

Client Information

Name/company:

Control Centre user name:

Signatory name:

Signatory role:

House nr / Street:

Postcode / Town:

Country:

The signature of a person authorized by the company and the stamp of the company are necessary for the initial request to create the CONTROL CENTER account.

Administrator

The POST Telecom Control Centre Administrator shall access data for the companies listed below.

By POST Telecom Control Centre Administrator, we mean the person designated by the company for the administration of the POST Telecom Control Centre (to create user accounts and manage access rights, update passwords and email addresses, etc.).

One or more than one Administrator could be defined by the customer. The same Administrator can be allocated to more than one customer account.

An administrator's GSM number is mandatory for any account creation. Upon receipt of this application, POST Telecom will transmit the activation code to the administrator's GSM number.

Nom	Numéro de GSM	E-mail

Creating Users

POST Telecom will implement users when creating the account when the customer has completed the user inventory in the Excel file that will be provided as an attachment

Any additions or changes to user access information will then be made by the POST Telecom Control Centre Administrator based on the POST Telecom Control Centre application.

The company's user access to the POST Telecom Control Centre is not managed by POST Telecom.

Request to implement the users when creating the account:

Notifications :

A notification system of 80% and 100% of the expected pools will be set up by default during creation. Notifications will be sent by email to the administrator.

ControlCenter Training:

A training course can be delivered to you by our Training Academy team for 350 € HT (2h training for 350 € excluding VAT for 3 administrators). Please check the following box in case of interest:

ControlCenter Training Request

This request must be completed, signed and returned as follows:

- By post: POST Telecom S.A. – Service Corporate - L-2996 Luxembourg
- By email: corporate.telecom@post.lu

In the event that a service implementation or contract amendment request is accepted in accordance with the terms of this agreement, the application shall be processed upon receipt of this document, subject to a minimum notice of 14 days. POST Telecom S.A. will not be held responsible for any delays in the modification or opening of a service that are attributable to incomplete or incorrect information.

Customer: signature

Stamp, name and title of signatory:

CONTROL CENTER – PARTICULAR CONDITIONS

1. PURPOSE

- 1.1. The purpose of these particular conditions is to describe the essential features and to determine the conditions and methods of use, operation and access to customised services (Control Centre).
- 1.2. The Control Centre is a free service reserved for existing Corporate customers of POST Telecom SA (hereinafter the customer), who hold a subscription card as part of a GSM mobile telecommunication service on the POST mobile network or as part of any other mobile or fixed or satellite telecommunication service offered by POST Telecom SA.
- 1.3. The Control Centre service offers the customer a certain amount of services and information, such as:
 - a. Checking outstanding communications not invoiced at that time, provided that delivery was already made by a third party operator;
Other services may be added without being immediately accessible, such as the option to:
 - b. Subscribe to additional services or to place orders in your name;
 - c. Receive an email notification of a new invoice being ready, with brief details of the invoice
 - d. Download the invoice in PDF format as well as a history of the last six invoices issued since accessing the service
 - e. View communication details from a downloaded invoice
 - f. View specific reports predefined by POST Telecom SA to consider changes in the various consumption rates;
POST Telecom SA also reserves the right to delete, modify or add features to the service.
- 1.4. Unless otherwise stated herein, the particular conditions and general conditions of the customer's subscription application shall apply.
- 1.5. POST Telecom SA may modify or adapt these particular conditions in the event of amendments to the applicable legislation or regulations relating to telecommunications, electronic commerce, payment and electronic signatures, techniques implemented to operate such applications, or, of a general nature, in the event of changes directly or indirectly affecting POST Telecom SA's activities or services.

2. ACCESS TO THE SERVICE

- 2.1. The customer submits their request for access to the Control Centre service directly to POST Telecom SA, by way of an access request form provided by the POST Telecom SA team. In the absence of a certified electronic signature creation device, POST Telecom SA shall request the handwritten signature of the access request from the customer, where appropriate.

