

Announcement of Invitech ICT Services Ltd. on the amendment of the General Terms and Conditions of Contract

Dear Customer! We hereby notify you that we are amending the General Terms and Conditions of Contract (“GT&C”) of Invitech ICT Services Ltd. (2040 Budaörs, Edison. U. 4.) (“Service Provider”) as described in this announcement.

The date of entry into force of the GTC amendments is: January 1, 2021

We are summing up the details of the GTC amendment as follows:

A) Reasons for the GTC amendment

1. Clarification of such part of the text of the GT&C that does not or only minimally affects the rights of the Customers, in the interest of clarity and freedom from contradiction, with observance of Article 132 (2) a) of the Eht.;
2. Clarification of the rules of installation of the Service;
3. Clarification of the provisions concerning force majeure circumstances;
4. Clarification of the provisions on the obligations and liabilities of the Service Provider and the Customer;
5. Inclusion of the rules of global commercial compliance (export control);
6. Availability details of the National Data Protection and Freedom of Information Authority (NAIH);
7. Introduction of the internet access services available in the field of partner service providers;
8. Inflation-adjustment price increase of 3.50% based on the MNB's consumer price index forecast;
9. Change in Audiotex services as of February 1, 2021 based on the data provided by Magyar Telekom Plc.;

B) Changes affecting the body text of the GTC

1. We modify the keeping time of the voice recordings of calls received by the customer services. (GT&C 1.4 (11) g.), 10.1.1)
2. Agreement on activities conducted via electronic channels. (GT&C 2.1)
3. We clarify the provisions on contracting and installation, limitations on the liability of the Service Provider, in particular the circumstances of third-party communications development works, in the event of obstruction of the planned deadline and fees, or failure of the installation. (GT&C 2.1.2, 2.1.4, 2.4, 2.4.3, 3.1.6.1, 7.4.2, 7.4.4)
4. We modify the planned deadline for early performance, so that the Service can be handed over in case of approval by the Customer. (GT&C 2.5)
5. We clarify the provisions on the transfer of the Service in a special legal order. (GT&C 3.1)
6. We clarify the description of the tasks related to the use of the software and the provisions for the examination of licenses for the software tools already in use or to be used. (GT&C 3.1.3.3).
7. We clarify the rules to be followed in case of a force majeure event. (GT&C 3.1.5)
8. We modify the obligations of the Customer regarding the use of geographical numbers by the fact that in case of irregular use of numbers the Service Provider will not terminate the Contract and the responsibility will lie with the Customer. (GT&C 3.1.6.2)
9. We clarify the provisions on the damage liability of the Service Provider and insurances. (GT&C 3.1.6.4)
10. We amend the GT&C with the rules of global commercial compliance (export control). (GT&C 1.4.8 v.), 3.1.11)
11. We adjust the rules on fault reporting with provisions applicable in case of fault not reported. (GT&C 6.1.1)
12. We clarify the rules of fee modification with that it does not only apply to tariff packages or usage fees. (GT&C 7.1.11)
13. We clarify the rules for determining the penalty while not changing the amount of the penalty and the way it is calculated. (GT&C 7.4.2, 7.4.4)
14. We adjust the amount of the penalty for partial termination of a definite-term contract. (GT&C 1.4 (11) f.), 7.4.9)
15. We adjust the rules for accepting service modification requests. (GT&C 12.2.6)
16. The procedure for termination of the legal relationship is supplemented with the rules concerning the temporary storage and destruction of the devices left at the Service Provider's premises. (GT&C 12.6)

C) Changes affecting the annexes of the GTC

1. No itemized bill can be requested in printed form. (Annex 1, section 1.3.1)
2. The remote access telephone number of voice mail has changed: 06 1 888 3737. (Annex 1, section 1.3.9; Annex 2, section 1.2.6)
3. Introduction of internet access services available in the service area of the partner providers and relocation of Services no longer sold to closed services. (Annex 1, sections 1.7.2, 1.7.3; Annex 2, sections 1.7, 6.)
4. The monthly and call charges for the services listed in the GTC, as well as the monthly charges and call charges payable under the individual contract, will increase by 3.50% based on the MNB's forecast for the consumer price index, unless otherwise specified in the individual contract. The price change does not affect the charges for calling premium rate services (0690, 0691). The monthly charges actually payable after the price change under the individual contract, taking into account the rounding rules, will appear on the January 2021 monthly bill, the call charges will appear on the February 2021 monthly bill. (GTC Annex 2, sections 1.1, 1.2, 1.3, 1.5, 1.6, 1.7)
5. Changes to take effect in the Audiofix service as from February 1, 2021 based data provided by Magyar Telekom Nyrt.:
 - a. the number field 06 90 633 000-999 will be terminated.
 - b. the fees of the following premium-rated no-fee-limit number fields will change: 06 90 603 000-099 (755.90 HUF+VAT/call), 06 90 603 100-199 (1000 HUF+VAT/call) and 06 90 603 200-299 (1244.09 HUF+VAT/call) (Annex 2, section 1.2.8.2)

If the amendments described above contain any adverse provisions for you, you may terminate your contract within 45 days from the date of receipt of this notice, with immediate effect, without further legal consequences. If you do not exercise this right within the above time, this fact will qualify acceptance of the GT&C amendments.

The provisions of the G&TC and the Contracts not affected by the above changes will remain in force with unchanged content. The integrated text of the amended GTC can be viewed on our internet site (invitech.hu/aszf).