

CCP General Terms and Conditions

Colt Serbia



These General Terms and Conditions ("GTC") shall apply to any provision of service ("service") and/or sale of equipment by the Colt Technology Services d.o.o. Beograd-Stari Grad ("Colt") to customer ("Customer"). Customer's business terms are expressly excluded.

1. Order and Term

- 1.1 This Order ("Order") comprises the Order Confirmation (as defined below), an order form, any service description, service level agreement ("SLA"), applicable service specific terms and these GTC. In case of conflict between documents, they shall take precedence in the listed order above.
- 1.2 An Order Confirmation means either (a) a notice from Colt confirming that it accepts the relevant Order form, or (b) a notice communicating the expected installation date, or (c) the Order form itself with Colt's counter-signature.
- 1.3 The Order takes effect on the date of Order Confirmation. Any subsequent cancellation or change is possible as set out in, and subject to, these GTC and in particular may lead to early termination charges according to clause 9.5. Unless stipulated differently in the Order, the initial term of service shall be 12 months from the earlier of (a) the date that the service is ready for use as communicated by Colt to Customer ("RFU Date"); (b) the date Customer starts using the service other than for testing purposes; or (c) the date determined by Colt in its sole discretion following a delay in provision of Delivery Cooperation by the Customer pursuant to clause 6.2 or failure to agree the timing of delivery pursuant to clause 6.3 ("Initial Term"). Before expiry of the Initial Term, the Order can only be terminated in accordance with clauses 2.1, 6.1, 6.2, 6.3, 9.2, 9.3 or 11.3 of these GTC. On or after expiry of the Initial Term, the Order shall continue in force until it is terminated in accordance with any of clauses 2.4, 9.1, 9.3, or 11.3 of these GTC.

2. Charges

- 2.1 Charges will be set out in the Order; if not, the current standard charges of Colt apply. If a third party is required for the delivery of a service, the third party costs, which are incorporated in the charges, are subject to survey of the relevant site or review or confirmation by the third party. Such survey, review or confirmation may result in a change to the costs. Any such change will be passed on to Customer in its entirety as part of the charges and Colt shall notify Customer of any such revision to the charges before the service becomes capable of acceptance. In the case of any increase, the Customer shall either (a) inform Colt that it accepts the increased charges or (b) terminate the Order (or relevant part thereof) by giving Colt notice in compliance with clause 9.4. Following its notice of the increase to the charges, Colt shall not be obliged to carry out any further activity in relation to the Order unless and until Customer exercises option (a).
- 2.2 All charges stated on the Order will be exclusive of VAT unless specified otherwise.
- 2.3 Colt may charge Customer default interest on overdue sums according to the rate set out in the Serbian Law on Default Interest.
- 2.4 Colt may revise the charges for the provision of services agreed in the Order at any time after the expiry of the Initial Term providing Customer with two months' notice prior to the revision taking effect. Customer shall be deemed to have accepted the revised charges unless,

in case of an increase, Customer has terminated the affected Order(s) by giving Colt written notice, to expire at the end of that two months' period.

- 2.5 Charges may be changed at any time in order to comply with any change of mandatory law or regulations.

3. Payment

- 3.1 Payment shall be due 14 days after the date of invoice.
- 3.2 Colt will send invoices to Customer by email or in an electronic format, unless Colt agrees with Customer to send invoices by post. The format of the invoice shall not affect Customer's obligation to make payment under clause 3.1 or Colt's rights under clauses 2.3 and 5.
- 3.3 Invoices are deemed accepted if not disputed, with detailed evidence of the dispute, within 15 days of the date (i) when the invoice becomes due for payment, if Customer disputes the amount of the invoice, (ii) of provision of the service, if Customer disputes quality of the service. If Customer disputes the invoice, the Customer must still pay the higher of (i) undisputed portion of the invoice, or (ii) an average monthly charge for the last three months preceding the period to which the complaint relates, by the due date.
- 3.4 Colt may from time to time limit how much Customer can, in total, be in debt to Colt ("Credit Limit"). Colt will inform Customer what its Credit Limit is. Colt may change it from time to time. If Colt has not told Customer what its Credit Limit is, it is nil and all charges must be paid in advance.

4. Fraud

Customer shall not use the service for any fraudulent or unlawful purposes, and shall ensure there are adequate safeguards in place to prevent others from doing so, whether arising in connection with Customer's equipment or otherwise. Customer is solely responsible for any fraud that occurs and any charges arising as a result. Colt has no responsibility or liability over the configuration, use or operation of Customer's equipment unless Colt has expressly agreed otherwise in writing.

