

1. When do these Terms apply?

1.1 These Terms apply to all Service Contracts you enter into with us.

2. What do certain words mean and how are these terms interpreted?

2.1 In these Terms:

"Affiliate" means any person Controlled by, Controlling or under common Control with a party and "Control" means the power to direct, directly or indirectly, the management of another person or entity;

"Annual Extension Period" means a period of 12 calendar months following the date of expiry of the Initial Term or previous Annual Extension Period as the case may be;

"Charges" means the charges for the Services together with any other monies payable by you pursuant to a Service Contract;

"Confidential Information" means all information disclosed (in any form) by either of us to the other which is marked confidential or which it is reasonably apparent should be treated as confidential, including information relating to the disclosing party's products, operations, processes, plans or intentions, know-how, design rights, trade secrets and business affairs;

"Credit Limit" means how much you can, in total, be in debt to us. If you pay by direct debit your credit limit is €5,000. If you do not pay by direct debit we will tell you what this limit is. We may change it from time to time. If we have not told you what your Credit Limit is, it is nil;

"Initial Term" means the minimum period of time during which we will supply the Services to you. It will usually be set out in the Order Form, but if it is not, the default period is 12 months;

"IPR" means any registered or unregistered intellectual property rights existing anywhere in the world from time to time, including copyright, know-how, trade marks, patents, design rights and database rights. It also means any application for such rights;

"Order Acceptance" means either: (a) a notice from us confirming that we accept the relevant Order Form; or (b) a notice communicating to you the expected installation date; or (c) the Order Form itself, if we have countersigned it, and if you receive more than one such document from us, the date of Order Acceptance shall be the later (or latest) date of such documents provided that the date of Order Acceptance shall in no circumstances be later than the RFU Date;

"Order Form" means an order, on our standard form, placed by you for Services;

"our Equipment" means any equipment provided by us, or any third party on our behalf, to you for the purposes of providing you with the Services;

"party" means you or us as the case may be and "parties" means both you and us;

"RFU Date" means the date we tell you that the Service is ready for use or if earlier the date that you commence using the Service other than for testing purposes;

"Service" means each of the services we supply to you under a Service Contract. These will be set out in the Order Form;

"Service Contract" means the Order Acceptance and these Terms together with the applicable Order Form, the Service Description(s), any applicable Service Specific Terms and Conditions and the Service Level Agreement, in each case in the form existing as at the date of the Order Form;

"Service Description" means the document setting out the description of the Service(s) referenced in the Order Form;

"Service Level Agreement" or "SLA" means the document setting out the service levels to which we commit to provide the Services referenced in the Order Form;

"Service Specific Terms and Conditions" means any additional terms and conditions which apply to a particular Service. The Order Form will state whether or not there are any Service Specific Terms and Conditions;

"Terms" means these general terms and conditions;

"we", "us" and "our" all mean Colt Technology Services GmbH, a company incorporated under the laws of Germany whose registered number is HRB 53898 and whose registered office is at Herriotstrasse 4, 60528 Frankfurt, Germany (VAT number DE 220 772 475);

"Working Day" means any Monday to Friday excluding applicable public, statutory and bank holidays;

"you" and "your" both mean the customer identified on the Order Form; and

"your Equipment" means any equipment belonging to or under your control and which is not part of our Equipment.

2.2

In these Terms, unless the context otherwise requires: (a) the headings are for convenience only and do not affect interpretation; (b) where appropriate, words denoting the singular include the plural and vice-versa and words importing one gender include the other gender; (c) reference to any document, including any statute or statutory provision, is a reference to the document at the relevant time, as amended, extended or re-enacted; and (d) the words "includes" or "including" should be

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read as being followed by the words "without limitation".

- 2.3 If there is any conflict between any of the documents which make up a Service Contract, the following order of precedence applies with those documents listed first taking precedence over the documents listed after them: (a) the Order Acceptance; (b) the Order Form; (c) any applicable Service Specific Terms and Conditions; (d) these Terms; (e) the Service Level Agreement; and (f) the relevant Service Description.

