MANAGED HOSTING

Features In the event of an interruption of the Hosting service due to problems attributable to programming errors and/or failure to update the website not attributable to Qcom, Qcom reserves the right to take the website offline and may charge the customer the extraordinary costs it will have to incur for any corrective work.
Deactivation Fee of €50.00.
Early Withdrawal No cost.

COLOCATION

Deactivation Fee of €70.00.
Early Withdrawal 70% of the total consideration agreed in the contract (charged in a single payment), after deducting the amounts already paid.

CLOUD VIRTUAL SERVER

Features In the event of an interruption of the service due to problems attributable to errors and/or failure to update the service not attributable to Qcom, Qcom reserves the right to suspend the provision of the service and may charge the customer the extraordinary costs it will have to incur for any corrective work.
Deactivation Fee of €70.00.
Early Withdrawal No cost.
Service Level Agreement

- Times for taking charge of the report:
  - BASE: 2 working hours (ticket opening available Monday to Friday from 8:30 to 18:00)
  - PREMIUM: 2 clock hours (ticket opening available 24/7, with a method guaranteeing a customer call-back within 2 clock hours)

  The times indicated refer to blocking faults.
- Penalty for delay in taking charge: 100% of the total daily fee (service + SLA option) for the service affected by the fault, for each hour of delay with respect to the applicable SLA.
  Penalties are calculated on a calendar-year basis and the total of all penalties may not exceed 100% of the total annual amount. It is understood that, pursuant to Article 1382 of the Italian Civil Code, the above amounts constitute a limit on the compensation payable for delay or non-performance by Qcom.

CLOUD GARAGE

Deactivation Fee of €50.00.
Early Withdrawal No cost.

DOMAINS

Features

- The Customer may ask Qcom to transfer one or more Internet domains or to register them (if available) by following the request procedure.
- Qcom will forward to the competent Authority the Customer's request for the assignment of one or more second-level Internet domains. The assignment of the domains is in any case subject to the actual acceptance of that request by the competent Authority, and therefore Qcom cannot be held liable for its non-acceptance, nor for any delays depending on that Authority. At the time of the request, the Customer will sign the forms prepared by the competent Authority, fully accepting the obligations set out therein regarding the use of the domain and of the related services (for example, but not limited to, acceptance of

the naming rules, the technical registration procedures, the so-called netiquette, the dispute resolution rules, etc.). The Customer must immediately notify Qcom of any change to the domain assignment data. The Customer is in any case aware that, in the event of improper use of the above resources, they may face revocation of the Internet domain by the competent Authority, or limitations of the Service due to countermeasures taken by third parties claiming damage attributable to the Customer or in any case connected with the public resources assigned to them (for example, filtering of the assigned IP addresses and/or domains in the event of spamming, hacking, denial of service activities, etc.). It is understood that Qcom shall not be held liable for any revocation of the domain or limitation of the Service in the cases indicated above. Should one or more third-level domains be assigned to the Customer, the Customer shall nevertheless remain solely liable for any damage suffered by Qcom or by third parties in the event of improper use of those domains.

- The termination, for any reason, of the effectiveness of this Contract will automatically end Qcom's obligation to maintain the domain registered by the Customer.
- Where a domain has been registered at the Customer's request, the Customer warrants that they have the lawful right to use the name for which they requested registration as a domain, and that the use of the name does not infringe any third-party rights (including, purely by way of example, the right to a name, copyright, rights in distinctive signs, patent rights for industrial inventions, etc.) or any applicable legal provision. The Customer retains ownership of the domain, assuming all responsibility for its use and expressly releasing Qcom from any obligation to verify and/or check and from any liability in this respect. Therefore, any liability of Qcom is expressly excluded in the event of registration of a domain which, for any reason, could not be registered.
- The Customer undertakes, also in the event of claims for damages made by third parties on any grounds, to indemnify and hold Qcom harmless from any liability, loss, damage, cost, charge and expense, including legal expenses, that Qcom may suffer, incur or bear as a result of the Customer's breach of the obligations and warranties provided for in the Contract with regard to the registration of the domain.

Early Withdrawal No cost.

MAILBOX 2.0

Features
The Customer will receive instructions for using the Service, including a link to the management panel and the credentials to access it, so that they can create mailboxes independently within the limits set out in the Contract.
To protect the correct operation of the service, Qcom reserves the right to validate the addresses created. Should one or more of the addresses indicated by the Customer not be usable, Qcom will inform the Customer.
Pursuant to, for the purposes of and within the limits of the personal data protection provisions in force, Qcom guarantees the confidentiality of communications made through the email service offered to the Customer.
Early Withdrawal No cost.

PEC

Features The PEC (certified email) service is governed by the Specific Service Conditions available at the link https://www.qcom.it/pdf/condizioni_specifiche_del_servizio_PEC.pdf and by the Provider's Operating Manual available at the link https://eshop.twt.it/PEC/documents/pdf/TWT-PEC-MO.pdf
Deactivation/migration Free of charge.
Early Withdrawal 100% of the total consideration agreed in the contract (charged in a single payment), after deducting the amounts already paid.

MAIL GARAGE

Early Withdrawal No cost.

PIGEON 50

Deactivation Fee of €50.00.
Early Withdrawal No cost.

This document is an English translation of the original Italian document and is provided for ease of reference. The translation may contain errors, omissions or inaccuracies. In the event of any discrepancy or inconsistency between this translation and the Italian original, the Italian original shall prevail to the extent permitted by applicable law.