

General and Technical Conditions of Installation

Unless otherwise provided for in the quotation, the following technical conditions of order execution shall apply:

- The customer shall provide in due time and free of charge lockable premises for installation, delivery and interim storage of the ordered components and shall provide access to any premises and lockable storage areas relevant to the installation process. If required, the customer shall provide further assistance for both unloading and transportation. Delivery and receipt of the respective goods shall be confirmed in writing by the customer.
- The customer shall provide a suitable location in specific racks as well as connections for power/ emergency power supply, grounding and IP network. The location shall be selected to provide easy access to system components from any direction and without any means of assistance.
- The manufacturer's instructions as to the environmental conditions shall be adhered to in order to ensure permanent functionality of the system components.
- For the delivery of services ETK networks shall be granted access to any and all relevant buildings, premises, facilities and networks by the customer. Registration of employees for access control and monitoring purposes may be conducted by the customer.
- The existing supply line network may be used without alterations as far as technically feasible. However, any alterations to it, such as amendments, absorption, connection of original network lines and quality improvements shall be invoiced separately. Any such alterations to existing networks shall require separate order placement.
- The proposed installation of terminal equipment requires both functional and accessible connections and a complete network. The customer shall provide the necessary power supply and premises at the installation site.
- Furthermore, the customer shall provide the following information as per the project schedule: authorized contact, network schematics and/or call number plans and/or extension plans, IP address and network service information.
- The customer shall be in charge of conducting any of the required and defined alterations to both the network and the network service.
- If so required, the customer's LAN/WAN network shall be configured to meet the IP telephony/video requirements of any IP terminal equipment, applications and/or IP trunks. Beforehand, the customer shall produce a prior inspection report to confirm the IP network's compatibility (QoS). If such report cannot be prepared by the customer, ETK networks will propose the necessary services and equipment. Any additional efforts due to either network insufficiencies or QoS issues shall be invoiced separately.
- Should the use of the customer's servers and operating systems be required, a fully installed, network-integrated and functional server or client shall be provided by the customer to meet the manufacturer's and ETK networks' requirements. Any adaptations to the customer's servers shall be invoiced separately.
- Any services regarding adaptations to applications and interfaces shall be both ordered and invoiced separately. The standard procedure involves a joint workshop with the customer to define the scope of services to be provided.
- The set-up of any application with the customer's PCs, servers and mobile devices (e.g. mobile phones, smartphones, iPhones, iPads, tablets, etc.) shall be conducted on one device only. The customer shall conduct any further set-ups with the remaining devices. However, any such further set-up conducted by ETK networks upon request of the customer shall be invoiced separately.
Please also refer to the application manufacturer's hardware requirements.
ETK networks shall assume no liability whatsoever regarding the functionality of the applications in the event of interactions with already or subsequently installed applications or applied configurations or failure to meet the manufacturer's hardware requirements.
- The installation of wireless base stations (e.g. WLAN/DECT) will require "testing" of the respective building. Upon request, we will use our past experience to place base stations throughout any office environment of customary layout. However, ETK networks does not guarantee comprehensive (100%) coverage. Should such "testing" be required for the placement and preparation (cable feed) it may be ordered separately. Any such service shall be invoiced according to time and materials spent.

Unless otherwise provided for in the quotation, the following general conditions shall apply:

- Costs for execution and installation do not include any externally sourced works, such as high-voltage current, bricklayer, locksmith, carpenter and scaffolding works, opening and closing suspended ceiling, handling furniture, etc.
- Execution and Installation prices are based on ETK networks' usual working hours, standard working conditions and a maximum working height of 3 meters.
- All prices are net of transport and packaging costs. Further services to be invoiced separately will include the supply of cranes, scaffolds, etc.
- Any fixed prices shall exclusively apply to the defined execution period, to undelayed execution and to a joint contract. Any delays outside our responsibility and changes to customer-specific configuration data during the configuration phase shall be invoiced at our usual hourly rates.
- Please refer to www.etkn.de to access contract components and the most recent version of our "General Terms and Conditions" (GTC) for delivery and installation of hardware, for the provision of standard software, for the adaptation, installation and commission of standard software, for the provision of IT services under a service contract with business customers as well as for the contractual maintenance of both standard software and hardware.
- Any changes and amendments to the present quotation as well as any ancillary agreements shall require written confirmation by ETK networks to become effective

Unless otherwise provided for in the quotation, the technical implementation of the proposed solution shall be based on ETK networks' standard implementation procedures:

- The most recent version of our "standard implementation service" for proposed solution components can be downloaded via www.etkn.de/agbrelevant.