3. What is the order process?

- 3.1 You may order Services from us under these Terms only if you are doing so in a business capacity. In any event, your own terms and conditions shall be excluded.
- 3.2 You may order Services either: (a) by completing our standard Order Form and sending this to us; or (b) if such functionality is available, on-line by completing and submitting an electronic Order Form via our web ordering portal. In each case, your order shall be deemed to be an offer.
- 3.3 You agree that any delay or failure by you to provide us, when requested, with complete and accurate technical details necessary for us to complete the installation may lead to an extension of the lead times set out in the SLA and we shall have no liability for any resulting late delivery in such circumstances.
- 3.4 We will not be bound by an Order Form until and unless we send you an Order Acceptance.

4. When is a Service deemed to be installed?

- 4.1 A Service is deemed to be installed in contractual compliance if you (a) do not reject the Service within the notice period (5 Working Days from the RFU Date) or (b) use the Service other than for testing purposes.

5. When do Service Contracts start and finish?

- 5.1 Each Service Contract starts on the date of the Order Acceptance. The Initial Term starts on the date of the Order Acceptance in accordance with Clause 4.1. If more than one Service is installed or Services are installed at multiple locations, the Initial Term starts on the date on which the last Service or location is deemed installed in accordance with clause 4.1, unless otherwise agreed between parties.
- 5.2 After: (a) the Initial Term; and (b) each subsequent Annual Extension Period (if any), each Service Contract will be automatically extended by an Annual Extension Period unless and until terminated by either party pursuant to clauses 11, 16 or 19.
- 5.3 Any Charges will accrue and be payable from the RFU Date of the relevant Service or location..

6. What are our responsibilities?

- 6.1 Subject to clause 6.2, we promise to supply the Services: (a) in accordance with the terms of the applicable Service Contract; (b) using reasonable care and skill; and (c) in accordance with the applicable legal and regulatory framework.

- 6.2 We do not undertake or guarantee that any Service will be fault free or uninterrupted. However, our Service performance commitments are set out in the applicable SLA. You accept that we may suspend the Services without liability during any planned or emergency maintenance and/or outage. We will give you reasonable advance notice of planned outages.

7. What service usage restrictions apply?

- 7.1 You promise that you will, and that you will make sure that each end user to whom you make available any Service will, for the duration of the Service Contract:

- (a) comply with the terms of the Service Contract;
- (b) not use the Services for any fraudulent or unlawful purposes, nor allow others to do so;
- (c) not use the Services for any purposes which are offensive, indecent, obscene, menacing or defamatory nor allow others to do so;
- (d) comply with all applicable laws and regulatory requirements;
- (e) configure, connect and design your network and IT infrastructure (including the security and integrity thereof) in accordance with recognised best practice to mitigate the risk of it being a target or a source of disruptions or network defects or attacks;
- (f) not use the Services to gain, or attempt to gain, unauthorised access to any system (including network probing, network mapping, vulnerability scanning or exploitation of system mis-configurations);
- (g) inform us immediately if you are aware of or believe that: (i) any security breach has occurred in connection with the Services; and/or (ii) any of the passwords that we have given you have or are likely to become known to any unauthorised person. In addition, you will not disclose, and shall take all necessary organisational and technical measures to prevent the disclosure, to any unauthorised person any user names, passwords or security certificates and you may not retain any key or pass allowing you access to our premises other than with our express permission and subject to you agreeing to return any key or pass to us immediately upon request;;
- (h) comply with our reasonable instructions relating to the Services from time to time;
- (i) only connect to Colt's network such equipment and/or networks that comply with all relevant laws, standards and regulatory requirements and in such a way as is appropriate for the purposes for which it is connected and so that it will not interfere with our Equipment nor the equipment of our other customers and, further, shall comply with all reasonable instructions which we may issue from time to time in relation to Colt's network or in relation to our

