

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

Dear Customer,

This is to 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 shown in this announcement.

Date of entry into force of the GTC amendment: January 1, 2022

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

Compared to the announcement published before December 1, 2021, we have made further changes, which are marked separately (*).

A) Reasons for the amendment of the GTC

1. Clarification of the text of the GTC that does not affect, or only affects to a minimal extent, the rights of the Customers in order to make the wording clearer and free of contradiction with observance of Section 132 (2) a) of the Eht.;
2. Availability of the Service Provider on telefax on the **06 1 888 3899** central telefax number;
3. Notification, contact modes in case of electronic bill presentation system;
4. Phasing out of Voicemail and World Number services;
5. * 5% price adjustment to the CPI change;
6. Transfer of the premium-rated number field;

B) Changes affecting the body text of the GTC

1. The Service Provider takes fax dispatches on the **1 888 3899** central telefax number. (GTC 1.2 (5))
2. We are phasing out the World Number (Világszám) service. On telephone lines, you can make a normal international call by dialing the international prefix "00" instead of "1700". (GTC 2.1.5, Annex 1, section 1.4.3)
3. We clarify the provision on the prohibition of solicitation of labor, which is supplemented by the fact that an employment relationship created through public recruitment is an exception to this. (GTC 3.1.6.5)
4. We are amending the rules of fulfillment of the notification obligation. In the case of electronic bill presentation system (e.g. e-bill), or subject to the declaration of the Customer, we can meet this obligation also via electronic channels, separately from the electronic notification letter or electronic bill. (GTC 1.4 (11), 3.1.7)
5. * We are supplementing and clarifying the measures taken to prevent unsolicited advertisements, commercial emails and arbitrary mass emails (SPAM). (GTC 4.2, 5.2.2 (1))
6. * We are supplementing it with the rules governing cases within the jurisdiction of the tribunal. (GTC 6.4)
7. We are clarifying the definition of the electricity consumption fee and supplementing it with a short description of the metering procedure.
* We are publishing the electricity fees used in billing on the website in the GTC chapter: [invitech.hu/aszf](https://www.invitech.hu/aszf). (GTC 7.1.5)
8. We are clarifying the penalty calculation method applicable in the event of early termination of the discount fee option, which is based on the net monthly fee. (GTC 7.1.6)
9. We are cancelling the telefax option for certifying payment of a fee debt, hereafter only the email option is available at kintlevoseg@invitech.hu. (GTC 7.1.10)
10. We are cancelling the option of sending certain statements via telefax, if absolutely necessary, these can be sent after preliminary coordination to the **06 1 888 3899** central telefax number. (GTC 11.2)
11. We are adjusting the rules of transfer of service in such a way that the receiving Customer will not sign and send back the Contract, on the basis of the offer of the Service Provider (draft contract), the transfer application shall be considered granted on the day specified in the application. (GTC 12.2.2)

C) Changes affecting the annexes of the GTC

1. We are phasing out the Voicemail service operating on the telephone lines, which function will be available in future exclusively with the Business IP Center service. The possibility of receiving voicemail messages on analog, ISDN telephone lines will be cancelled. After deletion of the active voicemail boxes it will not be possible to restore the stored voice messages. (Annex 1, section 1.1.6.10, annex 1, section 1.3.9)
2. We are phasing out the „Világszám” (World Number) service. On telephone lines, you can make a normal international call by dialing the international prefix "00" instead of "1700". (Annex 1, section 1.4.3)
3. * We are clarifying the description of the DDoS protection services, and the automatic activation time of the continuous protection will be changed from 5 to 10 minutes based on practical experience. (Annex 1, section 3.4.2)
4. We are deleting the mobile internet coverage map from the GTC, the detailed coverage map is available on the website of the mobile network provider on the <https://www.telenor.hu/hipernet#lefedettseg-terkep> website. (Annex 1, section 6.1.3)
6. * Unless otherwise specified in the individual contract, the regular (monthly, quarterly, annual) fees and call charges for the services listed in the GTC, as well as regular fees and call charges payable under the individual contract, will increase by 5% which does not exceed the consumer price index. The price change does not affect the charges of premium-rate (0690, 0691) services. The monthly fees actually payable after the price change on the basis of the individual contract, taking into account the rounding rules, will appear on the January 2022 invoice, and the call fees will appear on the February 2022 monthly invoice. (Annex 2)
7. The premium rate number field 06 90 189 000 - 06 90 189 499 will be transferred from Invitech ICT Services Kft to 4VOICE Kft. Subscribers calling from premium-rate numbers in this number range can obtain more information from the list of premium-rate services available on the website of 4VOICE Kft. and from the general terms and conditions available on the website of the content provider(s). (Annex 2, section 1.2.6)

* If the amendments described above contain any adverse provisions for our Customer, they are entitled to terminate the Contract with immediate effect within **45 days** from the date of receipt of the notice (invoice) of the GTC amendment, without further legal consequences. If our Customer does not exercise their right of termination within this period, this fact shall be deemed acceptance of the GTC Amendments.

We also inform you that the editing error in section 12.1.1 of the GTC has been corrected, the corrected GTC is available on the website. It does not affect the previous announcement about the amendment to the GTC.

The provisions of the GTC and the Contracts not affected by this amendment shall remain in full force and effect. The consolidated text of the amended GTC is available on our website from December 1, 2021 ([invitech.hu/aszf](https://www.invitech.hu/aszf)).