5. Suspension of Delivery

Colt may, without prejudice to any other right or action it might have, suspend the services: (a) on giving 7 days' prior notice (or longer if required by law) if Customer does not pay an invoice when due or is in breach of any other term of the Order, or (b) immediately if Customer's Credit Limit is exceeded or Colt reasonably suspects the service is being used for fraudulent or unlawful purposes.

6. Delivery

- 6.1 The service will be deemed accepted from the RFU Date or, if earlier, the date Customer starts using the service other than for testing purposes, unless Customer notifies Colt in writing within 5 working days of the RFU Date of its reasonable belief that the service is not ready for use and its reasons for that belief. In such a case Colt shall endeavour to resolve the problem and communicate a replacement RFU Date to the Customer and the service will be deemed accepted only in accordance with the same process as set out in the preceding sentence. However, if the Customer notifies Colt in writing on a second occasion (or on any subsequent occasion) of its reasonable belief that the service is not ready for use then either party may give notice of termination of the Order (or relevant part thereof) in accordance with clause 9.4.

- 6.2 Customer shall provide Colt with reasonable co-operation (including all necessary information and access to all sites and associated permissions) without charge and on reasonable terms ("Delivery Cooperation") and/or make sure that third parties provide Colt with the Delivery Cooperation necessary for Colt to provide the services and meet any promised delivery date ("Colt Promised Date" or "CPD") including to install any of Colt's or Customer's equipment. Colt may require Customer to provide written evidence of its right to access such sites. If the RFU Date is delayed by more than 30 days beyond the issue of a "Task Delay Notification" (which is a Colt system generated email notifying the Customer of the delay), due to failure on the part of the Customer to provide Delivery Cooperation, then Colt may upon the expiry of such 30 day period (regardless of the Customer's inability to use the service due to such delay) at its sole discretion either terminate the Order or begin the Initial Term and start invoicing the monthly recurring charges.
- 6.3 If Colt accepts within its sole discretion to defer the delivery of service upon Customer's request, there shall be no change in the installation and service charges being incurred from the RFU Date. However, if Colt is unable or unwilling to comply with such a request, it will promptly notify the Customer and if agreement is not reached within 5 calendar days of such notification on the timing of delivery and any changes to the charges, then Colt may in its sole discretion terminate the Order (or relevant part thereof) in accordance with clause 9.4 or begin the Initial Term and start invoicing the monthly recurring charges.
- 6.4 Property and title to Colt's equipment installed at Customer's or third party's site for the provision of service remain with Colt and Customer shall apply, and shall ensure any such third parties apply, reasonable care and comply with any reasonable instructions which Colt may issue in relation to it.
- 6.5 Where equipment is sold, risk shall pass to Customer on delivery. Colt retains property and title until it receives full payment of the due purchase price. In case Colt decides to get this retainer notarized, Customer will support such notarization to the required extent.

7. Warranty and Service Levels

- 7.1 Colt warrants that the service shall be provided in accordance with the Order using reasonable skill and care.
- 7.2 In case of the service not fulfilling the contractually agreed requirements: (a) Colt shall remedy the service for the future in accordance with the SLA or, in the absence of a SLA, within a reasonable period, and (b) Customer may claim service credits in accordance with the SLA.
- 7.3 Where equipment is sold, Colt will endeavour to pass onto Customer the benefit of any warranty (if any) Colt receives from its supplier of the equipment.

8. Intellectual Property

Customer is not granted any intellectual property rights unless otherwise expressly agreed in writing by Colt.

9. Termination

- 9.1 Either party may terminate the Order in whole or in part by giving 90 days' written notice to take effect at the end of a calendar month and no earlier than the end of the Initial Term. Customer shall pay all charges applicable until the date of termination.

- 9.2 Upon Customer's request Colt may at its reasonable discretion agree to terminate (i.e. disconnect) a service before the end of the Initial Term, provided that the charges applicable until the end of the Initial Term shall remain applicable notwithstanding the earlier termination.
- 9.3 Either party may terminate the Order in whole or in part immediately by giving notice in writing: (a) if the other party breaches any material term of the Order (including non-payment of charges by Customer when due) and, if the breach is capable of remedy, fails to remedy the breach within 30 calendar days upon written notice to do so, or (b) if the other party is threatened to become insolvent, becomes insolvent or ceases business.
- 9.4 Any termination under clauses 2.1, 6.1, 6.2 or 6.3 must be notified by the terminating party to the other party in writing, which shall take effect on the date of the notice unless a later date is specified.
- 9.5 In the event of a termination by either party under any of clauses 6.1, 6.2 or 6.3 Customer shall pay early termination charges comprising of the following: (a) charges which are equal to the fixed charges that would have been payable for the first twelve (12) months of the Initial Term had the order not been terminated (not including any charges already validly invoiced prior to termination which shall remain payable in their own right); and (b) the value of any other third party costs (to the extent that they relate to services to be provided within the Initial Term and after the expiry of such twelve (12) month period) which Colt has already incurred or committed to as at the date of termination. For the avoidance of doubt, these payment obligations are without prejudice to any claims for damages that either party may have against the other.

