

# Additional Terms and Conditions (ATCs Telephony Services) of Cloud IT Services GmbH for Further Services relating to the “Dialfire” Software

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## Art. 1 Scope of Application

These ATCs shall apply in connection with the conclusion of a contract for the use of the “Dialfire” software application (main contract). Within the context of the use of “Dialfire”, the Customer may, *inter alia*, select, whether the Provider is to provide the telephony services.

These Additional Terms and Conditions and, by way of supplementation, the General Terms and Conditions shall apply, in this respect.

## Art. 2 Services by the Provider

The Provider shall provide the Customer with telephony services, as per the Customer's choice. Telephony services refer to the establishment and maintenance of a telephone connection.

## Art. 3 Conclusion of the Contract for Telephony Services

In connection with the use of the “Dialfire” software, the Customer may also commission the Provider with telephony services. Each individual connection represents a separate order.

For this purpose, the Customer may choose between various different connection fees. If the Customer does not select a specific connection fee in this respect, the Provider's standard rates shall apply, according to the current price list valid at the time of concluding the contract.

Upon placing an order to establish and maintain a telephone connection, the Customer shall always submit an additional offer to conclude a corresponding agreement with the Provider in the individual case. This will materialize subject to a suspensive condition, i.e. subject to successful establishment of the desired telephone connection.

## Art. 4 Warranty

A defined telephone call quality cannot be guaranteed. The level of quality depends, in particular, on the respective telephone network operators and the transmission routes provided by third parties, over which the Provider has no control. The Provider assumes no warranty for any malfunctions.

The same shall apply to any telephone number transmission requested. This always requires the technical conditions of the respective telephone network operators and the transmission paths made available by third parties to allow for malfunction-free transmission; however, the Provider has no control over these conditions.

## **Art. 5 Termination**

The respective order for the provision of the telephony services shall end upon termination of the respective telephone call; however, no later than upon termination of the main contract.