

Computershare Call Centre service

If you have any specific questions or need help with your Telefonica Share Plan Account, you can email Computershare at Telefonica@computershare.com. Alternatively you can call the Computershare Call Centre. The Call Centre operates a multi-lingual service in English, Spanish, German or Portuguese, either in person or supported by a state of the art translation line which can be immediately employed to help meet your service needs.

To contact the Call Centre, please call:

Europe –Call Centre in Barcelona (Spain)

+34 93 800 2674 (*) (Monday-Friday, 8am - 6pm CET)

(Questions and transactions, placing orders for sale and/or transfer of shares)

Latin America - Call Centre in Boston (USA)

+1 732 491 0779 (*) (Monday-Friday, 8am – 6pm EST)

(Any questions and advice, except for placing orders for sale and/or transfer of shares)

For those with limited access to international dial-in, please note there are additional local numbers available below.

(*) Please note that all calls will be charged, so please check the document first or the GESPP microsite to see if your question has been answered.

In addition to the direct phone numbers of the Computershare Call Centre mentioned above, and with the aim of providing a solution to those employees with limited access to international phone calls, we have implemented a service together with Telefonica Digital. This solution provides a local phone number that, using Telefonica Digital technology, will redirect the call to Computershare Call Centre lines. By doing this, you will not need a line with authorization for international calls, and the cost will be the one corresponding to a local phone call.

In the table below you will find the local numbers for the countries in which this technology is now available:

Local phone number to connect from:	Call Centre Computershare Barcelona (España)	Call Centre Computershare Boston (USA)
Argentina	+541152390609	+541152460464
Brazil	+551123919025	+551130422896
Chile	+56225708431	+56228986010
El Salvador	+50321130279	+50321130890
Mexico	+525585263972	+525585263965
Panama	+5078366084	+5078366043
Peru	+5116409327	+5116419246
UK	+442080895059	+442080895058
Germany	+498961429215	+498961429216
Israel		+97233760849