

## INTERNET SERVICES OFFERING AGREEMENT

<b>Reference Number:</b>
<b>Offer Date:</b>

<b>Company Contact Information:</b>	
Legal Entity (Company Name):	
Address:	
General Manager:	Contact Phone:
Contact Email:	Contact Mobile:

<b>Customer Billing Information:</b>	
Billing Address:	Billing Phone:
Contact Billing Name:	Reg. No.:
Billing Email:	Tax ID No.:

<b>Customer Technical Support Information:</b>	
Primary Contact Name:	Technical Phone:
Email:	Technical Mobile:
Secondary Contact Name:	Technical Phone:
Email:	Technical Mobile:

## FINANCIAL OFFER

### Fixed Connectivity services: Recurring charges

Service Code	Service Description	Monthly Fee (€)	Once Off (€)
	<b>Dedicated Symmetric Internet Options:</b>		
RDSI-003	Dedicated Symmetric Internet 100M		
RDSI-004	Dedicated Symmetric Internet 200M		
RDSI-005	Dedicated Symmetric Internet 300M		
RDSI-006	Dedicated Symmetric Internet 400M		
RDSI-007	Dedicated Symmetric Internet 500M		
RDSI-008	Dedicated Symmetric Internet 600M		
RDSI-009	Dedicated Symmetric Internet 700M		
RDSI-010	Dedicated Symmetric Internet 800M		
RDSI-011	Dedicated Symmetric Internet 900M		
RDSI-012	Dedicated Symmetric Internet 1G		
	<b>Managed DDoS Services</b>		
DDoS-001	DDoS Advanced Protect		
	<b>Block of Ips</b>		
RIP-030	Additional Block of 4IPs		
RIP-029	Additional Block of 8IPs		
RIP-028	Additional Block of 16IPs		
RIP-027	Additional Block of 32IPs		

Please tick  to the left of each Service(s) you wish to be provided from above Table

Notes and Installation Address:

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## TERMS and CONDITIONS

### 1. Scope of Services

- The Provider, **REDMAX TECHNOLOGIES LTD**, agrees to deliver and install internet connectivity services (including Cables/Fibers) as per the specifications outlined in the attached work order or project scope.
- The Provider will ensure internet service activation following the successful installation and setup.
- The Client agrees to provide access to the premises during the installation and service activation period.
- Any additional work or upgrades outside the original scope must be agreed upon in writing and may incur additional charges.

### 2. Delivery, Installation, and Activation Schedule

- Delivery and installation will be performed according to the mutually agreed schedule, subject to delays caused by weather, supply chain disruptions, or unforeseen circumstances.
- The Client must notify the Provider at least 48 hours in advance of any changes to the agreed schedule.
- Delivery time for internet services begins once the site survey is completed and accepted by the Client.
- Installation fees for fiber-based services are subject to the results of the final site survey conducted at the Client's premises.
- Service activation will take place once the installation of services is successfully completed.

### 3. Monthly Fees and Payment Terms

- The monthly fee for internet services is outlined in the attached quotation and is payable in advance on a monthly basis.
- A one-time installation fee is due upon completion of the installation, unless otherwise agreed in writing.
- Monthly invoices will be generated during the first week of each month, with payments due within 30 days from the invoice date.
- The charges specified are in Euros, and Value Added Tax (VAT) is excluded unless specified otherwise.
- Late payments may incur penalties or service interruptions as allowed by law and detailed in the invoice terms.
- Unpaid invoices shall be charged with interest at the rate of 8,5% per year plus debt collection expenses, if incurred.

## 4. Site Access and Requirements

- The Client is responsible for ensuring that the installation site is accessible and safe for the delivery and installation team.
- The Provider requires clear access to all areas where the installation and setup will take place.
- Any delays or additional costs resulting from site inaccessibility, unsafe conditions, or the Client's failure to meet installation requirements will be charged to the Client.

## 5. Quality and Compliance

- All materials and equipment used will comply with applicable standards and industry best practices.
- The Provider guarantees that installation and activation will be performed by qualified personnel.
- Any defects in workmanship or equipment must be reported within **30 days** of installation for rectification at no additional charge.

