

Terms and Conditions for the Recharging Service

(hereinafter referred to as the 'T&Cs')

1. PREAMBLE

- 1.1. These T&Cs govern the contractual relationship regarding the provision of the Recharging Service by the Provider and the use of the Recharging Service by the Customer.
- 1.2. The T&Cs further lay down in greater detail the mutual rights and obligations of the Parties and are available on the Website.
- 1.3. The T&Cs constitute part of the content of the Contract concluded between the Provider and the Customer. In the event of a conflict, the provisions of the Contract shall take precedence over the provisions of the T&Cs.

2. DEFINITIONS

- 2.1. **Application** – the Futurego mobile application, which allows the Customer to use functions associated with the use of the Recharging Service
- 2.2. **Price List** – a document containing the price for the Recharging Service, published on the Website and provided for information purposes within the Application/Portal.
- 2.3. **Charging Point** – a stationary or mobile interface, whether grid-connected or not, for the transfer of electricity to an electric vehicle, which may have one or more connectors to accommodate different connector types but is capable of charging only one electric vehicle at a time.
- 2.4. **CS** – Own CSs, Partner CSs or Roaming CSs
- 2.5. **Electric vehicle** – a motor vehicle with a powertrain encompassing at least one non-peripheral electric machine as an energy converter with an electrically rechargeable energy storage system that can be recharged externally.
- 2.6. **Futurego** – the corporate name of the Recharging Service
- 2.7. **Infrastructure Network** – the network of all CSs (Own CSs, Partner CSs, and Roaming CSs).
- 2.8. **Connector** – a physical interface between a Charging Point and an Electric Vehicle through which power is transferred
- 2.9. **Civil Code** – Act No. 89/2012 Coll., the Civil Code, as amended
- 2.10. **T&Cs** – these Terms and Conditions for the Recharging Service, or Annex 1 to the Contract.
- 2.11. **Partner CS** – a publicly accessible charging station owned and operated by a third party other than the Provider, at which the Provider makes it possible for the Customer to use the Recharging Service and provides the control system, communication with Customers and billing
- 2.12. **Portal** – the Futurego customer web portal, which makes it possible for Customers to use functionalities associated with the use of the Recharging Service and is accessible via the Website.
- 2.13. **Provider** – ČEZ, a. s., with its registered office at Prague 4, Duhová 2/1444, Postal Code 140 53, IN 45274649, TIN: CZ45274649, registered in the Commercial Register of the Municipal Court in Prague, under file reference B 1581
- 2.14. **RFID** – a chip provided or authorised by the Provider, enabling contactless (radio) identification and authorisation of the Customer and allowing the Customer to use the Recharging Service.
- 2.15. **Roaming CS** – a publicly accessible charging station owned and operated by a third party other than the Provider, whereby the Provider, under a contractual relationship with such third party, also enables the Customer to use the Recharging Service at such a Roaming CS.
- 2.16. **Recharging Service** – has the meaning assigned to the term under Section 1(1.1) of the Contract
- 2.17. **Contract** – the Contract on the Provision of the Recharging Service concluded between the Parties, to which these T&Cs are appended as an annex.
- 2.18. **Party (Parties)** – the Provider or Customer, or the Provider and Customer together if used in plural
- 2.19. **Rate** – the rate offered by the Provider in the Price List, which affects the price for using the Recharging Service
- 2.20. **Participant(s)** – has the same meaning as the term Party (Parties)
- 2.21. **Own CS** – a publicly accessible charging station owned and operated by the Provider, at which the Provider makes it possible for the Customer to use the Recharging Service.
- 2.22. **Power Output** – the theoretical maximum power, expressed in kW, that a Charging Point or a Charging Station can deliver to Electric Vehicles connected to that point or station.
- 2.23. **Website** – Provider's website at www.futurego.cz
- 2.24. **Customer Line** – telephone line of the Provider intended for Customers; the telephone number is indicated on the Website
- 2.25. **Customer** – a legal or natural person who uses the Recharging Service and has entered into a Contract with the Provider