- Equipment or our other customers' equipment;
- (j) provide us access and reasonable cooperation or make sure that third parties provide us access to all sites and reasonable cooperation, on reasonable terms in each case, necessary for us to provide the Services, including to install any of our Equipment or your Equipment. We may require you to provide written evidence of our right to access such sites; and
- (k) only use your Equipment in accordance with manufacturer instructions and ensure that your Equipment is reasonably protected against fraud.
- 7.2 You promise to compensate us for any additional costs we incur because of any delay or failure by you to perform your obligations or responsibilities under the Service Contract. We will be entitled to charge you for logged faults that are ultimately diagnosed as being your responsibility or caused by you breaching any of your obligations or failing to perform your responsibilities, including any repair costs.
- 7.3 You will use all reasonable endeavours to give us advance notice if, at any time, as a result of your marketing activities or otherwise, you anticipate a significant increase in the traffic being conveyed via the Services.
- 7.4 You are solely responsible for the choice and use of the Services (and any results thereby generated) and, as such, it is your responsibility to review and decide whether the Services will meet your business objectives.
- 8. What are your obligations if we host your Equipment at our sites?**
- 8.1 If we host your Equipment at our sites, you promise that:
- (a) you will maintain adequate all risks insurance for your Equipment;
- (b) you will make sure that anyone entering our sites on your behalf: (i) does not injure or damage any person or property; (ii) carries identification at all times; (iii) does not interfere with any other equipment on our sites; (iv) gives us at least 1 working day's notice of their entry; and (v) complies with any reasonable health and safety measures and other site access rules that we advise to you or them from time to time; and
- (c) on termination of the relevant Service Contract, you will promptly remove your Equipment and, should you fail to do so, we will be entitled to charge you additional storage charges at our then prevailing rates.
- 8.2 Unless: (a) your Equipment which is on our premises is the property of a third party; or (b) you object to granting us a general lien (*Pfandrecht*) on such Equipment, you grant us the right to a general lien on such equipment until any and all Charges are paid in full. We are, subject to the provisions of statutory
- German law, entitled to dispose of such Equipment and to apply any proceeds of sale first to the costs of such sale and secondly towards payment of sums due.
- 9. What terms apply if we sell you equipment?**
- 9.1 The risk of loss and damage to the equipment will pass to you on delivery. The title and property in the equipment will only pass to you when you have paid in full everything you owe us under the relevant Service Contracts.
- 10. What are your responsibilities in respect of our Equipment?**
- 10.1 If we install our Equipment at your sites or any third party sites directed by you, you promise that you will for the duration of the Service Contract:
- (a) provide, free of charge, appropriate, safe and secure, equipment space, environment, ducting and electrical power for the installation and maintenance of our Equipment and comply with any reasonable instructions which we may issue in relation to the same;
- (b) notify us of any health and safety hazards at your sites of which we should be aware;
- (c) not allow our Equipment to be repaired, maintained, upgraded or tested other than by one of our authorised representatives;
- (d) not damage, add, modify or in any way interfere with our Equipment or its performance;
- (e) not sell, lease, pledge, charge, mortgage, part with control of or otherwise deal with our Equipment and not allow others to do so; and
- (f) keep our Equipment in its original condition (allowing for fair wear and tear); and
- (g) you will, at your own cost, be responsible for arranging, installing and maintaining any internal cabling required for installation of our Equipment where we are prevented by a third party from installing internal cabling from a common area to the demarcation point in your site.
- 10.2 We may, subject to our acting reasonably, modify, substitute, renew or add to our Equipment from time to time other than where expressly forbidden from doing so by law. The Equipment may only be used by you for the purposes for which it is provided under the Service Contract.
- 10.3 Property and title in our Equipment remains with us and you will ensure that any landlord of your sites will be informed that we have reserved property and title to our Equipment.
- 11. What are the Charges?**
- 11.1 You promise to pay the Charges set out, incorporated or referred to in: (a) the Order Form; and (b) these Terms. The Charges include:

