

NFON

General Terms & Conditions of NFON AG

The next-generation telephone system.



NFON
Cloud Telephone System

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Cloud Telephone System

Version 4

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2 Ambit

- 2.1. The business relationship between NFON AG (hereinafter referred to as "NFON"), Machtlfinger Str. 7, 81379 München (Local Court Munich HRB 168022) and the customer, who is not a consumer as defined by § 13 BGB (German Civil Code) (hereinafter referred to as "customer"), is subject to the following General Terms & Conditions ("T&Cs").
- 2.2. Deviating General Terms & Conditions of the customer shall not apply. Nor do they apply should NFON not expressly object to them. The T&Cs shall also be solely applicable if NFON, aware of conflicting General Terms & Conditions of the customer, renders services without reserve. The current version of the T&Cs as a general agreement shall further apply to future transactions between the parties without NFON again referencing these in each specific case; in this case, NFON shall promptly notify the customer of change to the T&Cs.
- 2.3. The T&Cs shall apply in conjunction with the contract, the respective specifications of services, the service level agreement (SLA), the respective current price list (or the terms specified at www.nfon.com) and the Telecommunications Act (TKG). In the event different information is provided on this topic, the contractual documents shall apply in the following descending order of priority:
 1. Contract (highest priority)
 2. Specifications of services, Service Level Agreement (SLA), current price lists
 3. General terms and conditions (lowest priority)
- 2.4. Any separate written agreements concluded for specific cases shall always override the T&Cs.

3 Conclusion of contract

- 3.1. The product order by the customer constitutes a binding contractual offer. This can be accepted by NFON in writing (e.g. by countersigning the contractual offer) or by first performance.
- 3.2. The conclusion of contract for NFON products shall entitle the customer to use certain basic services and possibly optional additional functions. The use of optional additional functions against surcharge constitutes a separate conclusion of contract.
- 3.3. The customer irrevocably authorises his employees to use all performance components of NFON, including optional additional functions in line with the scope of performance contracted with the customer, irrespective of whether additional charges will be incurred for the services or the services are included in the basic fee.
- 3.4. A contract is only concluded between NFON and the customer. § 312i(1)(1)(1) to (3) and § 312i(1)(2) German Civil Code shall not apply.

4 NFON Hardware

- 4.1. The customer ordering technical equipment (e.g. routers, devices) constitutes a binding offer to NFON to conclude a sales agreement. The sales agreement shall be concluded on written order confirmation by NFON or delivery of the equipment. All equipment shall remain the property of NFON until paid in full.
- 4.2. If the purchased item is defective, NFON is at liberty to choose supplementary performance by correcting the defect (rectification of defects) or delivery of a properly functioning product (replacement). The customer's right to reduce the purchase price or withdraw from the sales agreement for failed supplementary performance shall remain reserved. The basis for liability for defects shall particularly be the agreement on the properties of the purchased item. All product descriptions which are part of the respective sales agreement or published by NFON shall serve as the agreement on the properties of the purchased item. NFON assumes no liability for publications by the manufacturer or other third parties (e.g. advertising messages). A defect in the purchased item shall be determined separate from NFON rendering services in other areas. The customer is excluded from assigning claims for defects. In the case of supplementary performance by virtue of replacement, the customer shall be obligated to return the defective product to NFON at the expense of NFON within one month and shall then receive the properly functioning product. NFON in turn reserves the right to assert damages under the legal premises.
- 4.3. The customer further has the option to lease the hardware from a third party. NFON can broker a contract between the customer and the leasing provider for this purpose, which may be subject to the General Terms & Conditions of the leasing provider. Additional agreements between NFON, the customer and the leasing provider require written form to be effective.

