

Document

# Contractual Conditions

Version

# 04/2021

## 1. Contract Start and Duration

The parties agree to a minimum contract period of 12 months from the ready for service date. Thereafter, the contract may be terminated by either party with 2 months' notice to the end of the billing period. This means:

- Annual billing: contract can be terminated at the end of the 12-month billing period with a notice period of 2 months.
- Quarterly billing: contract can be terminated at the end of the 3-month billing period with a notice period of 2 months.
- Monthly billing: contract can be terminated at the end of the 1-month billing period with a notice period of 2 months.

The same periods of notice apply to changes in the duration of the contract and the payment frequency (annual or monthly). Premature termination of the contract is only possible in the event of a move abroad or in the event of death. The contract can be cancelled within 5 days after confirmation of the order. In this case, a fee of CHF 150 is due. This is a permanent contract until the date of termination.

## 2. General Terms and Conditions of Init7

The General Terms and Conditions govern the conclusion, content and performance of all contracts between Init7 on the one hand and their customers on the other. By signing this Contract, the Customer confirms to have previously read, understood and accepted the General Terms and Conditions of Init7.

## 3. Service Level

Through defined Service Levels, Init7 sets the quality standards of its products and services. With our commitment to these Service Levels, we guarantee our customers consistent high quality regarding the availability of products and services, service times, accessibility of customer support as well as reaction times.

Service Level Private Customers:

Service times: Mo – Thu 9 am – 20 pm, Fri 9 am – 17 pm

Reaction times: 5 –7 working days