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- (a) rental Charges for the Services, which may be invoiced monthly, quarterly or (unless prevented by law) annually in advance; and
- (b) any installation Charges, monthly usage based Charges (e.g. voice services), consultancy Charges or other Charges which will be invoiced monthly in arrears.
- 11.2 Where stated in the relevant Order Form, we may invoice you for reasonable out-of-pocket expenses incurred by us.
- 11.3 Unless otherwise stated in the Order Form, all Charges shall be in Euro and are exclusive of: (a) any applicable transaction, sales, consumption or other value added tax; and (b) any regulatory fees or surcharges which for each of (a) and (b) shall be payable by you and which shall be added to each invoice.
- 11.4 You will pay the Charges free and clear of all deductions or withholdings unless this is specifically required by law. If any such deduction or withholding is required by law, you will pay us such additional amount so that the net amount we receive from you is equal to the full amount for the Charges which we would have received had such deduction or withholding not been made.
- 11.5 We may revise the Charges at any time after the expiry of the Initial Term (or other agreed pricing period), but will give you 30 calendar days' notice before we do so (and, in the case of an increase, you may terminate affected Service Contract(s) by serving notice on us within those 30 calendar days, such notice to expire at the end of that 30 calendar day period). Should we be required to revise the Charges in order to comply with any change in applicable law, regulation or code of conduct, we will give you as much notice as is reasonable in the circumstances.
- 11.6 We will indicate the price for energy provision separately. The price for energy provision (hosting: power consumption of the equipment, collocation: selected connection performance – each with addition of the multiplier of 0.4 for cooling) shall be adjusted and charged to you by us according to the current price fluctuations of the VIK statistical price of energy “medium voltage” (Mittelspannung) for Germany of the Association of Industrial Energy and Power Economy (Internet: www.vik.de). Any such review and adjustment of pricing will be carried out by us respectively twice a year.
- 12. What are the payment terms?**
- 12.1 You promise to pay all Charges within 10 days of the receipt of the invoice, by direct debit unless agreed otherwise.
- 12.2 If you breach clause 11 or this clause 12, we may by notice to you require you to: (a) pay the Charges by a particular method; (b) pay a deposit to us; (c) procure a guarantee from a guarantor acceptable to us to guarantee your performance (including payment obligations) under any or all Service Contracts with us; and/or (d) pay all Charges in advance.
- 12.3 We may charge interest on overdue sums at the statutory rate.
- 12.4 If: (a) you do not pay an invoice for an amount over €75 when due; or (b) your Credit Limit is exceeded, we may, without prejudice to any other right or action we might have against you, suspend the Services, but we will give you two weeks' notice sent by registered letter before we do so.
- 12.5 If we, acting reasonably, consider that your credit risk to us has increased beyond that which existed at the date at which your then existing Credit Limit was set, we may, by notice to you, require you to, within 5 days of our request: (a) make a pre-payment to us; (b) pay an amount to us by way of a security deposit; (c) procure a guarantee from a guarantor acceptable to us to guarantee your performance under any and/or all Service Contracts with us; or (d) revise your payment terms to a lesser period than that set out in clause 12.1.
- 12.6 In the event of us requiring a pre-payment, security deposit or guarantee in accordance with clause 12, the amount of such requirement shall not exceed the total Charges which we might reasonably expect you to incur during the following 3 month period. If the sum of all invoiced Services as yet unpaid and the Services provided but not yet invoiced exceeds the amount of any provided security deposit, the deposit will be deemed exhausted.
- 12.7 A failure to provide any pre-payment, security deposit or guarantee in accordance with clause 12 shall be deemed to be a material breach which is incapable of remedy.
- 12.8 If you wish in good faith to dispute any sum invoiced by us, you need to provide us with detailed information of the dispute in writing within 8 weeks of the date of the invoice, otherwise the burden of proof in regard to the correctness or incorrectness of the invoice shall be shifted to you. If you have not notified us of such dispute within 6 months of receipt of the invoice, we will be entitled to treat the invoice as having been accepted by you. You must pay the full undisputed portion of the invoice by the due date.
- 12.9 We may set off any sums owed by us to you against any sums you owe us. You may only set off sums we owe you against sums you owe us which have been expressly accepted by us in writing or upon which a final adjudication has been made. This clause 12.9 shall apply notwithstanding clause 11.4.
- 12.10 We do not accept payments in cash, bankers cheques or other cash equivalent instruments or payments from any third party made on your behalf including payments made by any of your Affiliates on your behalf. Any purported payment made in such manner will be refused by us and we will proceed on the basis that payment has not been made. Further, the direct debit payment (or bank transfer payment if agreed) must be made via a bank located in the country in which you are incorporated.
- 13. How is IPR treated?**
- 13.1 Nothing in these Terms affects our rights or your rights in pre-existing IPR.

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13.2 We have all rights, title and interest in all IPR developed solely or jointly by us, our subcontractors or third parties on our behalf in performance of the Services.

13.3 Subject to clause 13.4, we grant you a royalty-free, non-exclusive and non-transferable licence for the term of each Service Contract to use our IPR as necessary to use and enjoy the Services in accordance with any conditions which we advise you of from time to time. You promise that you and your end-users will not remove any copyright or proprietary notices on any software or documentation supplied by us. Save to the extent permitted by applicable law, you promise that you and your end-users will not reverse engineer or decompile any software nor copy any software or manuals supplied by us. Should we need it to provide the Services, you grant us an equivalent licence in respect of your IPR.

