

This English translation is for informational purposes only. In the event of any discrepancy between the Czech and English versions, the Czech version shall prevail.

General Terms and Conditions

1. Basic Provisions

These general terms and conditions regulate the rights and obligations between the operator:

Lukas Hobi

with registered office at Hornická 3013/43, 702 00 Ostrava, Czech Republic

contact@tamhost.cz

IČ: **17762383**

registered in the Trade Register maintained by the Ostrava City Magistracy

(hereinafter referred to as the "Operator")

and the customer, who is a natural or legal person concluding a service provision contract with the Operator

(hereinafter referred to as the "Customer").

1. The Customer becomes a natural person legally competent or a legal person who concludes a contract with the Operator. The contract is concluded by filling out an order on the website "<https://tamhost.cz>" for one of the services offered by the Operator and simultaneously properly paying the amount according to the Operator's current price list, or by establishing the service if it is a free service.
2. By registration or ordering a service, the Customer expresses consent to these GTC.
3. The Customer acknowledges and agrees that they are not authorized to conclude a contract with the Operator and order services offered by the Operator on behalf of third parties, unless the third party has given prior written consent. This written consent may be requested by the Operator at any time, and the Customer is obliged to present it without undue delay; otherwise, the Operator is entitled to cancel the ordered service.
4. By ordering the service, the Customer expresses their unequivocal consent and understanding of the Contract, these GTC, and all other conditions related to the ordered service, as well as the content, specification, and price of the ordered service

- according to the Operator's offer.
5. Both the Customer and the Operator are obliged, during the term of the Contract, to comply with generally binding legal regulations, the provisions of the Contract, these GTC, and other conditions in case they are part of the service ordered by the Customer.
 6. By concluding the Contract, the Customer also declares that they have familiarized themselves with the functions of the given service; for this reason, they are not entitled, within the provided service, to demand the return of already paid amounts for any of the offered services with the justification that the service performance does not suit them.
 7. The Customer is fully responsible for all damages caused by their actions contrary to these GTC and/or the legal order of the Czech Republic to the Operator, other Service Customers, or other third parties. This responsibility cannot be waived.
 8. If the Customer violates these GTC, the Operator is entitled to suspend their Services. In case of a particularly serious violation or repeated violation of these GTC, the Operator is entitled to cancel the service.
 9. Service suspension means rendering the given Service non-functional or preventing access to the given Service. The Customer simultaneously does not have access to any data (files, databases) belonging to the Service, and they can only be obtained by extending the validity of the Service or by paying a fee for data restoration from backup, and only if this data has not already been deleted.
 10. Service cancellation means its suspension, termination, and deletion of the data of this service.

2. Customer Account

1. The Customer creates their Customer Account by entering the required data into the registration form on the website <https://tamhost.cz> and clicking the "**Register**" button. By clicking this button, the Customer simultaneously confirms the accuracy and truthfulness of the entered data. The Customer is obliged to update the data in their Customer Account in case of any change.
2. Access to the Customer Account is secured by a username and password. The Customer is obliged to maintain confidentiality regarding the access data to their Customer Account. (They must store this data so that it is not accessible to other persons and must not allow other persons to use their Customer Account.)
3. It is strictly forbidden for one natural person to establish, own, or manage multiple Customer Accounts (so-called multi-accounting). The principle "one person – one account" applies, which is introduced mainly to prevent the abuse of the partner system and other bonus programs. If it is found that the Customer violates this prohibition and uses multiple accounts, the Operator is entitled to block or cancel all affected accounts without compensation.
4. If the Customer does not accept or violates their obligations under the Service Provision Contract (including the terms and conditions), the Operator may cancel the Customer's Customer Account.
5. The Operator may temporarily restrict the availability of the Customer's Customer Account in case of hardware or software equipment maintenance or in case of suspicion of fraudulent activity.
6. For maintaining the Customer Account, it is necessary that the person registering the

account be fully legally competent, or that they act legitimately on behalf of a legal entity. If the person registering the account is not fully legally competent, they must have the consent of a legal representative for registration and use of the services. The Operator is entitled to request this consent at any time.

