



General Terms and Conditions for Purchasing by the Deutsche Telekom Group (GTC Purchasing)

Part A: Deutsche Telekom Group applicable terms

1. Area of Application

(1) These General Terms and Conditions for Purchasing (further referred to as "GTC Purchasing") and any other contractual terms and conditions indicated in the Order (as defined below) shall apply exclusively to the Order and to the exclusion of any other terms that Contractor seeks to impose, incorporate, or which are implied by trade, custom, practice or course of dealing.

(2) Only orders, calls, contracts, etc. and other declarations of intent which are placed in writing by a procurement unit of Deutsche Telekom AG or a group company within the meaning of section 1, subsection 3 (hereinafter referred to as "Customer") shall be legally valid (hereinafter referred to as an "Order"). The requirement of written form in the sense stated above is also satisfied by communication methods provided electronically, by fax or e-mail or electronic communication methods provided by Customer for handling purchasing transactions, including full integration, web-based applications or declarations transmitted via the Order Management Tool. An electronic declaration of intent is received on the day on which it is available for retrieval by the recipient under its electronic address during normal business hours; otherwise, it is received on the next business day. In the event that a special electronic communications method provided by Customer to handle purchasing transactions is used, the relevant terms and conditions of use of the Deutsche Telekom Group shall apply to such electronic communications methods provided by it (NB e-commerce) published from time to time on www.suppliers.telekom.de under "terms & conditions".

(3) If Customer and Contractor has entered into a frame agreement, Deutsche Telekom AG and all companies affiliated worldwide in which Deutsche Telekom AG, directly or indirectly, holds at least 25% of the shares and/or has management control shall be beneficiaries and thus shall be entitled to place Orders under such frame agreements.

2. Parts of the Agreement, Order of Precedence

The following documents shall be integral parts of the agreement in the order of precedence as set forth below:

- a. the Order;
- b. the specifications;

- c. these GTC Purchasing (consisting of Part A and country specific terms and conditions set out in Part B, while in case of inconsistencies Part B shall prevail); and
- d. the Corporate Social Responsibility and Anti Corruption Clause, published from time to time on www.suppliers.telekom.de under "terms & conditions".

3. Quality Management, Environmental Protection

(1) Contractor is obliged to take back, free of charge, the packaging material and to collect and dispose of it in compliance with the law. Contractor shall upon request provide, proof of such disposal. If Contractor fails to comply with this obligation, Customer is entitled to have the collection and disposal undertaken at Contractor's expense.

(2) Contractor shall adhere to the respective local environmental regulations (e.g. the EU Directives RoHS and WEEE incl. country implementations) and assume Customer's obligations resulting therefrom. If such obligations are not transferable, Contractor will support Customer in meeting its obligations. In particular Contractor shall, at no extra costs and according to Customer's instructions, mark the products if required with an identification of the producer and the any required symbols.

(3) Contractor will meet all obligations arising from local packaging regulations and provide Customer with proof thereof on request and assume Customer's obligations arising from such packaging regulations. If such obligations are not transferable, Contractor will support Customer in meeting these obligations. Should, by way of exception, Customer be regarded as the initial distributor who puts sales packaging filled with goods and typically arising at the private end consumer into circulation for the first time, Contractor shall be obliged to inform Customer of this fact at the latest at the time of placing the Order.

(4) Contractor will comply at its own expense with all applicable chemical related regulations (e.g. the EU REACH Regulation no. 1907/2006) imposed on Contractor and Customer. If, according to such regulations, such obligations are not transferable from Customer to Contractor, Contractor shall immediately inform Customer thereof and support Customer in meeting such obligations to the maximum extent

possible. If Contractor's registered office is outside of the European Union, Contractor shall, at its own expense, appoint a representative registered within the European Union that shall comply with the obligations under Article 8 of the REACH Regulation and inform Customer about such appointment.

- (5) Regarding further specific rules see Part B: Country specific terms.

