

Dear customers,

We would like to inform you about the upcoming change to the General Conditions for the Provision of Telecommunications Services of **Daktela s.r.o. / Daktela SK, s.r.o.** (General Terms) which take effect on **October 1, 2023**.

Daktela is a dynamic international company, and we have prepared the new General Terms not only to better meet EU requirements and standards, but also to improve our service and provide you with even greater efficiency when using our products and services.

We believe these changes will benefit you as our customers and help you better understand the products and services we offer.

In case of any question regarding changes to the General Terms and SLA, please do not hesitate to contact us at VOP@daktela.com

Thank you for your trust and we look forward to further cooperation.

Best regards,

Your Daktela

FAQ:

Where can I find the new version of the General Terms?

The new version of the General Terms and Conditions is available at www.daktela.com/legal in the "Terms of service" section

When will the new terms apply?

For existing customers, the new General Terms will be effective from 1 October 2023. New General Terms will already apply to new customers who will enter into a contract with Daktela from 1 September 2023

How does this affect my existing contract?

The concluded contracts remain in force in the wording and scope of services provided, in which they were concluded. The contract will be updated according to the new model in relevant cases, according to the customer's needs, or when the contract is renewed.

What if I have negotiated my own provisions and exceptions to the original General Terms or SLA parameters in the contract?

These arrangements will also remain in force after 1 October 2023.

Why does Daktela actually change the General Terms?

The original General Terms were, with minor changes, in force for more than 15 years. During this time, not only Daktela, but also the entire industry was modernized. Our effort is to create new General Terms so that they better meet the needs of our customers and create more transparent conditions for our cooperation.

What are the main changes in the new General Terms compared to the existing ones?

The main change is the clarity and simplification of the General Terms and Conditions, which is why we have also separated the SLA into a separate document. The new general conditions will also allow us to further develop our services towards the automation of some of our customers' business requirements that we are preparing.