13.4 You may not use any of our trade marks or service marks without our prior written agreement.

14. How is liability limited?

14.1 Nothing in these Terms or in any Service Contract excludes or limits: (a) either party's liability for death or personal injury caused by its negligence; (b) either party's liability for gross negligence or wilful misconduct; (c) either party's liability for fraud or fraudulent misrepresentation; or (d) any other liability which cannot be excluded or limited by applicable law. In addition, nothing in these Terms or in any Service Contract excludes or limits our liability if and to the extent we have granted you a guarantee. The limits on liability set out in this clause 14 shall also apply with regard to any vicarious agents we employ as well as our own staff.

14.2 Our liability shall be limited as provided for in Section 44a TKG. For all non telecom services, Section 44a TKG shall apply mutatis mutandis.

14.3 In addition to and within the applicable limits provided for under clause 14.2, our liability for the slightly negligent breach of a material contractual obligation shall be limited to the amount of damages which is typically foreseeable at the time of conclusion of the Service Contract. Moreover, our liability for the slightly negligent breach of a non-material contractual obligation shall be excluded.

14.4 Subject to clause 14.1, we will not be liable to you for: (a) any event beyond our reasonable control, including the default or failure of a third party, strike, government action, failure in the supply of a third party network; or (b) any other event of force majeure as defined by applicable law.

14.5 In the event that the customer claims reimbursement of fruitless expenses (**Ersatz vergeblicher Aufwendungen**) in place of damages, the above liability limits shall apply accordingly.

14.6 You promise to indemnify and hold us and our Affiliates harmless against all losses, liabilities, costs (including legal costs) and expenses which may be incurred as a result of: (a) any breach by you of any Service Contract; (b) any third party claims based either on your content and content controlled by you

or your use of the Services generally; or (c) damage to our Equipment for which you are responsible, fair wear and tear excepted.

15. How are service credits claimed?

15.1 If we breach any applicable service levels for which service credits accrue, you may claim those service credits within 30 calendar days of the end of the month in which they accrue. You must do so by sending a written request to our account executive. If there is any inconsistency between your service level data and our service level data, our data will prevail. If one event or series of connected events causes us to fail multiple SLAs, you are only entitled to claim the highest available service credit and you are not entitled to bring multiple service credit claims. Your right to claim damages in excess of the service credit claims shall remain unaffected.

15.2 We will credit you with the value of any valid service credit claim.

16. When can a Service Contract be suspended or terminated?

16.1 At any time after Order Acceptance and prior to the earliest RFU Date of your Service Contract, you may terminate any Service comprised in such Service Contract for convenience or request that a Service is significantly modified (e.g. changes in address, service type point of presence or presentation) upon notice to us setting out full details of the Service including all circuit details and addresses to be terminated or modified. In such case, we will invoice you and you will be liable to pay the following cancellation charges:

- (a) a percentage of the installation Charges that would have been payable but for such early termination or modification as set out in the table below. If no installation Charges are payable in relation to the Service being so terminated or modified, we may charge a cancellation charge by applying the percentage set out above to our then current standard applicable installation charges for such Service; and
- (b) any costs incurred by us in relation to the provision of the Service Contract (including costs associated with network or infrastructure builds or obtaining rights of passage); and
- (c) all costs and expenses including any cancellation costs and charges which we have already incurred, or to which we are committed with third parties in relation to such Service and those arising from such termination, together with a 15% uplift thereon to cover our internal administrative costs.

Working Days before RFU Date when we receive notice	Cancellation Charge Payable as percentage of installation Charge (%)
≤ 1	100
> 1 ≤ 5	75
> 5 ≤ 10	50
> 10 ≤ 20	25
> 20	0

16.2 Either party may terminate the Service Contract at the end of the calendar month in which the Initial Term or any Annual Extension Period ends by giving the other at least 3 clear calendar months' written notice prior to that date. Your notice must set out full details of the Service Contract including all circuit details and addresses to be terminated.

16.3 Either party may terminate (or suspend the provision of Service thereunder) any Service Contract in whole or in part immediately by notice:

- (a) if the other party materially breaches the terms of any Service Contract (or if such breach is capable of being remedied, if the breaching party has failed to remedy the breach within 30 calendar days of notice to do so) whether or not such material breach relates to the Service Contract(s) to be terminated;
- (b) unless such termination is prohibited or regulated by law, if bankruptcy, insolvency or other form of winding up proceedings are brought against the other party (or its parent company or any affiliate who controls it), the other party ceases business, a receiver or administrator is appointed over any of the other party's (or its parent company's or any affiliate who controls it) assets or the other party (or its parent company or any affiliate who controls it) goes into liquidation or enters into a voluntary arrangement with its creditors other than for the purposes of reorganisation (or any similar event in its country of incorporation takes place); or
- (c) if we are unable to supply the Services due to an event falling within the scope of clause 14.4 above for more than 2 months or if its end is not foreseeable,

and in each case the party exercising its right to terminate shall include in the notice to terminate full details of the Service Contract including all circuit details and addresses to be terminated.