4. Integrity and Cooperation, Social Charter

- (1) The Customer has designed core principles and values which demonstrate the Customer's willingness to share its business ethics, the social and environmental commitments with its suppliers. Such principles and values are outlined in the documents "Code of Conduct" and "Social Charter" (published on www.suppliers.telekom.de under "terms & conditions"). The Contractor agrees to take all necessary measures to prevent and to sanction any case of active or passive corruption. Details are set forth in the Corporate Social Responsibility and Anti Corruption Clause which shall constitute an integral part of the agreement in respect of an Order.
- (2) Contractor shall immediately notify Customer in writing as soon as it becomes aware of any actual or likely breach of the Social Charter by Contractor or subcontractor. Contractor shall avoid anything that might harm Customer's brand image or endanger its security of supply.
- (3) Contractor shall comply (and shall ensure their personnel, contractors and vicarious agents are notified and fully comply) with the security provisions of Deutsche Telekom Group. In particular, Contractor shall comply with the "Security Regulations for Building and Property Security of Deutsche Telekom AG and of its Subsidiaries for Contractors and their Employees/Vicarious Agents", as amended from time to time and published on www.suppliers.telekom.de and shall obligate the persons deployed to perform the Order to do the same. Customer may include security provisions in Order(s) or the documents on which such Order(s) are based. In the event of a conflict, the additional security provisions shall take precedence over those set out herein.
- (4) If work is to be performed at Customer's security-sensitive sites, Contractor shall ensure that only staff who have passed the security check in accordance with local security clearance checks are employed.

5. Terms of Delivery, Scope of Services, Prices

- (1) The price agreed upon in the agreement is a fixed price including delivery "free place of destination". The price covers the entire transport, insurance, packaging and other incidental costs and charges through to

delivery/setting-up ready for service at the place of receipt/installation site indicated by Customer, unless otherwise agreed.

- (2) Unless explicitly agreed otherwise, in case of deliveries from abroad the delivery clause "DDP excl. Import VAT" (Incoterms 2010) named place of destination shall apply, so that import VAT shall be borne by Customer.
- (3) The price includes the costs of any installation, integration and transference work which may become necessary and which shall be performed by Contractor without disturbing current operations. If necessary this work shall be undertaken outside normal working hours.
- (4) The relevant instructions for the operation, handling, use and service and other documents shall be delivered in the language customary in the country of Customer's contracting unit. The instructions and documents are included in the price.
- (5) Every consignment shall be accompanied by a delivery note. Delivery notes (and if specifically agreed, dispatch notes) must contain:
- number, reference number and date of the Order,
 - number of any partial consignment;
 - number and date of the delivery note;
 - date of dispatch;
 - any information on the type and size of the consignment along with materials numbers and item numbers specified in the Order; and
 - mode of dispatch.
- (6) Where invoicing on an hourly or daily basis is agreed, no further costs in relation to travel, waiting times and/or travel expenses shall be payable.
- (7) Contractor shall offer Deutsche Telekom AG (and its group companies within the meaning of section 1, subsection 3) Contractor's products, work and/or services at the most favorable terms, conditions and prices which Contractor grants to Deutsche Telekom AG itself and/or any company of its group worldwide with regard to quantity, quality and market conditions for comparable products, work and/or services. Deutsche Telekom AG and its group companies reserve the right to exchange the respective information.

6. Time of Performance

- (1) The agreed time of performance is binding.
- (2) Unless explicitly agreed otherwise, early and/or partial performance requires Customer's express written consent. Any performance effected prior to the agreed

date shall not affect the start of a payment period linked to the date of performance.

- (3) Contractor shall immediately inform Customer in writing if circumstances arise or become noticeable which could result in failure to meet the agreed time of performance.
- (4) The provision of the products, work and/or services in a condition eligible for acceptance shall be authoritative for determining whether the performance has been provided duly on time.

7. Rescission or Termination for Good Cause

Either party may rescind or terminate the agreement if (a) with respect to the other party's assets insolvency proceedings have been initiated or a petition for such proceedings has been filed with the court, (b) the initiation of insolvency proceedings has been rejected due to a lack of sufficient insolvency assets to cover the cost of the proceedings, (c) the other party has suspended payments on a not merely temporary basis, (d) the other party ceases its business operations or the part thereof relevant for the contractual performance, (e) the other party continues to not to fulfil its obligations set forth in this agreement and/ or does not eliminate the consequences of incurred violation within 7 (seven) days after delivery of a written notice stating that violation or (f) if a similar event occurs which corresponds to the aforementioned situations under the laws in effect at the place of business of the affected party.

