

SLA and PROCEDURE FOR SOLVING THE COMPLAINTS OF COMBRIDGE CLIENTS

1. SLA

1.1. Availability guaranteed monthly

$$\text{Monthly guaranteed availability} = \frac{((\text{Total time of availability per month}) - (\text{Total Downtime}))}{\text{Total time of availability per month}} * 100$$

Total time of availability per month = total number of minutes per month for which the service must be functional

Total Downtime = the number of minutes the service is completely inoperable. The non-functioning period will be calculated from the moment the complaint is received until the fault has been resolved, the service becoming operational.

* If the duration of the service is less than one month, the split term will be considered

1.2. Guaranteed Availability: 99,9% VPS, otherwise the Client may claim reimbursement of the monthly fee.

1.3. In determining the time of unavailability, will not be taken into consideration the downtime periods of Services due to causes that can not be attributed to the Supplier, including any malfunctions of Client's systems or services own by Client or provided by a third party to the Client. By way of example, we indicate the lack of access to the Internet service provided by a third party to the Client, malfunctions and interruptions in the provision of other services by third parties to Client, such as electricity.

2. PROCEDURE OF SOLVING THE COMPLAINTS OF COMBRIDGE CLIENTS

OFFICIAL CLAIMS ON THE UNFUNCTIONALITY OF THE SERVICES PROVIDED TO CLIENTS

2.1. How to complain

Complaints regarding the electronic communication services provided by Combridge may be submitted by clients in any of the following ways:

- a. on the site in the Support Section
- b. by phone, to the numbers: +40.31.080.0000 / +40.751.291.695
- c. by fax, to the number: +40.310.800.201
- d. by email, at address: support@combridge.rodaily, 24/7 h
- e. at address: Str. Calea Victoriei no. 155, bloc D1, tronson 6, etaj 1, sec.1, Bucharest, Romania

2.2. Complaints must include client's name and contact details, including telephone number, technical details received when the service is put into service, the manner and address to which it wishes to receive a written response to its complaint, and a description of the issues complained of.

Complaints will be recorded in maximum 24 hour of the receipt. For any written or verbal complaint relating to the services provided, Combridge will open a complaint ticket.

After verifying the claims, the Combridge support team will send a response to the Client, within 1 hour from the receipt of the complaint. The answer will be the information about the nature of the malfunction and the remedial time. The remediation time will be set according to the nature of the fault, and may take up to 5 days. Work schedule for troubleshooting/service malfunction is from 9:00-17:30, Monday to Friday, except for non-working legal days. The response to the client's complaint will be transmitted verbally, in writing, by e-mail, fax, and mail, as requested.

COMPLAINTS REGARDING THE ASPECTS THAT ARE CARRIED OUT OF THE INVOICING OF THE SERVICES TO THE CLIENT

Complaints regarding the invoicing of the electronic communication services provided by Combridge to the Client may be submitted by the client in any of the following ways:

- a. on the site in the Support Section
- b. by fax, to the number: +40.310.800.201
- c. by e-mail, at the address invoices@combridge.ro
- d. by mail, at address: Calea Victoriei no. 155, bloc D1, tronson 6, etaj 1, sec.1, Bucharest, Romania
- e. by submitting them in writing to the daily work point Combridge, address: Str. Calea Victoriei no. 155, bloc D1, tronson 6, etaj 1, sec.1, Bucharest, Romania, daily, during the program hours (09-17:30).

Complaints must include client's name and contact details, including telephone number, modality and address to which he wants to receive the response in writing to his/her complaint, and a description of the issues complained. Any client's complaint related to the invoice must be made in writing, in maximum 5 days from the invoice date, on the basis of justified objections, without these objects being grounds for non-payment/suspension or delay of the payment. This will be recorded in maximum 24 hours from the receipt. Each complaint must include ID, number and date of the invoice, the contested amount and the invoiced/disputed services. The non-contestation within this term of the invoice represents the unconditional acceptance of the invoiced amounts, and the client loses the right to dispute the invoice, acknowledging that the invoice value of the services subject to the contract is of a certain, liquid and eligible nature. After verifying the claims, the Combridge will send

a response to the Client, within 5 days from receiving the complaint. The answer will be information about the invoiced services and the remediation time, if applicable. Constant differences will be settled by the first invoice issued after the settlement of the invoice complaints. Work schedule for receiving the written complaints is 9:00-17:30 from Monday to Friday, except for non-working legal days. The response to the client's complaint will be transmitted in writing, by e-mail, fax, and mail, as requested.

MEANS OF INFORMATION

For any complaint received from the Client - in writing or verbally, Combridge will issue a verbal or written response, by fax, e-mail or mail, to the address mentioned by the Client. For verbal complaints to Combridge (by phone), the Client can also request the registration number assigned to his complaint.

APPLICABLE COMPENSATIONS IN CASE OF FAILURE TO REPLY TO COMPLAINTS

If Combridge does not respond to complaints formulated in accordance with the provisions of the present TCC within the timeframe assumed, the client is entitled to claim compensations of 0,05 euro/day delay, without the total amount of penalties to exceed 100% of the monthly service tariff; The claimed compensations, justified and accepted by the Provider shall be granted in the form of a discount equivalent to the first invoice issued after the express claim for damages.

3. **PROCEDURE FOR REPORTING OF DEFECTS**

A fault report issued by the Client must include the following details in the message field in the Support Section or in the body of the e-mail:

- The name and telephone number of the person who reported the malfunction
- VPS Name (Instance), Hostname, IP address
- Type of Service
- Type of Operating system and Version
- Type of malfunction

The person who reported the malfunction will receive a ticket number for future reference.

- 1) Unavailability of the service must be confirmed or denied after the test procedures. Confirmation/denial must be done via E-mail or fax messages filled in with the name of the person who performed the tests.
- 2) In the case of technical problems, the Client must provide the provider with any further details requested by the Provider, must collaborate to locate and identify the service malfunction and restore it.

If the Customer is not satisfied with the way the incident is solved, the Customer may request at support@combridge.ro to be provided additional contact details of the responsible persons within the company, so that they can submit their request to these persons.