5 Software, licenses, copyright

- 5.1. To the extent that NFON provides the customer with software in performance of the contracted services, NFON shall grant the customer a non-exclusive right to use the software (license) for the term of the contract. In the event NFON grants a customer multiple software licenses, the following terms of use apply to each license. The term "Software" covers the original program, all duplications (copies) thereof, as well as parts of the program, even when associated with other programs. A program consists of machine-readable instructions, audiovisual contents and their associated license materials. Incidentally the license terms of the respective program producer apply.
- 5.2. The customer agrees to ensure that every user of the provided software will comply with this license agreement. The customer shall only use each software on one computer at a time.
- 5.3. The use of the program exists if the software is located on the primary storage or a data carrier of a computer. Software solely installed on a network server for the purpose of distributing the software is not considered used.
- 5.4. The customer is permitted to make the necessary backup copies of the software for data backup purposes in accordance with the rules of technology. A manual provided on a data carrier may be printed

out on paper. The customer shall not modify or remove the NFON copyright notices. The customer shall not be permitted to use, copy, edit and/or transmit the software, convert it into any other form of printout (Reverse-Assemble-Reverse-Compile) or otherwise translate the software in any form not specified in the contract documents and in the manual unless such conversion is indispensably permitted by law or expressly permitted by NFON by prior written consent.

The customer shall not be entitled to rent out, lease or sub-license the software.

- 5.5. Upon expiration of a temporary software license or upon effective termination of the license, the customer shall return all data carriers containing software, any copies and all written documentation and advertising tools to NFON. The customer shall delete any programs saved from the customer's computer systems unless legally obligated to longer storage. The remaining contractual secondary obligations to NFON shall remain in effect beyond the expiry of the contract.
- 5.6. For each infringement of the obligations stipulated under items 5.1 to 5.5 the customer agrees to pay NFON a contract penalty in the amount of EUR 2,500.00 unless the customer is not responsible for said infringement. NFON shall be entitled to assert the contract penalty in addition to performance. Further claims and rights remain unaffected. NFON particularly reserves the right to assert damages under the applicable provisions of the law.

6 Customer duties and obligations

- 6.1. The customer shall be obliged
 - a) to provide NFON with correct and complete data required to provide the services and promptly notify NFON of any changes to the data provided and on request from NFON to re-confirm the data's currentness and correctness within 14 days from receipt of the request. This particularly applies to the customer's name, legal form, business location, banking information, billing address, and the postal address, as well as the name, postal address, e-mail address, telephone and fax number of the technical contact person;
 - b) to continuously update his master data, particularly pertaining to locations and their influence on emergency calls (see service description), insofar as they have an influence on the services to be provided by NFON;
 - c) not to misuse the services and/or allow them to be misused. Within the scope of his possibilities, he shall in particular ensure that no illegal content is sent using the services provided by NFON. This prohibition for example applies to sending unsolicited advertising, and illegal or immoral contents. In the event of reasonable suspicion of infringement of this provision, NFON shall be entitled to disconnect the contractual service;
 - d) to keep access information and/or passwords provided by NFON to access its services strictly confidential and to promptly notify NFON if he becomes aware that unauthorised third parties have gained access to the access information and/or the password. In the event third parties use the services of NFON through misuse of the access information and/or passwords due to the customer's fault, the customer shall be liable to NFON for user fees and damages;
 - e) to grant NFON and its subcontractors access to the service and technical facilities inside the building if and to the extent necessary to provide the contractual services. The service and technical equipment

provided to the customer by NFON shall only be used at the customer's agreed location. It shall be provided with electricity and, if necessary, potential equalised and earthed at his expense;

- f) to make backup copies of data that are at risk of loss at regular short intervals, in order to ensure the data can be recovered with the least possible effort in the event of loss.

- 6.2. The customer warrants that telephone numbers he is commissioning NFON to take over are not subject to third party rights.
- 6.3. To continuously improve voice quality, NFON shall be entitled to select and change the telephone network provider at its own discretion. Where required by regulated processes, the customer authorises NFON to issue the respective declarations of intent on behalf of the customer to facilitate the switch. Upon request, the customer is obliged to confirm these declarations of intent, if necessary in writing.
- 6.4. In the event the customer commits a serious infringement of the above duties or does not remedy such an infringement by a third party despite NFON's request within a reasonable period of time, although he would be in a position to do so, NFON shall be entitled to disconnect the contractual service.