3. CERTAIN CONDITIONS GOVERNING THE PROVISION OF THE RECHARGING SERVICE

- 3.1. The Provider undertakes to provide the Customer with reasonable customer support so that the Customer can use the charging options for Electric Vehicles at the CSs.
- 3.2. The Provider undertakes to provide the Customer with access to the Application, the Portal and Website, through which the Customer will be informed, in particular, of:
 - 3.2.1. the current status and location of CSs;
 - 3.2.2. the method of operating the CSs, including operating instructions and safety guidelines;
 - 3.2.3. newly commissioned CSs;
 - 3.2.4. new developments in the field of electromobility.
- 3.3. The Customer undertakes in particular to:
 - 3.3.1. familiarise themselves with the CS operating instructions and safety guidelines provided on the Website and to comply with them;
 - 3.3.2. promptly inform the Provider via the Application or the telephone number listed on the CS of any malfunction or damage to the CS they have identified. Other contact details listed in Section XI of the T&Cs may also be used for making the report.
- 3.4. The Customer agrees that all charging data may be published or used for promotional purposes by the Provider in an anonymised form.
- 3.5. The Customer acknowledges and agrees that a CS or a reserved parking space may be solely occupied for the purpose of charging an Electric Vehicle and only for the time strictly necessary. The Customer acknowledges and agrees that a CS or a designated parking space may be used exclusively for charging an Electric Vehicle and only for the duration strictly necessary to do so. The Customer acknowledges that the Provider is not obliged to ensure a reserved parking space at a CS. Parking at a CS is governed by traffic signage and the parking facility's operating rules, if applicable to the location. Parking may be subject to a fee by the parking facility operator.
- 3.6. The Customer may file a complaint regarding the services provided in writing with the Provider. A contact form is available on the Website.
- 3.7. The Provider reserves the right to restrict charging at specific CSs or across the entire Infrastructure Network for commercial or technical reasons, to prevent

or manage an emergency (within the meaning of Act No. 458/2000 Coll., the Energy Act), or due to changes in legislation, technical standards or events of force majeure. The Customer acknowledges that the actual charging performance depends on several factors (e.g. the Electric Vehicle's charging curve, battery temperature and voltage, onboard charger specifications and the simultaneous connection of another vehicle to the same CS).

3.8. The Customer further acknowledges that each CS and each individual Connector is labelled with its Power Output in accordance with applicable legislation.

4. CUSTOMER IDENTIFICATION AND AUTHORISATION

- 4.1. Upon the Customer's request, the Provider shall provide an RFID, which entitles the Customer to access the Infrastructure Network and use the Recharging Service. Unless otherwise agreed between the Customer and the Provider, the Customer agrees to the RFID being sent to the address provided during registration or any other address subsequently notified by the Customer.
- 4.2. Should the Provider, at the Customer's request, authorise an RFID owned by the Customer or a third party, the Customer is also entitled to use such RFID to access the Infrastructure Network and use the Recharging Service.
- 4.3. The RFID is intended to facilitate the identification and authorisation of the Customer within the Infrastructure Network for charging Electric Vehicles at CSs.
- 4.4. Any RFID provided by the Provider under Section 4.1 remains the property of the Provider. If the Customer requests a replacement RFID due to loss or damage, the Customer shall pay the Provider the associated fee as specified in the Price List.
- 4.5. The RFID, Application or Portal are the designated tools for the identification and authorisation of the Customer within the Infrastructure Network.
- 4.6. The Customer is required to prevent any misuse of the RFID and to secure it against theft. Similarly, the Customer must protect their Application/Portal login credentials and secure them against misuse or theft. The Customer is liable for all operations performed via the RFID/Application/Portal and for any damage, debts, liabilities or claims arising from or in connection with their use, including any damage resulting from their potential misuse. The Customer undertakes to reimburse the Provider for such damage, debts, liabilities and claims.
- 4.7. The Customer shall use the RFID/Application/Portal exclusively for their own purposes and may not provide or make them available to other persons unless the Parties have agreed otherwise in writing.
- 4.8. Misuse of the RFID/Application/Portal constitutes a material breach of the Contract.
- 4.9. In the event of loss, theft or damage to the RFID, the Customer is required to block the RFID in their account or notify the Provider and request the invalidation of the RFID via the Customer Line, by email or using a notification made in the Application / on the Portal. The Customer is also required to contact the Provider immediately if the Application or Portal is misused or if there is a risk of misuse (e.g. upon theft of login credentials).