10. Limitation of Liability

- 10.1 Nothing in these GTC shall limit or exclude either party's liability:
- 10.1.1 for any loss to the extent it is caused by fraud;
 - 10.1.2 for death or personal injury caused by its (or its agents') negligence;
 - 10.1.3 for gross negligence or wilful misconduct; or
 - 10.1.4 that may not otherwise be limited or excluded by law.
- 10.2 Colt and its affiliates' annual aggregate liability for all claims, losses, expenses or damages arising from breaches of this Order, statutory breaches, tortious acts or otherwise, in a Contractual Year (as defined below) shall be limited to 100% of the charges actually paid to Colt under this Order in that Contractual Year. Contractual Year means the period of time starting from the date of the Order Confirmation or its anniversary and ending 12 months later (or, if earlier, on the date of expiry or termination of the Order).
- 10.3 Colt and its affiliates shall not be liable whether based on a claim in contract, tort (including negligence), under an indemnity, breach of statutory duty or otherwise arising out of, or in relation to, these GTC:
- 10.3.1 for any direct or indirect: (i) loss of profits; (ii) loss of revenue; (iii) loss of anticipated savings; (iv) loss of business opportunity; (v) loss of goodwill or injury to reputation; (vi) or loss of, damage to or corruption of data; or
 - 10.3.2 for any indirect and consequential loss.
- 10.4 Service credits shall be Customer's sole remedy for a breach of the SLA.

10.5 The limitations and exclusions in this clause 10 shall apply regardless of whether Colt and its affiliates had been made aware of the possibility of the relevant loss.

11. Force Majeure

11.1 Neither party shall be liable for any event beyond its reasonable control such as, but not limited to, fire, flood, unusually severe weather, war, warlike circumstances, civil or military authority, strikes, lockouts, general network outage, government action, or any other event considered force majeure under law ("Force Majeure").

11.2 If either party is prevented, hindered or delayed from or in performing any of its obligations under the Order by a Force Majeure event, such obligation will be suspended while the Force Majeure event continues and neither party will be deemed to be in breach of such obligations.

11.3 If the Force Majeure event lasts longer than 30 days either party shall be entitled to terminate the Order immediately.

12. Data Protection

12.1 In accordance with the applicable data protection regulations and, in particular, with the Serbian Law on Personal Data Protection (hereinafter, "DPL") and (if and to the extent applicable) with the Regulation (EU) 2016/679 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (hereinafter, "GDPR") and any other applicable local laws, Colt, with its registered office as shown in clause 14.3 of these GTC, hereby informs that it may process the personal data of the Order and/or the signatories of the Order (herein referred to as "Signatories") as controller of the mentioned data ("Personal Data"). Signatories can refer to Colt's Data Protection Officer at dpo@colt.net for any query related to the processing of the referred Personal Data by Colt.

12.2 For the purposes of clause 12 of these GTC, Personal Data are necessary and will only be held and processed by Colt for the purposes of maintaining and managing the contractual relationship with the Customer, including the performance of quality controls and the provision of training where appropriate. It may further occur that, during the contractual relationship between Colt and the Customer, the latter will disclose to Colt certain Personal Data of Customer's personnel that may be necessary for Colt to get in touch with for the provision of the service ("Contact Persons"). Contact Persons' Personal Data to be disclosed to Colt may include but not be limited to Contact Persons' name, surname, position and email address. Parties expressly agree that the processing of any Personal Data for purposes other than the foregoing, such as for marketing purposes, shall be covered and governed by a separate annex to these GTC, if applicable. Therefore, the legal basis for the processing of Personal Data shall be either the performance of this Order, or (if applicable) Colt's legitimate interest or any other legal basis in accordance with applicable laws.

12.3 Personal Data will be processed for the duration of the contractual relationship with the Customer, notwithstanding the storage that may be necessary after expiry of the contractual relationship for the establishment, exercise or defense of legal claims, and/or as permitted by applicable law.

12.4 Colt hereby informs that Personal Data may be transferred to or made accessible to third parties such as Colt Affiliates, agents and subcontractors, within and outside the EU/EEA belonging to the Colt group of companies, and in particular, those indicated in this page:

<http://www.colt.net/legal/#colt-group-of-companies>).

