

## 1. DEFINITIONS

For the purposes of these special terms and conditions (the "**Special Terms and Conditions**"), the capitalised terms are defined below, or, failing this, in the General Terms and Conditions:

**AntiVirus:** a detection system for viruses transported in unencrypted flows supported by standard protocols such as http, ftp or smtp;

**Firewall:** detection and blocking system for malicious intrusion attempts on the Customer's IT network or computer;

**General Terms and Conditions:** the current general terms and conditions of sale of POST Telecom (for consumer or professional Customers, as applicable);

**Parental Control/URL filtering:** an identification and access blocking system for websites categorised as non-desirable by the Customer; uncategorised websites are authorised by default and are categorised in the appropriate group within two (2) weeks of their appearance on the Internet;

**Web Protection Service:** service provided by POST Telecom offering a combination of AntiVirus, Parental Control/URL filtering, IPS and Firewall systems.

## 2. SCOPE

These Special Terms and Conditions apply to any Web Protection Contract for which their application is duly notified to the Customer.

## 3. DESCRIPTION AND SUBSCRIPTION TO THE WEB PROTECTION SERVICE

- 3.1. The Web Protection Service allows to detect a malicious internet traffic and/or internet traffic that

is not desired by the Customer. It is covered by the following modules: AntiVirus, Parental Control and Firewall. The monitoring and processing of the traffic is carried out on the fixed Internet access connection before it even reaches the Customer Installations.

- 3.2. The Web Protection Service is reserved for Customers (i) who have subscribed to a POST Telecom fixed internet access service, (ii) who have expressly requested the activation of the Web Protection Service via the order button available online on the website [www.post.lu](http://www.post.lu), and (iii) who have subscribed to the relevant monthly tariff;

## 4. CONDITIONS OF USE

- 4.1. The Customer must use the functionalities of the Web Protection Service in accordance with these Special Terms and Conditions, the special terms and conditions applicable to the POST Telecom fixed internet access service and also, in general, in accordance with current regulation.

- 4.2. The Web Protection Service is activated using the Customer's access password. The Customer is solely responsible for the use of his/her password and agrees to keep it secret and not to disclose it in any form whatsoever.

## 5. AVAILABILITY OF THE WEB PROTECTION SERVICE

POST Telecom undertakes to employ its best efforts to keep the Web Protection Service accessible 7 days a week and 24 hours a day.

## 6. RESPONSIBILITIES

- 6.1. The Customer expressly declares that he/she is solely responsible for the communications transmitted. In this respect, the Customer discharges

POST Telecom from all responsibility, as well as its subsidiaries and affiliates, representatives, employees and partners, and guarantees them for any third party claims regarding this content, its legality, quality or its accuracy. This guarantee notably entails that the Customer shall help POST Telecom in its defence and shall indemnify POST Telecom against any damages suffered by it due to any such complaint.

- 6.2. The Web Protection Service allows to monitor the traffic passing through the fixed internet access connection with the proviso that POST Telecom cannot guarantee the detection of all, even known, malicious electronic communications or components. The Web Protection Service is not intended to monitor the data passing through the Customer's Installations.

- 6.3. The Web Protection Service depends on the characteristics and limitations of the Internet, of which the Customer is already aware. The Customer therefore expressly declares that he/she is aware of the fact that the transmission of information data via the Internet is not fully reliable from a technical point of view, since such data and information circulates on heterogeneous networks having different technical characteristics and capacities which may make access problematic or even impossible at certain times.

## 7. TERM AND TERMINATION

The Web Protection Service Contract shall be for an indefinite term.