5. OTHER RIGHTS AND OBLIGATIONS OF THE PARTIES

- 5.1. When using a CS, the Customer is required to proceed in accordance with the operating instructions and safety guidelines located on the CS (and available on the Website and in the Application), in accordance with the conditions set forth in the Contract, in the T&Cs and, where applicable, in accordance with information provided on the Website / in the Application. In particular, the Customer undertakes to use the CSs exclusively for charging Electric Vehicles approved using the relevant official procedure for the territory in which the charging takes place, and also undertakes to use appropriate officially approved cables and connectors, or those recommended in the CS manual, if they are necessary for the charging operation. The use of any adapters or similar devices that have not been approved for the given purpose according to the relevant applicable technical standard is prohibited.
- 5.2. The Customer further undertakes to refrain from any arbitrary modifications to the CSs nor to charge Electric Vehicles on which such arbitrary modifications have been done.
- 5.3. The Customer acknowledges and agrees that all cables and connectors used by the Customer for charging (except for the cables and connectors fixed to the structure of the CS) are considered accessories of the Customer's Electric Vehicles, and the Provider bears no responsibility for their loss, damage or theft.
- 5.4. The Participants undertake to adopt technical and organisational internal measures for the protection of non-public information, in particular confidential information and personal data.
- 5.5. The Participants further undertake to provide each other in a timely manner with all information that would or could have an influence on the performance of the Contract.
- 5.6. The Customer may choose or change their Rate during registration or at any time thereafter. The Customer shall effect the Rate change in the Application, on the Portal or via the Customer Line by telephone or email. The change occurs once the Customer confirms the change in the Application, on the Portal or upon confirmation by the Customer Line operator.

6. FORMING CONTRACTS BY REMOTE MEANS

- 6.1. Contracts shall be formed by remote means, specifically via the Application or the Portal, unless the Parties have agreed otherwise.
- 6.2. The Provider shall communicate the following to the Customer:
 - 6.2.1. the cost of the means of remote communication do not differ from the basic rate (for an internet connection, depending on the conditions of the Participants' operator);
 - 6.2.2. the Contracts are formed in the Czech language;
 - 6.2.3. no advance or similar payments are required upon the formation of a Contract;
 - 6.2.4. as part of the Contract formation process, the Customer is required to register in the Application or on the Portal. Before completing the registration (submitting the form), the Customer is required to familiarise themselves with the text of the Contract and the T&Cs. To successfully complete the registration, the Customer must:
 - fill in all mandatory data in the registration form;
 - upload a payment card to the online form, which is authorised by a payment of CZK 0.00;
 - confirm familiarisation with the text of the Contract and the T&Cs.
 - 6.2.5. The Customer completes the registration (activates the account) by entering a code in the Application, which they receive via a text message at the phone number they have provided, or via a link they receive at the email address they have provided. The Contract is formed once the registration is completed;
 - 6.2.6. the text of the Contract is available on the Website. If multiple documents marked as a Contract (different versions of the Contract) are placed on the Website, the Contract is concluded in the version that was valid on the day the Customer performed the registration.

7. TERMINATION OF THE CONTRACT

- 7.1. Either Party may terminate the Contract in writing at any time, even without stating a reason, with the Contract ending with the lapse of a notice period of one month, unless the Parties agree otherwise. The notice period shall commence on the first day of the month following delivery of the written notice to the other Participant.
- 7.2. Either Participant may terminate the Contract without a notice period if the other Participant enters into liquidation or if, in insolvency proceedings against the other Participant, a decision on bankruptcy has been made according to Act No. 182/2006 Coll., on bankruptcy and the methods of its resolution, as amended (the Insolvency Act).
- 7.3. If the Customer fails to settle any due debts owed to the Provider and such default exceeds 30 days from the date of the Provider's formal notice being demonstrably served upon the Customer, the Provider shall have the right to terminate the Contract with immediate effect. The Provider further has the right to terminate the Contract with immediate effect if:
 - 7.3.1. the RFID/Application/Portal is misused or used in breach of the Contract or the T&Cs;
 - 7.3.2. any of the Customer's obligations is breached resulting in damage to the Provider or an imminent risk thereof.
- 7.4. The notice pursuant to Sections 7.2 and 7.3 enter into force on the day of delivery.
- 7.5. The Customer has the right to withdraw from the Contract if the Provider breaches their obligations under the Contract in a material manner; groundless failure to provide or ensure the Recharging Service shall be considered a material breach of obligations by the Provider.
- 7.6. The Customer may also withdraw from the Contract in the cases specified in Sections XII(12.1) and (12.3) of the T&Cs, as an expression of their disagreement

with amendments or new T&Cs, or with changes to the Price List.