General Terms and Conditions for Using the Operator's Hosting Services

3. Definitions

1. ADMIN - administrator, customer support, operator
2. OWNER (MAJITEL) - The Customer on whose Customer Account the respective service is active. The Customer is considered the Owner of the service, not the person who paid for the service.
3. AUTHORIZED PERSON (OSOBA POVĚŘENÁ) - a person who has been allowed by the OWNER to modify the purchased service
4. TECHNICIAN (TECHNIK) – a person authorized by the Operator to resolve technical requests, system settings, and interventions in the Customer's infrastructure or services.
5. SFTP - Secure File Transfer Protocol, a network protocol designated for file transfer
6. FAILURE (PORUCHA) - an error in the Operator's technical or software resources that causes complete non-functionality or unavailability of services, consequently preventing the Customer from fully utilizing them. Planned outages are not considered failures.
7. PLAYER / PAYER (HRÁČ / PLÁTCE) – a third person (end-user) who uses the gaming server operated by the Customer and who provides a financial contribution through the Operator's system to support this server. The counter-value of the payment is the crediting of corresponding Credits to the Customer and the potential provision of a Game Advantage to the Payer by the Customer.
8. VIP SYSTEM (VIP SYSTÉM) – a software interface provided by the Operator that allows the Customer to define virtual packages or Game Advantages and Payers to provide financial contributions to support the server. After successful payment processing, Credits are credited to the Customer, and an automatic command execution on the game server may occur.
9. CREDITS (KREDITY) – an internal balance in the Operator's system, which serves exclusively for paying for the Operator's services. Credits are not electronic money and are not exchangeable for money.

4. Service Availability Guarantee, Failures, and Outages

1. The Operator will ensure the trouble-free operation of the services, with the exception of the time necessary for the maintenance of the technical and software resources through which the services are operated.
2. The Operator is entitled to carry out planned system outages for the purpose of their maintenance and updates.
3. The Operator is entitled to carry out unplanned outages if the situation requires it and it is necessary to carry them out without delay to ensure the continued operation of the services and servers.

4. The Operator is not liable for non-functionality or unavailability caused by a third party. The Operator bears no responsibility for system non-functionality or unavailability caused by a technical or other problem on the subcontractor's side, a failure or outage in the Internet network between the Customer and the Operator's servers, or force majeure. For the purposes of these conditions, force majeure is considered to be especially natural events (e.g., fire, flood, earthquake), war, civil unrest, strikes, legislative interventions, epidemics, widespread power outages (blackout), or damage to telecommunication infrastructure by third parties that the Operator could not influence even with expert care. The Operator is not responsible for the unavailability of the service in case of the Customer's Internet connection failure.
5. The Operator is obliged to inform the Customer about failures, outages, and important changes on its websites or on the discord server, if possible, with sufficient notice.
6. The Customer is not entitled to compensation for damages or other costs incurred in connection with the unavailability of the service.
7. Given the nature of email communication, the Operator does not guarantee the correct delivery of email messages from its servers or to its servers and from/to its network, and is not responsible for any damages caused by an undelivered or lost email message.
8. The Operator is not responsible for the loss or damage of data due to a hardware failure of the server or disk array (especially hard disk failure).

5. Use of Services

1. A Game Server (hereinafter referred to as "GS") is a publicly accessible service
2. The basic installation of the GS is in accordance with the licensing agreement of the given game. Freely available files are used for the basic installation of the GS.
3. All files necessary for the operation of the GS are accessible to the OWNER via SFTP (the exception being GSs where this must not be allowed).
4. When modifying the GS settings or modifying the basic GS installation, the responsibility for compliance with the licensing agreement shifts to the GS OWNER. Such GS modifications are understood as modifications made by the GS OWNER, or the ADMIN (based on the request of the GS OWNER).
5. The ADMIN is not authorized to modify the GS settings or modify it without the consent of the GS OWNER, unless it is a bug fix in the basic installation, actions performed to prevent overloading, or other optimization.
6. It is forbidden to change the parameters of the GS that affect the calculation of service fees or network communication. This primarily means the unauthorized change of the number of slots, exceeding the player limit (including bots and other entities occupying slots) beyond the paid tariff, and also changing the assigned IP address or ports.
7. It is forbidden to modify and interfere with the GS query protocol. The server must always display real information regarding the number of slots and players on the server, if the server supports this for the given game.
8. It is forbidden to make any modifications to the GS settings that could cause the hardware server to crash or be excessively overloaded. Any action with the GS performed for the purpose of overloading or crashing the server is also included in

this transgression.