8. Liability for Defects

- (1) In case of an epidemic failure (frequency of errors significantly above the error frequency rate specified or to be expected normally), Customer shall be entitled to demand that all delivery items in the series concerned be replaced free-of-charge, regardless of whether the defect has already become apparent or not with regard to an individual item of that series. In addition, Contractor shall compensate Customer for any additional costs and expenses that it may have incurred as a result of the epidemic failure (including, but not limited to, the costs and expenses for inspections of incoming goods, logistics, etc.). Customer's other rights and remedies shall remain unaffected.
- (2) Regarding further specific rules see Part B: Country specific terms.

9. Rights of use

- (1) Contractor shall grant Customer the non-exclusive, global, irrevocable, transferable and unrestricted right of use on any number of CPUs of the software to perform the functions included in its scope of service. Customer may at any time obtain further licenses with the same rights of use. Customer may make copies to

the necessary extent for training, back-up and archival purposes.

- (2) To the extent that the performance involves an individual service for Customer, Customer shall obtain an exclusive, irrevocable, transferable right of use which is not limited in time, territory or content and which is covered by the remuneration. Such right of use includes (without being limited to) the right to publish the documents completely or parts thereof, and duplicate, alter or process them including (without being limited to) making further use of them for follow-up agreements with third parties.

- (3) Contractor is obligated to immediately notify Customer in writing if open source software is to be used in the provision of the service.

10. Third Party Right

- (1) Contractor guarantees that no intellectual property rights of third parties exist which conflict with the intended use of the contractual services by Customer and that no further licenses, approvals, consent or payments are required in association with intellectual property rights of third parties so that Customer can use the contractual services as stipulated in this Agreement or in the relevant Order.

- (2) Each party shall immediately notify the other party of any claim related to said third party intellectual property rights made or threatened against the other Party and/ or if it becomes aware of any infringement or alleged infringement of any third party rights in connection with the contractual services.

- (3) On written request, Contractor shall fully indemnify Customer from any and all legal actions, demands, costs, charges, losses, claims and expenses suffered by Customer as a result of the infringement or alleged infringement of any third party intellectual property rights. In addition to these duties, Contractor may, at its own discretion and at its own expense either:

- (a) modify or replace the services in a way that prevents third party rights from being infringed or allegedly infringed, however which ensures that the services continue to comply with the contractually agreed requirements in all respects; or
- (b) obtain the right for Customer to (further) use of the services in accordance with the agreement.

- (4) If Contractor fails to cease the infringement of third party intellectual property rights, Customer shall (at its sole discretion) be entitled to withdraw from the relevant Order and to make claims for compensation or for a corresponding reduction of the purchase price and/or the licensing fee.

11. Confidentiality, Data Protection

- (1) Both parties shall treat in confidence all information from the business of the other party of which they become aware through the business relation and which is not generally available. Such information shall not be used for their own or third parties' purposes.
- (2) Contractor shall comply with all secrecy of telecommunications and data protection provisions and, in particular, the protection of personal data.
- (3) All documents made available to Contractor by the Customer shall remain Customer's property. Upon Customer's request Contractor shall return or destroy the documents together with all copies.
- (4) Contractor undertakes to explicitly and demonstrably inform its employees, vicarious agents and subcontractors that Customer collects and processes the following personal data on them for the purposes of guaranteeing statutory regulations and its legitimate business interests: title, surname, first name, date of birth, street, zip code, town and country.
- (5) Any mention of Customer as a reference shall require Customer's prior express consent in writing. Once granted, this consent shall continue to be valid until it is withdrawn. Customer shall be entitled to withdraw such consent at any time without notice and without stating the reasons.
- (6) The obligations in this section 11 shall continue after the expiry of the agreement.
- (7) Regarding further specific rules see Part B: Country specific terms.

12. Performance of the Agreement by third parties

- (1) The deployment of third parties as subcontractors shall require the prior written consent of Customer.
- (2) If Customer gives its consent, Contractor shall ensure that all subcontracts awarded under the relevant Order are drawn up in such a manner that Contractor is fully able to meet its obligations to Customer.
- (3) Notwithstanding any consent, Contractor shall remain full liable for the acts and omissions of its subcontractors.