- 7.7. Withdrawal under Section 7.5 shall enter into force on the day of delivery of the Customer's written notice of withdrawal to the Provider or on a later date specified in such notice. Withdrawal from the Contract terminates the obligations with effect for the future.
- 7.8. The Agreement may also be terminated by mutual agreement of the Participants.
- 7.9. The Customer, in accordance with Section 1897 of the Civil Code, agrees in advance to the assignment of the Contract and acknowledges that such assignment is effective against the Customer from the moment the Provider notifies the Customer of such assignment of the Contract or a third party (assignor) provides proof of the assignment of the Contract to the Customer.
- 7.10. The Customer, within the meaning of Section 1899(1) of the Civil Code, expressly declares that they waive the right to declare the refusal of the Provider's liberation from their duties to the extent of the assignment.

8. BILLING AND METHOD OF PAYMENT

- 8.1. The Provider may charge the Customer for the Recharging Service immediately after the Customer has used the Recharging Service (in particular, after charging an Electric Vehicle). The Customer acknowledges and agrees that, particularly when using the Recharging Service via a Roaming CS, billing for the Recharging Service may be postponed to a later date. The price for the Recharging Service is set out in the Price List. The specific price for the Recharging Service (for specific charging of an Electric Vehicle) is determined by (i) the moment the charging operation commences, (ii) the type of Connector used by the Customer, (iii) the Rate selected by the Customer and (iv) the amount of electricity recorded by the relevant CS. The price for the Recharging Service also includes any flat-rate fee charged by the Provider under the terms specified in the Price List for the Rate selected by the Customer.
- 8.2. The Provider reserves the right to offer the Customer a discount on the prices stated in the Price List by way of a written notice sent to the Customer. The specific terms of the discount, in particular its amount and effective period, shall be defined in such notice. If the Customer accepts such an offer, the agreement to amend the price shall prevail over the general terms of the Price List. The Customer shall be deemed to have accepted the offer by, among other things, charging an Electric Vehicle after receiving the Provider's notice without having expressly rejected the Provider's offer beforehand.
- 8.3. The Provider shall bill the price for the Recharging Service via a fiscal receipt (an invoice or a simplified fiscal receipt), which shall be made available to the Customer in the Application or on the Portal immediately upon its issuance.
- 8.4. The fiscal receipt becomes due once issued.
- 8.5. The Customer expressly agrees that payment for the Recharging Service shall be made on a cashless basis (via a payment service provider) in the form of recurring payments (i.e., by debiting the funds to the Customer's payment card). The Provider shall use the Customer's payment card entered into the Application or Portal to process the payment. The Provider may (but is not obliged to) allow the Customer to pay using other payment methods. The Provider may (but is not required to) allow the Customer to pay by another payment method. Information regarding specific transactions, payments and all changes related to recurring payments is available to the Customer in the Application or on the Portal.
- 8.6. The Customer acknowledges and agrees that the Customer's payment card is verified before or during each charging session by blocking a specific (reasonable) amount determined by the Provider, even on a recurring basis. If the verification of the Customer's payment card is unsuccessful, the Provider shall suspend the provision of the Recharging Service (in particular, the charging of the Electric Vehicle) until successful verification is achieved. The blocked amount is subsequently used to cover the price for the provided Recharging Services and any non-utilised portion of the amount is released.
- 8.7. The Customer agrees that payment (deduction from their payment card) for the provision of the Recharging Service shall be made immediately after the service is used (e.g., after the Electric Vehicle charging session is completed) or immediately after the relevant invoice is issued.
- 8.8. The Customer hereby agrees to the payment details being processed by the payment service provider (the operator of the payment gateway), who handles the Customer's payment card data in accordance with the international security standard PCI-DSS Level 1 and 3D Secure. The Provider shall not have access to the Customer's payment card data.
- 8.9. Left vacant.
- 8.10. The Customer is required to ensure there are sufficient funds available on their payment card at the moment the recurring payment is deducted.
- 8.11. Other potential payments under the Contract (e.g., damages, interest on late payment, additional costs, compensation) will be invoiced to the Customer in the same manner as the Recharging Service, i.e., by way of a fiscal receipt (an invoice or a simplified fiscal receipt), which the Provider will make accessible to the Customer in the Application or on the Portal once it is issued. The fiscal receipt becomes due once issued. Payment will be made immediately after the tax invoice is issued by charging the Customer's credit card. The Provider may (but is not required to) allow the Customer to pay by another payment method.
- 8.12. If it is not possible to process a recurring payment (by deduction from the Customer's payment card) for reasons not attributable to the Provider (in particular, due to an invalid card, insufficient funds, etc.) or in the event that the Provider records a debt owed by the Customer, the Customer acknowledges and agrees that the provision of the Recharging Service will be suspended until the entire outstanding amount, including any other payments due under the Contract or the Terms and Conditions (T&Cs), has been settled.
- 8.13. All invoices and payments shall be made in the local currency according to the location of the Charging Station used, unless otherwise agreed in the Contract. Costs associated with the settlement of any debts under the Contract shall be borne by each Party on their own side.
- 8.14. The Parties agree that the Customer is not entitled to unilaterally offset any of their claims from the Provider against any claim the Provider may have from the Customer. To the extent this provision is in conflict with any provision of other contracts concluded between the Provider and the Customer, this provision shall take precedence over the provisions of other contracts.
- 8.15. Fiscal receipts issued by the Provider through automated data processing do not need to contain the stamp or signature of the Provider.
- 8.16. In terms of Act No. 235/2004 Coll., on value added tax, the Recharging Service constitutes electricity supplies.