9. The use of SFTP GS for the dissemination or storage of data unrelated to the operation of the GS is prohibited.
10. The Customer must not use the Operator's Services or infrastructure in a way that would allow the forwarding, tunneling, or brokering of network communication to third parties (especially as a proxy, VPN, bounce/relay, port-forwarding, tunnel, reverse proxy, etc.), unless such use serves exclusively for connecting and operating the Customer's own services within the Operator's infrastructure. Violations include, but are not limited to:
 1. Operating BungeeCord/Velocity (or similar proxy systems) for external servers or services outside the Operator's infrastructure,
 2. Providing "proxy connection" or "IP protection" for third-party projects outside the Operator's network,
 3. Providing access to third parties for the purpose of circumventing restrictions, anonymization, or routing traffic through the Operator's servers.

In case of suspicion of such use, the Operator is entitled to restrict operation, temporarily suspend the service, or terminate the service, even without prior warning, if it is necessary to protect the infrastructure and other Customers.

1. In case of violation of any of the preceding points by the OWNER or an AUTHORIZED PERSON, the ADMIN is entitled to shut down the GS for a period commensurate with the transgression. The duration is chosen by the ADMIN at their discretion. The OWNER is not entitled to compensation for damages in this case.
2. Upon purchasing and using the GS for any game, the Customer undertakes to comply with the license terms (EULA) and rules of use established by the publisher of the given software. The Customer acknowledges that a violation of these third-party license terms may lead to the termination of the service. Specifically, in the case of the game Minecraft, the Customer confirms that they have familiarized themselves with and agree to the Mojang company's terms (<https://www.minecraft.net/en-us/eula>).
3. The Customer is prohibited from using the services for purposes that are contrary to the laws of the Czech Republic or contrary to good morals, sending unsolicited mail, etc.
4. If the Customer violates these Contractual Conditions or other agreements with the Operator, the Operator is entitled to unilaterally withdraw from the Contract and cancel the provided service. In such a case, the Customer's data will be deleted and stored on a backup medium. If the customer wishes to retrieve this data, the Operator is entitled to demand payment for this service according to its price list.

6. Customer Support and Communication with the Customer

1. The scope and conditions of providing customer support are specified in the terms of the individual services.
2. Within customer support, the Operator provides the Customer with basic information, guides, and advice. If the Customer requests the Operator to solve problems that require the intervention of the Operator's technician and which were caused by an error on the Customer's side or as a result of incorrect use of the Service, the

Operator may require the Customer to pay for the technician's intervention according to the current price list.

7. Billing and Payments

1. The current price list is available on the Operator's website "<https://tamhost.cz>". The Operator announces changes to the price list on the same pages in a timely manner.
2. Invoices and pro forma invoices are sent to the Customer via electronic mail to the email address provided in the Customer's Customer Account. Accounting documents are not provided in paper form, they can be found at <https://tamhost.cz/client/invoices>.
3. If the Customer does not pay any payment request by the end of the prepaid period of the given service, the Operator is entitled to suspend the service.
4. If the Customer does not pay any invoice by its due date, the Operator is entitled to suspend the service. A service that the Operator or the Customer has terminated may be completely canceled by the Operator immediately after the end of the prepaid period or immediately after the agreed notice period.
5. Non-payment of an invoice or pro forma invoice does not affect the Customer's obligation to pay the outstanding amount for the period when the service was active. If the service is suspended due to non-payment, the Customer is not charged a fee for the period of service non-functionality, unless contractually stipulated otherwise (e.g., performance reservation).
6. Invoices and pro forma invoices are considered paid upon fulfillment of all the following conditions:
 - payment sent to the correct account of the Operator
 - the exact amount according to the payment request is transferred in the correct currency
 - the correct variable symbol is provided with the payment
 - the payment is credited to the Operator's account
 - the payment is processed by the Operator's payment system
 - if the Customer pays via a payment gateway, the payment is processed by the payment gateway and credited to the Operator's account by the payment gateway
7. The Customer is not entitled to withdraw any surplus credit from their account.

8. Payment Methods and VIP System

General Provisions and Definitions

1. By using the VIP System, the Customer confirms that they have familiarized themselves with these GTC and undertake to comply with them.
2. The rights and obligations of the Payer when making a payment through the VIP System are governed by separate Terms of Payment Support for Game Servers for Payers, which the Payer is informed of before making the payment.
3. Prices are stated in CZK or € according to the current conversion rate listed in the administration.
4. Credits obtained through the VIP System **are not electronic money** and are not

exchangeable back into real currency. The Customer is not entitled to withdraw the credit to a bank account. If the Payer (or the owner of the payment method) initiates a payment reversal (so-called chargeback) with their bank or payment provider, or if the payment is evaluated as fraudulent and the funds are debited back to the Operator, the Operator reserves the right to deduct the corresponding amount of credits from the Customer's account, even into negative values. The Customer is obliged to settle any negative balance.