13. Independent Service Provision

- (1) Contractor shall provide the contractual services independently and on its own responsibility.
- (2) If the project requires the services to be provided, in part, on Customer's premises, Contractor shall be prepared to provide the services to this extent in the relevant facilities. The parties shall agree on the

relevant place of performance, taking the project requirements into account.

- (3) Contractor is solely responsible for providing instructions to its employees and those of the subcontractors it engages. Contractor is free to organize the provision of its services and to schedule its activities. If required by the project Contractor shall cooperate with other parties involved in the project to coordinate activities and meet agreed deadlines.

14. Invoices, Terms of Payment

- (1) Invoices shall be submitted after the service has been provided in full.
- (2) Invoices shall be sent solely to the invoice address specified in the Order.
- (3) Contractor shall submit a verifiable invoice of its services. In particular invoice line items must match order items. Part payments and final payments are to be marked as such and listed individually in numbered sequence. The invoice shall contain Customer's business unit placing the Order, Order number and the place of receipt. The invoice shall be in accordance with the applicable local taxation law. If the invoice does not comply with the aforementioned requirements, Customer reserves the right to return the outstanding invoice in order for Contractor to complete or correct it. In such a case, the payment period shall begin only after the completed or corrected invoice has been received by Customer. Even if Customer does not make use of the aforementioned proviso, Customer shall not be responsible for any delay in payment. The invoice with the address given in the Order shall not be issued before the day of performance in accordance with the agreement.
- (4) Amendments and supplements to the agreement are to be clearly indicated on the invoice and shall only be paid for if agreed upon in writing before being carried out.
- (5) The prices agreed are net prices. If applicable, value added tax to the statutory amount shall be added.
- (6) The invoice shall not be paid before the service has been provided.
- (7) Unconditional payment of the invoiced amount by Customer does not constitute recognition of Contractor's services as being in accordance with the agreement.
- (8) Customer may deduct any withholding taxes which may possibly accrue from the price to be paid and pay them to the fiscal authorities on account for Contractor

unless a valid certificate of exemption is provided by Contractor.

- (9) Regarding further specific rules see Part B: Country specific terms.

15. Assignment of claims

- (1) Customer shall be entitled to assign its rights and obligations arising from the agreement individually or in whole to any group company within the meaning of section 1, subsection 3. Such an assignment shall not require Contractor's consent.
- (2) Regarding further specific rules see Part B: Country specific terms.

16. Set-off

- (1) Contractor has no rights of retention insofar as they are based on counterclaims resulting from other legal transactions with Customer.
- (2) Contractor may only offset such claims which are undisputed or recognized by final and binding judgment.

17. Foreign Trade Regulations

- (1) Contractor shall (at its own expense) comply with all applicable foreign trade regulations in connection with a delivery including but not limited to obtaining all authorizations required under export laws.
- (2) For any delivery of goods, Contractor shall provide Customer with the following information:
 - a. Statistical Commodity Code in accordance with the Harmonized System of the World Customs Organization (WCO);
 - b. Country of origin of the goods (where applicable, in accordance with EU preferential agreements); and
 - c. Any foreign trade information and documents relevant for shipment (weight of the goods, customs number, VAT ID).

The information defined under a. and b. shall be provided as either as separate information prior to shipment or, at the latest, as an annotation on Contractor's invoices.

- (3) If Contractor delivers goods of U.S. origin or primarily of U.S. origin, it shall be obliged to provide Customer with the Export Classification Number (ECCN) and to identify any applicable "license regulations" or "license exceptions" according to U.S. re-export laws.
- (4) To the extent that Contractor has obtained goods and/or services either wholly or partially from third parties, it shall guarantee that they have been obtained from secure sources, and that they have been exported,

imported or introduced under observation of and in compliance with the legal export regulations of the country of manufacture/dispatch.

18. Final Provisions

- (1) The place of performance shall be the place of final destination indicated by Customer.
- (2) Notwithstanding the legal invalidity of individual items, the remainder of the agreement shall remain binding. However, this shall not apply if adherence to the agreement would constitute an unreasonable hardship for one party.
- (3) Regarding further specific rules see Part B: Country specific terms.