16.4 In addition, we may suspend any Service Contract in whole or in part by notice to you: (a) if we are obliged to by law, regulation or by any court or regulatory authority; (b) if the Services are being used in breach of clauses 7.1 (b)-(i); or (c) in the case of clause 12.4.

16.5 If at any time after the RFU Date, you cease to use the Service or part thereof for a prolonged period of time, we reserve the right to suspend such Service (or part thereof) subject to giving you as much prior

notice as is reasonable in the circumstances (and in any event no less than 2 weeks' notice) in order to prevent "non-use alarms" being generated on our network.

16.6 Upon termination of a Service Contract, and without prejudice to clause 16.1, all Charges incurred by you for the use of the Services up to the date of termination will be due and payable in full, immediately.

16.7 Termination or expiry of a Service Contract will not affect any accrued rights or obligations or those intended to be of a continuing nature or to come into force upon termination or expiry.

16.8 This clause 16 is without prejudice to and in addition to the rights enjoyed by us to suspend any Service in accordance with clause 12.4.

17. How is personal data processed?

17.1 Both parties will comply with their respective obligations under all applicable national and European data protection and privacy law. Colt will process personal data, as defined in applicable data protection law, as necessary to maintain our business relationship with you and to meet our obligations to you under each Service Contract. Colt is entitled to transfer data or make data accessible to partners (Colt Affiliates, agents and subcontractors) outside the European Economic Area (EEA) for the fulfilment of the Service Contract including providing technical support and assistance.

17.2 As far as our service to you includes data processing in the meaning of the German Data Protection Act (Bundesdatenschutzgesetz – BDSG), customer authorises Colt to enter in the name and on behalf of customer into a Data Transfer Agreement with each partner outside the EEA according to EU model clauses 2010 adopted by the European Commission. Colt will act as agent in the capacity of a data controller for the said Colt customer vis-à-vis the respective partner. Customer may request an electronic copy of such agreement. Colt will safeguard and protect your personal information against unauthorised access, accidental loss, improper use and unlawful disclosure, as required by applicable national and European data protection law.

18. What terms apply to Confidential Information?

18.1 Each party agrees to treat all Confidential Information it receives from the other as confidential and only to use it for the purpose of performing its obligations under each Service Contract. This obligation of confidentiality does not apply: (a) where the disclosing party has given its prior written consent; (b) to disclosures by us to our Affiliates, agents and subcontractors or to our auditors and professional advisors; (c) to disclosures which have to be made to comply with legal or regulatory obligations; (d) to information which has been independently generated by the receiving party; or (e) where the disclosing party comes into possession of the information other than by way of breach of this obligation of confidentiality. Where Confidential Information is disclosed to a third party, each party promises to