7 Dates and default

- 7.1. The dates (e.g. implementation dates) specified by NFON for provision of the contractual service are approximate unless expressly indicated as binding by NFON in writing. In the event NFON is unable to meet a date, NFON shall promptly notify the customer and provide a new expected date.
- 7.2. In the event the customer does not accept the contractual service provided by NFON (e.g. by not carrying out necessary cooperation actions), NFON shall be entitled to request the customer to do so by setting a deadline. If the customer is in default of acceptance, NFON may charge the agreed one-off and/or monthly fees and possibly assert additional rights under §§ 300 ff. BGB (German Civil Code).
- 7.3. After setting an appointment for a service technician to visit the customer, the customer shall be available during the window specified by NFON. If another service appointment is necessary for reasons for which the customer is responsible, the customer is obliged to compensate NFON for the additional expenses incurred.
- 7.4. If NFON is in default of performance, the customer shall only be entitled to terminate the contract if NFON fails to meet a reasonable grace period set by the customer. The grace period must be set in writing.

8 Prices and payment terms

- 8.1. The customer selects a specific tariff when placing the order. Special offers cannot be combined.
- 8.2. The amount of the use-independent basic fee is determined according to the price list in effect on conclusion of contract (or the terms specified at www.nfon.com). The amount of the usage-based fee is subject to the respective price list in effect when using the service (cf. item 10).
- 8.3. The fees demanded by NFON are due immediately upon receipt of the invoice (usually by e-mail). The customer authorises NFON to debit all due fees and other payment obligations due from his account

by means of the SEPA Direct Debit Scheme. For this purpose, the customer shall grant NFON a SEPA Direct Debit Mandate. The customer shall be in default if payment is not credited to the NFON account within five (5) business days from receipt of invoice unless the late payment is outside the control of the customer. In the event of default, the customer shall pay the statutory default interest in the amount of nine (9) percentage points above the base lending rate. The customer's obligation to pay default interest does not preclude NFON from asserting further damage caused by default.

- 8.4. The customer shall notify NFON in writing of any objections to the invoice within eight (8) weeks from receipt of invoice. Failure to submit a notification in time shall be deemed an approval of the invoice.
- 8.5. The customer shall only be entitled to offset claims of NFON against undisputed or legally established claims. The customer shall likewise only be entitled to a right of lien for claims arising from the same contractual relationship which are undisputed or legally established.
- 8.6. In the event fees or components thereof change during the billing period (e.g. sales tax increase), separate invoices shall be issued for the service period from the start of the billing period until the time of the change and the service period from the time of the change until the end of the billing period.
- 8.7. In the event that SEPA Direct Debit Mandates are not executed by the bank being to which the SEPA Direct Debit Mandate has been issued, NFON shall be entitled to charge the customer liquidated damages in the amount of EUR 20.00 per rejected transaction. The customer reserves the right to prove that NFON did not suffer any damage at all or that the damage was lower or that the customer is not responsible for the damage.
- 8.8. NFON shall be entitled to only activate services upon payment of the agreed activation fee.
- 8.9. Invoices are only sent by e-mail; if the customer wishes to receive invoices by letter post, NFON will charge a fee in accordance with the price list.

9 Disconnection

- 9.1. If the customer is two (2) weeks in arrears with payment obligations of at least EUR 75.00, NFON shall be entitled to disconnect the telephone connection at the customer's expense and in accordance with § 45k TKG (Telecommunications Act). In compliance with the Telecommunications Act, telephone calls will then be restricted or unavailable. NFON will charge liquidated damages in the amount of EUR 25.00 for the disconnection. The customer shall remain entitled to claim lesser damages, likewise NFON shall be entitled to claim demonstrably higher damages. The customer shall remain obliged to pay the use-independent fees during the disconnection. This shall not affect the right to assert further claims for default of payment.