9. DEFAULT INTEREST

- 9.1. In the event of a delay in the payment of any due claim (pecuniary debt) under the Contract, the delaying Party (debtor) is obliged to pay the other Party (creditor) a contractual default interest equivalent to 0.05% of the outstanding amount for each day of delay.
- 9.2. If the debtor is a consumer, they are obliged to pay statutory default interest at the rate stipulated by the relevant law.

10. DELIVERY

- 10.1. All communications between the Parties regarding matters relating to the Contract shall be in writing or through the Customer Service Line. The Customer may also submit their requests via the Application or the Portal.
- 10.2. The Customer may deliver any correspondence to the Provider in person or send it by post or electronically (by email or to their data box). The Provider's contact details are provided in these T&Cs.
- 10.3. The Provider may deliver any correspondence to the Customer by post or electronically (by email or to their data box), via text messages, the Application or the Portal, unless otherwise stated in the T&Cs. The Customer's contact details are the latest contact details known to the Provider (e.g., address, email, mobile phone number) which the Customer provided at registration or subsequently in the Application or on the Portal.
- 10.4. The Provider's contact address and the latest address of the Customer known to the Provider shall, as agreed by the Parties, serve as correspondence addresses within the meaning of the relevant legislation.
- 10.5. The Customer agrees that the Provider may send messages, information, delivery confirmations, notices, reminders and other communications regarding the Contract and its performance by any of the means listed above. Similarly, this consent also applies to the sending of commercial communications in both electronic and hard-copy form regarding the Recharging Service and related services.
- 10.6. Telephone calls to the Customer Line may be recorded, of which the Customer will be informed at the beginning of the call. Call charges, as well as costs for the use of other means of remote communication, shall be charged as per the rates of the provider of the relevant communication means used by the Customer.
- 10.7. The Provider may require verification of the Customer's identity when communicating with them. The Provider is also entitled not to perform any action requested by the Customer until the Customer's identity has been verified. If the Customer fails to prove their identity or if the Provider has doubts regarding the Customer's identity, the Provider is entitled not to carry out the Customer's request.

11. PROVIDER'S CONTACT DETAILS

Provider's contact details:

Address:

ČEZ, a. s.

Recharging Service Unit

Duhová 2/1444

140 53 Prague

Application: futurego

Portal: www.futurego.cz

Contact email: info@futurego.cz

Customer Line (the phone number provided on the relevant CS)