5. The Customer is obliged to clearly state on their websites or game server that they themselves are the provider of the Game Advantages, not the Operator (TamHost), and to have their own rules for providing Game Advantages and contact details available for Payers to resolve complaints regarding in-game content.

Rules for Using the VIP System

1. The Customer undertakes that the credits (amount) received from the VIP will be used **only for the operation of the server** (payment for the Operator's services) and not for personal purposes. This confirms the purpose of the payment as a contribution to operation.
2. **Exclusion of Operator's Liability:** The Operator (TamHost) acts only as a provider of the technical solution for payment processing. The Operator is not responsible for:
 - Non-delivery or non-functionality of a Game Advantage, in-game item, rank, or other reward by the Customer to the Payer.
 - Termination of the Customer's server operation.
 - Any disputes between the Customer and the Payer regarding in-game content.
3. When promoting any VIP variant, the Customer is obliged to always state the correct amount, including information about the Operator.
4. In case of providing information about this payment method to a third party, the Customer undertakes to inform this person about these conditions and to always state the correct amount of the given transaction.
5. The Customer must not offer content in the VIP System that is contrary to the laws of the Czech Republic, good morals, or the game's license terms (EULA).
6. In case of non-compliance with the conditions, the Customer faces the risk of cancellation of the Customer Account and termination of services without the right to a refund of money or credits.

Invoicing and Payment Complaints

1. Invoices and tax documents are available to the Customer in electronic form in the Customer Account at <https://tamhost.cz/client/invoices>. The Customer is not obliged to request the issuance of an invoice via the ticket system, with the exception of specific cases where the document is not automatically generated in the system.
2. The Operator guarantees that a correctly sent transaction will be properly processed and credits will be credited to the Customer who was identified using the payment system. In the event that a correctly sent transaction is not credited, the Customer or the Payer shall file a complaint.
3. For complaints, the Customer (or the Payer) is obliged to retain all information by which the transaction can be traced (especially transaction ID, time, sent SMS, or

gateway confirmation). The complaint must be submitted by request through the Operator's ticket system.

9. Rights and Obligations of the Operator

1. The Operator is not liable for the infringement of trademark rights, trade name rights, and other rights protected by generally binding legal regulations committed by the Customer through the use of the services.
2. The Customer is responsible for damage caused to the Operator, other customers, or third parties as a result of a violation of legal regulations, these GTC, or the contract, to the extent stipulated by legal regulations.
3. The Operator is not responsible for indirect damage (especially lost profit, loss of opportunity, loss of data caused by the actions of the customer or third parties) or for damages arising from circumstances excluding liability. This does not affect the Operator's liability for damage caused intentionally or by gross negligence, nor the consumer's rights from defective performance to the extent given by legal regulations.
4. The Operator is entitled to change the parameters of the services and their variants. However, it is obliged to announce these changes to the Customer in advance in the form of information on the Operator's website or in writing to the Customer's email.

10. Rights and Obligations of the Customer

1. The Customer undertakes to take all measures on their part necessary to prevent the abuse of services. The Customer is responsible for the consequences of such abuse if it occurs.
2. The Customer is obliged to take all measures to protect all access data (login name and password) of all Customers for the administration and use of services for access to the Customer Account. The Customer is responsible for any damages arising from the misuse of the system by a foreign person who uses the correct login name and password for access.
3. The Operator may send the Customer commercial communications concerning its own similar services to the extent permitted by legal regulations. The Customer has the option to refuse or unsubscribe from commercial communications at any time.
4. The Customer is obliged to comply with the generally binding legal regulations of the Czech Republic and to act in accordance with good morals and generally recognized moral and ethical norms. The Customer must especially not violate the legally protected rights of the Operator and third parties.
5. The Customer guarantees to the Operator the correctness and completeness of the data provided in all forms and other documents. At the same time, the Customer is obliged to immediately update all changes or report their change to the Operator. The Operator is not responsible for any damages caused as a result of providing invalid or outdated data.