This transfer shall be made for the fulfilment of the Services, including providing technical support and assistance and for a coordinated management of Customer including invoicing. For invoicing purposes Personal Data may be sent to Colt Technology Services India Private Limited (company number U72900DL2004PTC125537) with corporate address at Ground Floor and First Floor, Worldmark 1, Asset Area 11, Aerocity, Hospitality District, Indira Gandhi International Airport, New Delhi-110037. An Intragroup Data Transfer Agreement based on the European Commission's Standard Contractual Clauses has been signed between all Colt entities.

12.5 Where appropriate, the Customer (however restricted to natural persons only) and/or a Signatory and/or a Contact Person (hereinafter altogether referred to as "Data Subjects") may exercise their rights of access to the Personal Data being processed, as well as the rights, under the terms prescribed by applicable laws, to request their copy, correction/rectification, supplement, update, objection and erasure, as well as the termination and interim suspension of their processing, at any time, free of charge by writing to the address as shown in clause 14.3 of these GTC, identifying the right that they wish to exercise. If applicable, under certain circumstances, the Data Subjects may also have the right to request the restriction of processing as well as the right to data portability to those third parties indicated by the Data Subjects. In any case, the Data Subjects acknowledge that they are entitled to lodge a complaint with the supervisory authority.

12.6 In this respect, the Customer represents and warrants that Customer will, in accordance with the DPL and (when applicable) the GDPR and any other applicable local laws, provide Contact Persons with all the information about Colt contained in this clause 12 ("Colt's Privacy Notice"). Likewise, Customer represents and warrants that Customer (i) will make available Colt's Privacy Notice to Contact Persons by lawful means, (ii) will obtain legal valid evidence of the provision of Colt's Privacy Notice in the terms set out above, and (iii) will ensure that all other legal requirements are fulfilled in order to enable Colt to process Personal Data as described herein. Customer shall keep such evidence and make it available to Colt without undue delay if so requested by the latter at any time.

12.7 Customer will inform Colt without undue delay of any exercise of the rights by the relevant Contact Persons within the maximum period of five (5) calendar days after receipt of the corresponding request. Customer undertakes not to provide Colt with any Personal Data in respect of which right of erasure and/or objection have been exercised by the relevant Contact Persons, nor any Personal Data which is not up-dated in accordance with any potential right of rectification previously exercised by the concerned Data Subjects.

12.8 In the event that Colt's provision of Services to Customer requires it to process Customer's Personal Data on behalf of Customer and as instructed by the Customer regarding the purpose and the means of such processing, Colt will be considered as a data processor and shall follow the instructions provided to it under the terms of any relevant data processing agreement ("DPA").

13. Confidentiality

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- 13.1 "Information" means any information, prices, data, practical know-how and documentation which receiving party receives from disclosing party except that which: (a) is in the public domain, and/or (b) was contained in documents rightfully known to receiving party prior to receiving same from disclosing party, and/or (c) receiving party lawfully received from a third party without that third party's breach of agreement.
- 13.2 Receiving party shall not disclose, or permit access to, any portion of the Information to any person except: (a) if such person is an agent, sub-contractor, affiliate, auditor, professional advisor of receiving party and has a reasonable need to know the Information and such person is legally bound by similar confidentiality provisions to those contained in these GTC, or (b) if necessary to comply with legal or regulatory obligations.
- 13.3 This clause 13 shall continue to apply for a period of 5 years after expiry or termination of the Order.

14. Miscellaneous

- 14.1 Any notice given in connection with an Order may be served in writing by hand, normal first class post, fax or electronic transmission (including by e-mail).
- 14.2 Colt is entitled to assign its rights and obligations from the Order to any third party without consent of the Customer and will inform Customer on such assignment in writing. Customer is not entitled to assign any of its rights and obligations from the Order to any third party without previous approval of Colt.
- 14.3 These GTC may be modified only in writing signed by both parties and any contractual or non-contractual matters arising out of or in connection with these GTC or the Order are governed by the laws of Republic of Serbia, and subject to the exclusive jurisdiction of the Commercial Court in Belgrade.
- 14.4 Colt can be contacted in any of the following ways:
(website) www.Colt.net
(telephone) [insert phone number and fax in the Republic of Serbia]
(fax)
(post) Colt Technology Services d.o.o. Beograd-Stari Grad
Kneza Mihaila 30, V floor
11000 Belgrade, Serbia
- 14.5 In addition to clause 14.2, the Serbian Agency for Electronic Communications may be approached for mediation in dispute resolving. Customer can approach the Agency or initiate court proceedings within statutory deadlines. The payment of disputed amounts may be withheld during this proceedings provided however that Colt may claim an amount equal to the higher of (i) undisputed portion of the invoice, or (ii) an average monthly charge for the last three months preceding the period to which the complaint relates, until the proceedings are finished. Both parties will act in good faith to reach a resolution.