10 Changes to T&Cs, service description and prices

- 10.1. NFON shall be entitled to change or supplement the T&Cs, service descriptions and prices with reasonable notice, provided that the amendment is reasonable for the customer in consideration of the interests of NFON. The customer shall be notified of any change in writing one month in advance. The customer shall be entitled to object to the change, for example if he deems it unreasonable. In this

event the objection must be submitted in writing within one month from the customer's receipt of notice. The date the objection is received by NFON shall be decisive for this. If the customer fails to object in due time, the changes and/or supplements shall be deemed approved. NFON shall notify the customer of the consequences of a failure to object with the change notice. In the event of an objection, NFON shall be entitled to exceptional termination of the contract.

- 10.2. In case of price adjustments to regulated fees (e.g. interconnect prices, local loop charges) of more than 5% to the disadvantage of NFON or in the event of fundamental changes to regulated fees based on court or regulatory decisions (e.g. abolition of the fee approval obligation, introduction of additional fees) and resulting changes to the purchase prices of NFON of more than 5 % to the disadvantage of NFON, NFON shall be entitled to adjust the monthly and usage-based fees as well as the one-off fees accordingly, with a notice period of one month prior to the regulatory changes becoming effective. In this case the customer has no right of termination. Furthermore, the customer has no right of termination if the applicable fees between NFON and the customer are redetermined by regulatory decision (e.g. assessments by the Federal Network Agency for electricity, gas, telecommunications, post and railways ("Federal Network Agency") for premium services, mass calling services, etc.). In this case the assessed fees shall apply immediately. NFON shall promptly notify the customer of these assessments.
- 10.3. In the event of a change in the statutory value added tax rate, NFON shall be entitled to adjust the fees for goods or services provided or rendered under continuing obligation accordingly as of the date the change in the VAT rate becomes effective.

11 Contract term and termination

- 11.1. Unless otherwise stipulated, the contract is concluded for an indefinite period. Any other stipulations on a minimum contract term are specified in the individual product descriptions.
- 11.2. If the contract was concluded for a fixed term or minimum contract term with the customer, the contract shall automatically be extended by the agreed term or the minimum contract term unless terminated with four (4) weeks' notice prior to expiry of the fixed term or expiry of the minimum contract term.
- 11.3. A contractual relationship running for an indefinite period can be terminated by either party without specifying reasons by giving 30 days' notice to the end of the month.
- 11.4. This shall not affect the right of both parties to terminate without notice for good cause. An important reason for NFON shall be, for example, if the customer is more than 20 calendar days in arrears with the payment of fees or if NFON becomes aware that a customer registered as business customer is in fact to be classified as a private customer.
- 11.5. Any notice of termination must be submitted in writing to be effective, including by fax.

12 NFON liability

12.1. The liability of NFON for

- damages to the customer for lack of guaranteed properties,
- damages to the customer for willful or grossly negligent conduct of NFON or its vicarious agents,
- damages to the customer for injury to life, body or health, or
- damages to the customer under the product liability act

shall be unlimited according to the provisions of the law.

12.2. NFON shall only be liable for material damage or financial loss due to slight negligence if such damage or loss is due to a breach of material contractual obligations. Contractual obligations are deemed essential if the fulfillment is essential for the proper execution of the contract and if the contracting party should be able to rely on their fulfillment.

12.3. The liability of NFON for ordinary negligence is further limited to compensation of foreseeable damages typical for the contract. NFON shall not be liable for any other remote loss.

12.4. If compensation for so-called pure financial losses is considered according to item 12.2, this shall in any case be limited to the net amount of the customer's turnover of the previous month of this contract; if the monthly turnover is less than EUR 2,500.00, the limit of liability shall be EUR 2,500.00.

12.5. In principle, NFON shall not be liable in case of force majeure, including for impairment or preclusion of his obligations due to technical or other problems outside the control of NFON (e.g. system failures at upstream suppliers of NFON AG). NFON shall further not be liable for access restrictions enforced by NFON where required for the security of network operation, maintaining the network integrity, particularly preventing serious disruption of the network, software or stored data.

