance with the Offer.

VOICE CALLS

3.6 The User with any of the Claro Flex Pass Offers may make unlimited, local and long distance voice calls in Brazil using the Provider Selection Code (PSC) 21, to mobile or landline of any Telecommunications Provider in Brazil, originated and completed in Claro's network in Brazil.

3.6.1 Calls using another PSC or through another Provider's network will be charged according to the current rates of Network Provider and may be charged with additional fees.

3.7 Voice calls that are not included in the Offer: (i) international long distance (ILD) voice calls; (ii) outside Claro Brasil network (in national or international roaming); (iii) for the use of third-party services, such as chats or participation in promotions, and others; (iv) reverse charge calls; and (v) for special services, such as: Claro Secretary, Customer Service, 0300, 0500, and others.

3.8 In case of misuse, improper or illegal use of the services, the User will be charged by the amount of R$ 1,20 per minute for local or long distance calls in Brazil between mobile or landlines provide by Claro using Claro's network in Brazil or R$ 1,50 per minute for local and long distance calls in Brazil to other Telecommunications Providers using Claro's network or in roaming inside the country, that could have additional fee.

3.9 It is not possible to make calls that are not included in the offer.

SMS

3.10 The Claro Flex Pass Offers includes a package with 5,000 text messages (SMS) that can be sent to another Claro Mobile and 500 text messages (SMS) that can be sent to mobile lines of other Telecommunications Providers, as long as they originate in the Claro network inside the country.

3.11 Are not included in the Offer the text messages (SMS): (i) while the user is in roaming; (ii) to international Providers, special numbers, e-mails, collect and promotional services and/or contests; (iii) for commercial or advertising use, being applicable only to messages of a personal nature promoting communication between people.

3.12 In case of misuse, misuse of the services or overage of the package included in the Offer, the User will be charged the amount of R$ 0,90 per text message sent to Providers in Brazil. Text Messages to International Providers and additional text message packages are not available.

4. RELEVANT INFORMATION ABOUT THE CONTRACT

4.1 This Offer may be signed exclusively at the Claro Flex App, during the marketing period indicated in this document in the area covered by the Offer and may be used throughout the national territory, in Claro Brasil coverage area.

4.1.1 The ways of collecting the acceptance to confirm the contract will be the electronic/digital sign, *contract log* or use of the token sent to the registered phone and/or e-mail, or even the online acceptance (screens),and the recurring and habitual payments using the payment method registered by the User.

4.2 ADDITIONAL INFORMATION REGARDING THE DOWNLOAD AND USE OF THE APPLICATION:

4.2.1 To download and use of the Application, the User must have access to the internet, even if it is a Wi-Fi network.

4.2.2 The User must create a personal and non-transferable access password, being under his responsibility and custody for future access to the Application.

4.2.3 Failure to complete the download of the Application or activation due to technical or operational problems beyond Claro's control, including, but not limited to, problems with internet access, incompatibility of the mobile device, device memory used, failure to register by the User, and others, are not considered a service failure and do not result in any type of compensation to the User, and the same if the User doesn't follow the guidance through one of the available service customers.

4.2.4 The download of the Claro Flex App does not result in costs to the User, except for the data necessary for internet access. The charge on the registered payment method will start when the services are activated.

4.2.5 The User is responsible for keeping the application up to date to use the services, and Claro is not responsible for the impossibility of updating or incompatibility with the User's equipment.

4.2.6 Claro is not responsible in the case of hiring or access by minors to the Application and services provided, with the use of data of the legal guardian, since the password is the responsibility of the registered holder.

4.3 The VALIDITY PERIOD OF THE OFFER AND VALIDITY OF THE CONTRACT is 15 (fifteen) or 30 (thirty) days according to the User's option, and the User can assign a new period in the Claro Flex App up to a limit of 90 (ninety) days.

4.4 CLARO doesn't offer services with no charging, so that, if have any divergence between the charges and the terms of this Agreement, or in case of systems error in charging the User, Claro may immediately charge the User with the correctly amount under the terms of this document.

4.5 Any liberality of CLARO in practicing conditions more beneficial than those provided for in this Agreement doesn't constitute novation or waiver of rights and the conditions set forth in this document may be applied at any time.

4.6 The mobile line activated in the Claro Flex Pass Offer cannot be changed to another Claro Offer.

4.7 CANCELLATION POLICY: This Offer has no minimum term period and the USER may request the end of services at Claro Flex App, at any time, without any incidence of termination fee, or just wait for the expiration of the validity period.

4.7.1 If the User cancels the Claro Flex Pass offer before the end of the validity period, any services or packages still available will be zeroed, and no refund of amounts will be due to the User.

IMPORTANT: All USERS will be subject to credit analysis by Claro and the Financial Company responsible for the payment method registered in the Application

5. MINIMUM AND AVERAGE CONNECTION SPEEDS

5.1 The User may have access to the 5G (NSA/DSS), 4G, 3G or 2G browsing speeds, described below, depending on the technology available in the location, Claro's coverage and/or compatibility of the User's cell phone/equipment.

Technology	Maximum Download/Upload Speed	Average Download Speed	Minimum Speed
5G	Up to 10Mbps/1Mbps	5 Mbps	256kbps
4GMax	Up to 5Mbps/512 Kbps	3Mbps	128 Kbps
3GMax	Up to 1Mbps/128 Kbps	650 Kbps	128 Kbps
2G	Up to 60 Kbps/16 Kbps	12Kbps	8 Kbps

5.2 The impossibility of access to any of the technologies does not result in any breach of the contract or any rights to the User. 5G SA technology is not available in this Offer.

5.3 The User agree that weather conditions, urban structures, distance from the Base Transceiver Station (BTS), numbers of users with simultaneous access, uncovered areas, and others, could affect the network signal and services and won't be considered a service failure.

5.4 The User is aware that data consumption may vary according to the technology accessed and such variation doesn't result in any violation of the terms of this document.

5.5 If the User does not want to access a certain network, must be manually configured at he device (equipment) used, if available, not leaving the automatic access configuration to the available networks active.

5.6 Claro has no liability arising from the erroneous configuration of the equipment for access to the mobile data network and available technologies.

6. FINAL INFORMATIONS ABOUT THE OFFER

6.1 The services and offers provided for in this document are exclusively with the use of the Claro network in Brazil. The User declares that have checked the technologies available for the location that will use the services and the coverage map of Claro services in www.claro.com.br/mapa-de-cobertura before choose the Offer.

6.2 The rules about misuse, non-compliance or illegal use are in the general conditions of this agreement and apply to these Offers, so that the penalties of any violation are described in this document and will be applied in addition to the applicable legal actions.

6.3 The general conditions of the contract are contained in the QR CODE on the side and are part of this Agreement, and must be observed by the Users.