

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

Dear Customer! We hereby inform you that we are amending the General Terms and Conditions ("GTC") of Invitech ICT Services Kft. (2040 Budaörs, Edison. u. 4.) ("Service Provider") as set out in this notice.

Date of entry into force of the amendment to the GTC: 1 January 2023.

Details of the changes to the GTC are summarised below:

A) Reasons for amending the GTC

- 1.) Clarification of the text of the GTCs with no or minimal impact on the rights of Customers in order to ensure clarity and non-contradiction.
- 2.) Changes affecting electronic communications regulation under Act VII of 2022 amending certain Acts related to defence, economic development and government administration.
- 3.) Addition concerning the accounting of the change in the electricity tariff applicable to the data centre.
- 4.) Changes to the universal national directory assistance service.
- 5.) Amendment of the Business IP Center sub-centre service.
- 6.) Introduction of new short numbers.
- 7.) **A 14,5%** price increase based on the consumer price index.
- 8.) Discontinuation of DDoSTOP protection service, which can be ordered without a contract and without prior profiling.
- 9.) Clarifying the definition of the bandwidth available to the Customer.

B) Changes to the bodytext of the GTC

- 1.) The Definitions are supplemented by the definition of Essential User.
- 2.) 3.1, 3.1.5: Provisions are added on the introduction of a special legal regime in which the emergency is supplemented with coordinated protection action and unexpected attack.
- 3.) 3.1.2.1, Annex 1, 1.7.9: Delete the provisions related to the discontinued switched line (0651, dial-up) internet service.
- 4.) 5.1.3: The rules on interruption of supply in the public interest will be complemented by the rules on supply to essential users.
- 5.) 7.1.5: In 2023, unlike the previous quarterly commitment volumes, we will purchase the electricity we need on a monthly basis. In determining the current month's electricity tariff, any adjustment to the difference between the cost and the electricity tariff realised in the previous month will be applied each month from February 2023, ensuring our legal compliance for the electricity transmitted in the data centre. *"the Service Provider will invoice in the Electricity Fee of the subsequent period the difference between the actual cost and Electricity Fee realized in the previous period, or will invoice the adjusted fees for the previous, already invoiced periods as a difference or credit"*.

C) Changes to the Annexes to the GTC

- 1.) Annex 1.2: The directory assistance services available on 11888 and 11811 have been discontinued. The universal national directory assistance service provided to customers on 11800 and commercial directory enquiry services are available.
- 2.) Annex 1, 2.3.3, 3.9.2, 6.1.4: We specify the maximum (nominal) speed available to the Customer for VPN, Ethernet and Internet access services provided over a managed leased line access. The Contract bandwidth shall be at Layer 2 (Ethernet) level, including the data transmission capacity (overhead) required by the protocol used.
- 3.) Annex 1, 3.4: We will terminate the DDoSTOP protection service, which can be ordered without contracting and without prior profiling.
- 4.) Annex 2, 1.1.5, 6.2: We renew the fee structure for the Business IP Center sub-centre service. The existing services will not change, the previous tariffs chart will be moved to the closed services.
- 5.) Annex 2, 1.2.3: Based on the information provided by the directory assistance service provider, the call charges for the available directory assistance services will be adjusted.
- 6.) Annex 2, 1.2.4.1: The short numbers tariffs chart will be supplemented with the numbers of 1811 Hungarian State Treasury, 1812 National Health Telephone Helpline and 1828 Regulatory Activities Authority. The call charge for 1817 Water Emergency will change to domestic long distance.
- 7.) Annex 2, 1.2.4.2: The toll-free number 1235 and the local call number 1259 are added to the Tariff Chart for the customer services of electronic communications operators.
- 8.) Annex 2: The regular (monthly, quarterly, annual) charges and call charges for the services listed in the GTC and the regular charges and call charges payable under individual contracts will be increased by **14,5%**, unless otherwise specified in an individual contract, except for call completion fee and premium rate services (0690, 0691). The monthly charges actually payable under the individual contract after the price adjustment will appear on the monthly bill for January 2023 at the earliest, and the call charges on the monthly bill for February 2023 at the earliest, by taking into account the rounding rules.

If the amendments described above contain any provision that is disadvantageous to our Customer, the Contract may be terminated by the Customer with immediate effect within **45 days** of the date of receipt of the notice of the amendment to the GTC without further legal consequences, even during the fixed term. If our Customer does not exercise its right of termination within this period, this shall be deemed to constitute acceptance of the terms of the Notice.

The provisions of the GTC and the Contracts not affected by this amendment shall remain in force unchanged. The consolidated text of the amended GTC will be available on our website (invitech.hu/aszf) **from 1 December 2022.**