11. Exclusion from Operation

1. The Operator may refuse to provide services to a Customer whose activity at least partially falls into one of the following categories, or the content it provides, stores, shares, or downloads, at least partially falls into one of the following categories:

- is contrary to the legal order of the Czech Republic or valid international conventions
 - is contrary to good morals - infringement of copyrights, patent rights, industrial rights, or other similar rights
 - sending unsolicited messages (spam)
 - direct or indirect damage to any rights of third parties
 - overloading the infrastructure or technical or software resources of the Operator or other parties
 - threatening the privacy or security of other systems or persons
2. The Operator is entitled to assess whether the specific actions of the Customer constitute a violation of these conditions. This assessment must be based on objective circumstances, available information, and the purpose of protecting the infrastructure, other customers, and the rights of third parties.
 3. The Customer is not authorized to store or share programs or data (files) of which they are not the author and do not have the written consent of their author or the owner of the rights to dispose of them. In case of suspicion of violating this prohibition, the Operator is entitled to request written confirmation from the Customer that they are authorized to do so. The Customer is obliged to provide this confirmation to the Operator without undue delay. If the Customer fails to provide this confirmation, the Operator is entitled to restrict, suspend the service, or delete the disputed data (files).
 4. The Operator is entitled to examine the customer's data (files) if it suspects that this data (files) is in violation of these conditions.
 5. The Customer is responsible for all damage caused to the Operator, its other Customers, or third parties.
 6. The Operator is entitled to restrict the operation of the service if the Customer uses unsuitable software resources for their operation or if they are not appropriately configured.
 7. In case of repeated violations of the laws of the Czech Republic, the Operator is entitled to immediately terminate the operation of all customer services and block access to their account administration until the investigation by the Czech Police or another state authority authorized to do so is concluded.

12. Protection of Information and Personal Data Protection

1. Both the Operator and the Customer undertake to maintain confidentiality about facts they have mutually learned in connection with the establishment and operation of the services.
2. The protection of information does not apply in the case where the Operator has an information obligation established by law, or when state authorities authorized by law request the information, or when the information is publicly available.
3. The Operator processes the Customer's personal data in accordance with Regulation (EU) 2016/679 (GDPR) and related legal regulations. Detailed information on the processing of personal data is provided in the document Privacy Policy, available on the Operator's website.
4. The Operator undertakes to secure the protection of personal data against unauthorized or accidental access, prevent their alteration, loss, or destruction, unauthorized transfer, or their other unauthorized processing, as well as other

misuse.

5. Details on the processing of personal data, retention period, data recipients, and the Customer's rights are specified in the Privacy Policy available at: <https://tamhost.cz/assets/documents/gdpr.pdf>

13. Duration and Termination of the Agreement

1. The duration and termination of the agreement are governed by the contractual terms of specific services.
2. Upon termination of the service operation, the Customer's obligation to pay unpaid invoices and pro forma invoices does not cease, with the exception of the pro forma invoice for the prepaid period that has not yet occurred.
3. The service can be canceled at any time through the customer administration. The service operation will terminate immediately, or at another time chosen by the Customer (e.g., at the end of the prepaid period). In case of immediate cancellation of the service, the Customer is not entitled to a refund of a proportional part of the already paid fee for the unexpired period, if it is monthly or longer billing, unless the cancellation is due to a defect on the part of the Operator. In the case of the credit system, billing stops at the moment of service cancellation.

14. Service Complaints

1. In the event that the Customer believes that the provided services do not correspond to the terms in terms of scope, quality, or price, and therefore show defects, they are entitled to assert the relevant rights arising from liability for these defects in writing with the Operator, by submitting a request through the ticket system.
2. When lodging a complaint, the Customer is obliged to properly justify their complaint and sufficiently prove its legitimacy. At the same time, they are obliged to present the Operator with proof of the provided service – a copy of the order, invoice, etc.
3. The Customer is obliged to report incorrect functionality of the service immediately and without any delay. If they fail to do so, the period of non-functionality or limited functionality of the service will begin on the day the complaint is reported to the Operator via the ticket system.
4. The Operator undertakes to start resolving the problem within 5 working days at the latest from the receipt of the complaint and to inform the Customer about the progress of the resolution. The complaint will be settled within a reasonable time considering the nature of the service and the complexity of the defect, but no later than the period stipulated by legal regulations, if applicable to the case.
5. In other cases, the assertion of rights from liability for defects and the settlement of the complaint are governed mainly by the Civil Code and legal regulations on consumer protection.
6. If an error occurs on the part of the Operator and it is not caused by a third party (e.g., natural disaster, DDOS attacks, non-functionality of third-party servers dependent on GS operation), the Operator is obliged to provide compensation for the period of incorrect functionality or non-functionality of the given service. The compensation is in the form of credited credits to the Customer's Customer Account and the GS OWNER's account, always for a minimum of 1 extra day based on the duration of the limited functionality of the service.

