

Supplementary provisions for Shared, E-mail and Sharepoint Hosting (completing the GTC)

(August 2011)

1. Placing of order

By the completion and submission of the online registration form for Shared, Mail and Sharepoint Hosting a legally binding contract comes into being. For incorrect registrations (in particular misspelled domain names) a processing fee of **CHF 80.-** is charged to the customer. A written confirmation of the contract is hereby expressly dispensed with.

Server changes explicitly required by the customer (e.g. a platform change from Windows to UNIX or vice versa), without a justification recognized by Genotec, are charged to the customer with a processing fee of **CHF 80.-**.

Shared Hosting: The first 30 days are considered a testing period. If the contract is canceled within these 30 days, the contractual relationship ends after expiration of the testing period free of charge. With the payment of the bill or at the latest with the expiration of the testing period, the definitive contractual relationship comes into being.

Sharepoint Hosting: The first 30 days are considered a testing period. You have to confirm the Sharepoint hosting offer within these 30 days (you will receive confirmation requests). If the Sharepoint hosting is not confirmed, the contractual relationship ends after expiration of the testing period free of charge.

2. Conditions of payment

The services must be paid within 20 days after invoicing (see GTC par. 7).

3. Contract period and cancellation

The contract is concluded for an indefinite period of time. The term of notice is 1 month with effect at the end of the contractual year (minimum contract period: 12 month). Apart from this, the provisions of the GTC, par. 10 apply. In addition, Genotec may cancel the contract without notice if the customer violates the "fair use" policy (see par. 4).

4. "Fair use" policy / best effort service

With respect to services based on the shared use of system resources (shared services), the customer shows consideration for the other users and limits the excessive use of these resources in order to avoid negative effects on the performance for other users on the same system ("fair use").

If the customer unduly strains the system resources (compared to the average of the other users of the system plus a margin of tolerance), Genotec submits an offer for a higher performance class to the customer. If the customer doesn't accept this offer, Genotec reserves the right to withdraw from the contract.

The service is provided as "best effort". There is no guarantee, unless otherwise stated, for the allocation of system resources or for performance characteristics.

Allschwil, August 2011

Please note: Only the German version of this text is legally binding.