12. AMENDMENTS TO THE T&Cs AND PRICE LIST

- 12.1. The Parties understand that, given the nature of the Recharging Service and the long-term duration of the contractual relationship, it will be necessary to amend the rights and obligations of the Parties set out in these T&Cs. The Provider is therefore entitled to unilaterally amend the T&Cs by drafting a new version of the T&Cs, which shall fully replace the original version and be effecting vis-a-vis, and binding on the two Parties once the amendment comes into force. The Provider shall publish such new T&Cs at least 30 days before the date of entry into force of the amended (new) T&Cs in a manner allowing remote access (on the Website). The Customer is required to familiarise themselves with the amended (new) T&Cs. The Customer may withdraw from the Contract without giving any reason no later than 3 working days before the effective date of the new T&Cs. For the avoidance of doubt, the Customer's withdrawal must be delivered to the Provider within this period. Withdrawal from the Contract represents the exclusive instrument agreed upon by the Parties for expressing disagreement with changes to the contractual terms in the T&Cs. Withdrawal shall be effective on the last day preceding the day the new T&Cs enter into effect, unless the Customer specifies an earlier effective date for the withdrawal.
- 12.2. The Parties have agreed that if an amendment to the T&Cs is exclusively to the benefit of the Customer, i.e., if it grants the Customer new rights (e.g., access to a new service), the Provider is entitled to publish the new version with a shorter notice period before the effective entry date of such T&Cs than stipulated in Section 12.1 of the T&Cs, though no later than on the effective entry date of such new T&Cs. In the event of such an amendment to the T&Cs, the Customer is not entitled to withdraw from the Contract.
- 12.3. The Provider may unilaterally revise the price(s) for the Recharging Service stipulated in the Price List. The Provider shall revise the Price List by drafting a new version of the Price List, which will fully replace the original version and shall be effective and binding upon both Parties once the amendment enters into force. The Provider shall publish the new Price List at least 15 days before the effective date of the Price List revision in a manner allowing remote access (Website). The Customer is required to familiarise themselves with the revised (new) Price List. The Customer may withdraw from the Contract without stating a reason no later than 3 working days before the effective date of the new Price List. For the avoidance of doubt, the Customer's withdrawal must be delivered to the Provider within this period. Written withdrawal represents the exclusive instrument agreed upon by the Parties for expressing disagreement with changes to the Price List. Withdrawal shall be effective on the last day preceding the day the new Price List takes effect, unless the Customer specifies an earlier effective date for the withdrawal.

13. FINAL PROVISIONS

- 13.1. In accordance with relevant Czech and European legislation and for the purpose of fulfilling obligations under the Contract, obligations imposed by legislation and protecting their legitimate interests, the Provider processes identification and contact details and certain other data of the Customer provided by the Customer in connection with the conclusion of the Contract. The data is used for the purposes of the Contract formation, Contract performance, its termination and the exercise of rights under the Contract. The Customer has the right to object to the processing of personal data based on the legitimate interests of the Provider at any time. Information on the processing of personal data, including the rights of the Customer, is available in the 'Information on the processing of personal data' document, which is available at www.cez.cz/cs/o-cez/cez/ochrana-osobnich-udaju/informace-o-zpracovani-osobnich-udaju.
- 13.2. The obligation to protect confidential information and personal data does not prevent the disclosure of the Contract, confidential information and personal data, including specific information about the progress of performance under the Contract, to persons within the ČEZ Group. 'ČEZ Group' means ČEZ, a. s., and companies controlled (directly or indirectly) or managed by ČEZ, a. s. 'Controlled person' denotes a controlled person within the meaning of Section 74 et seq. of Act No. 90/2012 Coll., on business corporations and cooperatives, as amended; a person within the Provider's business grouping is entitled to process and use the data to the extent they are authorised by the Provider to do so.
- 13.3. The Provider has committed to promoting ethical principles in business, the information about which the Customer can find at www.cez.cz/udrzitelnost-a-etika/cs/nase-zavazky. The Provider's Code of Ethics is also available at the same location (for consultation or download).
- 13.4. Mutual contractual relationships not regulated by the Contract or the T&Cs shall be governed by Czech law, in particular the Civil Code, to the exclusion of the UN Vienna Convention on Contracts for the International Sale of Goods. All legal disputes arising from or in connection with the Contract shall be resolved before a competent Czech court.
- 13.5. The Czech Trade Inspection Authority, with its registered office at Gorazdova 1969/24, 120 00 Prague 2, IN: 000 20 869, Website: <https://adr.coi.cz/cs>, has the jurisdiction over the out-of-court resolution of consumer disputes. The online dispute resolution platform at <http://ec.europa.eu/consumers/odr> can be used to resolve disputes under service contracts between the Provider and the Customer.
- 13.6. If the Customer is represented under a power of attorney when concluding, amending or terminating the Contract, the Provider may require the submission of the power of attorney in written form, including official certification of the Customer's signature.
- 13.7. The T&Cs enter into force on 1 April 2026 and supersede the previous version of the T&Cs.