12.6. NFON shall be liable for financial losses due to data loss even in case of slight negligence, to the extent that the customer has fulfilled his obligations under item 6.1f). Liability shall be excluded for data loss due to system malfunctions, incompatibilities or misconfiguration of the customer's hardware or software.

12.7. The above does not affect the limitation of liability under § 44a Telecommunications Act.

12.8. NFON shall solely be liable for services specified in the respective service description, but not for e.g. the necessary network infrastructure.

12.9. Exclusions and limitations of liability according to these provisions shall also apply to customer claims against legal representatives, employees and vicarious agents of NFON.

13 Promise of guarantee

13.1. In the event of a guarantee assumed by NFON, NFON shall be liable regardless of culpability. The extent of liability for material damage and financial losses covered by the guarantee, however, shall

be limited to the foreseeable damages typical for the contract, not to exceed the customer's turnover during the previous month according to this contract.

14 Privacy

- 14.1. Master data such as name, company name, address, etc., shall only be stored where necessary for the establishment, change or execution of a contractual relationship. This information will not be disclosed to third parties unless necessary for performance of the contractual relationships with suppliers explicitly authorised by the customer. Upon termination of the contractual relationship, these data shall be deleted at the end of the following calendar year.
- 14.2. Traffic data shall only be collected, processed and used for the purposes and to the extent specified in the Telecommunications Act (TKG). All traffic data – unless a pending objection requires the continued provision of the customer's connection data – shall be deleted after six (6) months.
- 14.3. The retention of billing data is limited to ten (10) years and shall take place in separately secured systems. Upon expiration of the respective calendar year, billing data can only be accessed under special circumstances and at the request of authorities.
- 14.4. Upon termination of the contractual relationship, all other data related to the customer (e.g. paper-based or electronic communication, trouble tickets) shall be deleted or anonymised at the end of the following calendar year.
- 14.5. NFON shall be permitted to list the customer as a reference and also use its company logo for this purpose. The customer may object to such naming and use at any time.
- 14.6. NFON expressly makes the customer aware that data protection cannot be universally guaranteed under the current state of technology for data transmitted over public networks such as the internet. The customer is aware that other internet users could potentially have the technical ability to breach network security without authorisation, and inspect or monitor communication.
- 14.7. NFON uses technical, organisational and operational security measures to always ensure the security of master or traffic data and to protect said from accidental or deliberate manipulation, loss or destruction by third parties. The security measures and safeguards used are continuously improved and updated to the state of technology. Despite all efforts to ensure maximum data security, NFON cannot assume liability for illegal breaches by third parties.

15 Miscellaneous

- 15.1. NFON shall be entitled to have services rendered by third parties (vicarious agents). This does not constitute a contractual relationship between the third party and the customer.
- 15.2. NFON shall be entitled to transfer its rights and obligations arising from this contract to one or more third party/ies. This shall not entitle the customer to terminate the contract. The customer shall not be entitled to transfer or assign his rights and duties arising from this contract to third parties without the prior written approval of NFON.

- 15.3. NFON shall be entitled to have billing and payment transactions (so-called billing relationship) rendered by third parties on behalf of NFON based on direct debit authorisation or on behalf of the third party based on assignment.
- 15.4. Any deviations from these T&Cs or other contractual agreements must be made in writing. The requirement for written form also applies to the removal of the requirement of written form.
- 15.5. The place of fulfilment and sole place of jurisdiction for all disputes arising from this contract is Munich. NFON shall further unilaterally be entitled to bring action against the customer at his place of general jurisdiction.
- 15.6. Contracts concluded by NFON based on these T&Cs and all claims arising from said are solely subject to the law of the Federal Republic of Germany with exclusion of the provisions of the UN Convention on Contracts for the International Sale of Goods (CISG).
- 15.7. Individual stipulations within these T&Cs being invalid shall not affect the validity of the contract and the remaining stipulations of the T&Cs in accordance with the will of the parties. The invalid stipulation shall be replaced, through supplementary interpretation of contract, by one that corresponds to the economic purposes of the invalid stipulation as much as possible.