- 2.2. When requesting access, the customer must justify their capacity and may be required to identify themselves by way of a valid identity card or passport, or, in the case of a company, its power of attorney and an up-to-date copy of the articles or an extract from the Trade Register. As such, any person acting as an agent of a private person or a corporation or a de facto group, requesting access to the Control Centre service, may be required to identify themselves and to provide proof of this agent status. In some special cases, other documentation may be requested.
- 2.3. POST Telecom SA may refuse access to the Control Centre service without having to give a reason.
- 2.4. The Control Centre service then allows the customer to have access to the services, after entering their mobile or customer account number and by identifying themselves with a user name and a secure password. These identifiers are provided to the customer when they apply for access, either remotely or online. For security reasons, the customer may request to validate their access with a security code which is texted to the mobile number on the service request. The user code and password to access the service are strictly confidential.
- 2.5. The customer may request access for relevant data only. If the customer has transferred their subscription card to a third party, they must ensure that every card user is informed of the access rights on the card before trying to view the data. The customer must therefore ensure that their own actions comply with data protection laws.
- 2.6. The customer shall immediately notify POST Telecom SA of any change to the details provided during or in their application to the Dashboard service. The customer shall not allow a third party to use their secret codes or passwords. To this end, the customer may change their access details. The customer shall inform POST Telecom SA of any unauthorized use by a third party and any other security breach.
- 2.7. POST Telecom SA shall not be liable for any loss, injury or damage, of any kind whatsoever, arising in the event of the customer breaching their obligations as set out in the preceding paragraphs.
- 2.8. A hardcopy of the special conditions is delivered to the customer with the handwritten signature of their access application. In case of request for remote access or by electronic means, the customer may download a copy from the POST Telecom SA site. In any event, the access application cannot be validated without the customer having prior knowledge of these duly accepted conditions.
- 2.9. The Control Centre access service is set up upon POST Telecom SA's confirmation sent to the mobile number given by the customer as well as POST Telecom SA's validation of the user name and/or password (or security code) after accepting the request.

3. USING THE SERVICE

- 3.1. Access to the Control Centre service is carried out in accordance with the IT infrastructure of POST Telecom SA and/or its service providers for online activity. To access the Control Centre service online, the customer agrees to use only approved and authorised computers, equipment, systems and software which are in perfect working order and free of defects and viruses.
- 3.2. This infrastructure may be disrupted or subject to disturbances or suspensions, including interruptions beyond the control of POST Telecom SA, which may temporarily make either the POST Telecom SA website or the Control Centre service inaccessible. POST Telecom SA shall not be deemed to be defective in the performance of its obligations for disturbances, suspensions or interruptions which are due to external, insurmountable or unforeseeable events or force majeure. These events include the following, as expressly accepted by the customer: natural disasters, fires, earthquakes, storms, water damage, governmental or legislative decision, failure of the public electricity network and/or telecommunications networks, loss of connection to the Internet network due to public and private operators or to the software or server providers on which POST Telecom SA depends, electronic or computer piracy and viruses.
- 3.3. The use of the Control Centre service may be interrupted or blocked or refused if the computer system of POST Telecom SA detects a problem during the customer identification process or with security in general, especially in the case of incomplete or incorrect data. The customer is solely responsible for any improper handling when accessing the service.
- 3.4. To access the Internet from their computer or any other device that can provide such access, the customer must contact their chosen supplier. The customer must choose their access to the Internet network and equip themselves with the appropriate computer hardware and software. It is therefore up to the customer to ensure that their hardware and/or software gives them access to the Control Centre service. Acrobat Reader must be installed by the customer to be able to view bills.
- 3.5. In relation to the need for POST Telecom SA to regularly update accounting information and other personal data about a customer, the Control Centre service can indicate which customer data may not be up-to-date or perfectly up to date. Similarly, technical reasons can hinder POST Telecom SA in the execution or accounting of requested or completed operations carried out by the customer through the Control Centre service. POST Telecom SA is committed to updating the personal data of the customer and to carrying out the operations requested by the customer through the Control Centre service within a reasonable time.