15. Right to Refund

1. Since game hosting and the crediting of Credits to the Customer Account involve digital content and services that are made available to the Customer immediately after payment, it is not possible to withdraw from the contract within 14 days without giving a reason. By checking the appropriate box in the order **or when topping up credits**, the Customer expressly requests the commencement of the service provision (or crediting of credits) before the expiration of the withdrawal period and acknowledges that their right to withdraw from the contract ceases with this consent.
2. This provision applies to services provided by the Operator to the Customer, especially game hosting and topping up Credits in the Customer Account. The Payer's rights upon payment through the VIP System are governed by separate Terms of Payment Support for Game Servers for Payers.
3. Conditions for a refund (availability complaint) The Customer is entitled to a refund of a proportional part of the money only in case of a demonstrable and culpable failure on the part of the Operator. Such a failure is considered a state where the service is completely technically unavailable for more than 72 consecutive hours and the cause is a hardware or software error in the direct administration of the Operator (e.g., disk failure, virtualization error) that could not be rectified.
4. Exclusion of Liability (when we do not refund money) The Customer acknowledges that the Operator is not responsible and there is no right to a refund or compensation in cases where the unavailability or limited functionality of the service is caused by circumstances that the Operator cannot directly influence. These include, but are not limited to:
 1. Cyber-attacks by third parties (e.g., DDoS attacks, DoS attacks, hacking attacks) directed at the Operator's infrastructure or directly at the Customer's service.
 2. Connectivity outages on the route between the Customer and the datacenter (ISP problems, transit networks).
 3. Force majeure, i.e., events that cannot be foreseen or influenced (especially natural disasters such as fire, flood, or earthquake; furthermore, war, strikes, legislative interventions, epidemics, long-term power outages beyond the scope of datacenter backup systems, or damage to telecommunication infrastructure by third parties).
5. Errors caused by the Customer Furthermore, there is no right to a refund in the cases where the Customer causes the problems themselves. These include, but are not limited to:
 1. Incorrect server settings by the Customer.
 2. Installation of incompatible, outdated, or incorrect add-ons (plugins, mods) that cause server crashes.
 3. Excessive server load that does not correspond to the purchased performance (e.g., extreme number of entities or players beyond the limit).
 4. Ban or blocking of the service due to violation of these conditions.

16. Dispute Resolution

1. In the event that a consumer dispute arises between us and a consumer from a purchase contract or a service provision contract that cannot be resolved by mutual

agreement, the consumer may submit a proposal for out-of-court resolution of such a dispute to the designated entity for out-of-court resolution of consumer disputes, which is

Czech Trade Inspection Authority

Central Inspectorate - ADR Department

Štěpánská 15

120 00 Praha 2

Email: adr@coi.cz

Web: adr.coi.cz

17. Prices

1. Unless otherwise stated for the respective price, the displayed prices are listed in CZK (Czech crowns) or in the ratio stated on the website <https://tamhost.cz/client/billing/wallet> and in € (Euros) in the "Conversion Rates" table.
2. Any Payout of credits to a bank account of any type is not possible.

18. Final Provisions

All arrangements between the Operator and the Customer are governed by the valid and effective Czech legal order. The Operator may change any part of the Contract or contractual conditions at any time, with validity and effect from the first day of the following calendar month after the publication of the changes. By maintaining the operation of their services even after the change of the Contract, Conditions, contractual conditions, or other related documents, the Customer expresses their unambiguous agreement with the new wording of these documents and their full acceptance in the operation of their services. The Operator will inform the Customer about the change to the GTC by email or in the customer administration at least 14 days before the change takes effect. If the Customer disagrees with the change, they have the right to terminate the contract without penalty on the date the change takes effect. If the Customer continues to use the service after the date the change takes effect, the change to the GTC is considered accepted, if legal regulations allow it.

These GTC become effective on 24.04.2026