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- ensure that the recipient gives a confidentiality undertaking which is at least as strict as the terms of this clause 18.
- 18.2 This clause 18 survives termination or expiry of the Service Contract or any Services under the Service Contract.
- 19. What general terms apply?**
- 19.1 We reserve the right, on providing you with at least 1 month's prior notice, to change the terms comprised in any Service Contract provided that such change does not materially adversely affect the applicable Service and provided further provided that you do not object to such change within such 1 month period. We undertake to inform you about the consequences of your failure to object to the change. Any change to the Charges may only be effected in accordance with clause 11.5. We may also change any Service to comply with any applicable law, regulation or code of conduct or any change to any of the same and shall give you as much notice as is reasonably possible in the circumstances. This clause 19.1 is without prejudice to clause 19.2.
- 19.2 You may terminate a Service Contract if we make a change to the Services. We will only make a change to the Services if such change is justified by objective reasons and which is neither unreasonable nor materially detrimental to you. You must give us notice of such termination. We will try to give you at least one month's notice prior to making such change.
- 19.3 We reserve the right, on providing you with at least 90 calendar days' prior notice, to discontinue any Service for technical or economic reasons provided that we transfer you to a broadly comparable Service.
- 19.4 The demarcation point for the delivery of the Services is the customer interface at the Colt access equipment and is normally at the base of the Colt cabinet. Internal cabling can be provided at additional cost however this will not change the location of the demarcation point for the Services.
- 19.5 If specified in the Order Form, we will use reasonable endeavours to secure domain names and assign internet addresses and/or space (subject to availability) for your benefit during the term of the Service Contract. You will be solely responsible for any fees relating to such internet addresses, complying with any legal, technical, administrative billing or other requirements imposed by the relevant domain name registration authority (including any applicable registry terms and conditions) and modifying such domain names if you change service providers. You acknowledge that: (a) neither you nor your end-users shall have the right to route those internet addresses; and (b) upon termination of the Service Contract, you and any users' access and use of such internet addresses shall terminate. If you are transferring a domain name from a different service provider, it shall be your responsibility to contact that service provider to transfer the domain name to us.
- 19.6 Each Service Contract constitutes the entire agreement and understanding between the parties in respect of the matters dealt with in it and supersedes, cancels and nullifies any previous agreement between the parties relating to such matters notwithstanding the terms of the previous agreement or arrangement expressed to survive termination.
- 19.7 Not used
- 19.8 If any provision of a Service Contract is partly or wholly held by a court or competent authority to be illegal, invalid or unenforceable, this shall not affect the validity of the remaining provisions. In this event, the parties shall replace the void provision by a valid one that most closely approximates the economic intent of the void provision.
- 19.9 Any waiver of any breach of any Service Contract is limited to the specific circumstances in which it was given.
- 19.10 No variation of any Service Contract is valid unless it is in writing and signed by or on behalf of each party to such Service Contract.
- 19.11 Where we provide numbers to you in connection with the Services, we may, for operational, regulatory or other reasons, change the numbers allocated to you, but we will not do so unreasonably. You agree not to sell or assign any number we give you without our prior permission.
- 19.12 The parties do not intend that any term of any Service Contract should confer a benefit on any third party which is not a party to such Service Contract. A person who is not a party to a Service Contract has no right to enforce any term of such Service Contract.
- 19.13 Our address for the receipt of notices is our registered office. Your address for the receipt of notices and invoices is as set out on the Order Form or the registered office where you are a registered company.
- 19.14 Any notice given in connection with a Service Contract must be served in writing by hand, normal post, fax or electronic transmission. If you wish to terminate any Service Contract you must send such notice by registered letter or, where such functionality exists, by completing a cease order on our web ordering portal.
- 19.15 Nothing in any Service Contract shall be construed or have effect as constituting any relationship of employer and employee or partners: (a) between you and us; or (b) between you and any of our personnel; or (c) between us and any of your personnel.
- 19.16 Neither party may issue any press release or advertisement or make any other public comment relating to any Service Contract or the subject matter thereof without the prior written approval of the other party.
- 19.17 You may transfer a Service Contract with our prior written consent which we will not unreasonably withhold in the case of a transfer to a person of equivalent financial standing and who meets our vetting procedures.
- 19.18 We may subcontract any of our obligations under any Service Contract from time to time, including to our

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Affiliates provided that we shall remain primarily responsible to you for the performance of our obligations under any such Service Contract.

- 19.19 We have the right to withhold any of your Equipment which is on our premises until you have paid in full everything you owe us under the relevant Service Contracts.
- 19.20 You may terminate a Service Contract free of charge, if we make a change to the Services which is materially detrimental to you. You must give us notice of such termination. We will give you at least one month's prior notice before making such change.
- 19.21 You will notify us immediately of any change in your company's or business' name, address, legal form or banking details and, in the event of your (or the assets of your company or business) undergoing or suffering any form of insolvency proceeding being levied upon it (or them), shall notify us immediately. In the absence of such notification, any notices served in accordance with a Service Contract shall be deemed successfully served as if no such changes had occurred.
- 19.22 We can be contacted in any of the following ways:
- | | |
|-------------|--|
| (website) | www.colt.net |
| (email) | info@colt.net |
| (telephone) | +49-69-56606-0 |
| (post) | Herriotstrasse 4, D-60528
Frankfurt/Main, Germany |
- 19.23 Each Service Contract shall be governed by German law and shall be subject to the exclusive jurisdiction of the competent Frankfurt/Main courts provided that we shall be entitled to commence proceedings in any court of statutory jurisdiction at our discretion.