4. SECURITY, SECRET CODE AND PASSWORD

- 4.1. The Control Centre service involves the viewing or exchanging or transmission of data electronically, using public or even private telecommunications networks. To ensure the security and confidentiality of the data, POST Telecom SA reserves the right to introduce solutions for security, authentication and identification, including through the implementation of various technologies with private and/or public keys with certification.
- 4.2. The customer is solely responsible for keeping their codes and/or password confidential and for any visits, intervention or action made while logged in with their codes and/or password. The customer shall immediately inform POST Telecom SA of any unauthorised use of their codes and/or password by a third party and any other security breach. He/she is also committed to ensure that at the end of any operation carried out on the network under their code and/or password, they shall properly disconnect their device so that their codes and/or password cannot be copied or taken over by a third party.
- 4.3. The parties expressly agree that the use of codes and/or security code to access the Control Centre service is sufficient proof of the transactions made from these security measures and equate to the customer's signature attesting to be the author of these transactions, if applicable. The parties maintain that POST Telecom SA's records of these transactions constitute sufficient evidence and shall be taken as the original document.

5. RESPONSIBILITY

- 5.1. As a service provider, POST Telecom SA is only bound to an obligation of means and is required to implement what is necessary for a sound update and the proper functioning of the service, and determines only the technical means necessary for this implementation.
- 5.2. The customer is solely responsible for their use of the Control Centre service, for keeping their codes and/or password confidential and for any visits, interventions or actions made while logged in with their codes and/or password.
- 5.3. Without prejudice to any other limitations or exclusions of liability contained in this document, the responsibility of POST Telecom SA can only ever be claimed for serious misconduct or fraudulent negligence (fault committed deliberately with the intention of causing harm to the customer), and in any event, liability will always be limited to the maximum of double the price of the annual subscriptions taken out by the customer.

6. LENGTH OF SERVICE, SUSPENSION AND TERMINATION

- 6.1. Access to the Control Centre service is currently a free and additional service offered to customers of POST Telecom SA, always spanning the same duration as the subscription contracts entered into by the customer, and shall be renewed concomitantly with the same. The Control Centre service ends automatically with the subscription contract(s), and should these end for any reason the last 6 bills will remain available to view for a period of 6 months after termination of the service. It may also be terminated independently of the subscription contract(s), by each party, with at least one month's notice given either by way of registered letter or by remote notification to the other party by secure email.
- 6.2. In case a subscription contract is suspended, POST Telecom SA will also have the right to suspend access to the Control Centre service.
- 6.3. The customer will have no claim to compensation in the event that the Control Centre service is suspended or terminated.

7. DATA PROTECTION

- 7.1. The customer agrees that the personal data given in their Control Centre service access request is kept in files used by POST Telecom SA for recording and business purposes. The data may be used for business communication purposes, even if not requested by the customer, unless the customer expresses their objection.
- 7.2. The customer has the right to access and retrieve their personal data in accordance with the applicable legal provisions.

8. ASSIGNMENT OF RIGHTS

The customer may not assign all or part of their rights and obligations arising from these terms to third persons or substitute somebody for implementation without the prior written agreement of POST Telecom SA. However, POST Telecom SA may transfer their rights and obligations to the customer as part of a partial or full assignment of activities.

9. MISCELLANEOUS PROVISIONS

- 9.1. Any agreement or verbal promise which overrides or is supplementary or complementary to the service or to these special conditions must be made in writing. In the event that a provision of the special conditions should be declared invalid, unenforceable or illegal, this will not affect the validity of the entire agreement or other terms and conditions.
- 9.2. The parties expressly agree rather the place of enforcement of their rights and obligations under this agreement and its subsequent versions, be they substantive or subsidiary, is the POST Telecom SA business headquarters.
- 9.3. Luxembourg law applies for the implementation, application and interpretation of this agreement and its subsequent versions