### 5.1 Service Speed Quality

- The download and upload speeds stated in this contract are based on measurements taken:
  - At the customer's network termination point
  - Using a wired (Ethernet) connection
  - Under normal network conditions and no internal network congestion
- Speeds are measured using standardized speed testing tools.
- Other quality parameters, such as latency or packet loss (if applicable), are calculated through controlled tests within the provider's network infrastructure and reflect expected values under regular conditions.
- Services are provisioned in a way that does not degrade the quality of the user's standard internet access.
- Network resources for specialized services are logically separated (e.g., via VLANs or QoS) and engineered to avoid contention and provide priority from regular broadband traffic.
- The speeds stated in Fixed Connectivity Table (Page 2) are based on real-world performance measurements and reflect what customers can expect under normal network conditions
- It is noted that the speed received by the Subscriber during measurements over a period of three (3) consecutive days is greater than 80% of the minimum or usual speed determined by Redmax.
- Speed tests can be measured via <https://cynetest.ee.cy/nettest>

## 5.2 Internet Access Levels

Internet access is provided with the following speed levels:

- (i) Advertised Speed – the speed promoted for each service package,
- (ii) Maximum Speed – equal to the advertised speed,
- (iii) Normally Available Speed – at least 90% of the maximum speed, consistently available to the user 24/7,
- (iv) Minimum Speed – defined as 80% of the maximum speed

## 5.3 Service Deviations

Significant, continuous, or regularly recurring deviation from the stated speeds — such as persistent speeds below the minimum threshold may Impair the user's ability to access or distribute information, or to use content and/or applications.

## 6. Installation and Equipment

- The Provider will install the necessary equipment (modem, router, etc.) at the Customer's premises.
- Equipment remains the property of the Provider unless purchased by the Customer.
- The Customer is responsible for the care and security of the equipment and will be charged for any damage or loss.

## 7. Usage Policy & Traffic Management

- The Customer agrees to use the Services for lawful purposes only.
- Activities such as spamming, hacking, distribution of malicious software, or any other illegal activities are strictly prohibited.
- The Provider reserves the right to suspend or terminate Services for violations of this policy.
- The Provider shall not be liable for indirect, incidental, or consequential damages arising from the use of Services.
- Traffic management measures solely for network integrity, security, and lawful purposes. These include:
  - Preventing temporary network congestion
  - Mitigating security threats
  - Complying with legal obligations

## 8. Service Availability

- The Provider will make reasonable efforts to ensure continuous availability of Services.
- No data caps, usage limits, or speed throttling is applied
- No content, application, or protocol-specific restrictions are enforced.
- The Provider is not responsible for interruptions caused by:
  - Force majeure events (natural disasters, strikes, etc.).
  - Maintenance or upgrades (with prior notice where possible).
  - Actions or omissions of third-party provider.

## 9. Remedies

If the customer experiences continuous or regularly recurring deviations between the actual and the above-declared performance (in terms of speed or other quality parameters) for 3 consecutive days, the following remedies apply:

1. Filing a Complaint: The customer may submit a complaint through our support channels
2. Compensation or Termination: If a deviation is verified, the customer may request:
  - A price reduction, or
  - Termination of the contract without penalty
3. Regulatory Complaint: The customer has the right to file a complaint with the Office of the Commissioner of Electronic Communications and Postal Regulation (OCECPR) for mediation or formal investigation.

## 10. Data Privacy

- The Provider will collect, use, and store personal data in accordance with applicable data protection laws in Cyprus.
- The Provider will not share Customer's data with third parties without consent unless required by law.
- More information on the privacy policy can be found on Redmax website <https://redmaxtech.com/privacy-policy-2024/>

## 11. Liability and Indemnification

- The Provider is not liable for indirect, incidental, or consequential damages resulting from service disruptions unless caused by gross negligence or wilful misconduct.
- The Client agrees to indemnify and hold the Provider harmless from any claims or damages arising from the Client's negligence or failure to comply with the agreement.

## 12. Force Majeure

- The Provider is not liable for delays or non-performance due to events beyond its control, such as natural disasters, strikes, or governmental actions.

## 13. Changes and Termination

- The Agreement shall become effective on the date it is signed by the Provider (REDMAX TECHNOLOGIES LTD) and the Client, and will remain valid for an initial period of twelve (12) months from the Service Activation Date.
- Upon the expiration of the initial term, the Agreement will automatically renew for successive periods of twelve (12) months unless either party provides written notice to the other party of its intent not to renew. Such notice must be given at least two (2) months prior to the expiration of the then-current term.
- Any changes to this agreement must be made in writing and signed by both parties.

- Upon termination, the Client must pay for all services rendered and equipment supplied up to the termination date, including any outstanding installation or monthly fees.

### 13. Confidentiality

- Both parties agree to keep sensitive information shared during the project confidential unless required by law or mutual agreement

### 14. Entire Agreement

- This document constitutes the entire agreement between the parties and supersedes any prior agreements or understandings.
- This Service Agreement is valid for **thirty (30) days** from the order date and will be considered void if not signed within this period

Signature and Company Stamp For and on behalf of the Customer	Signature and Company Stamp For and on behalf of the Company
<p><b>Signature:</b> _____</p> <p><b>Name:</b> _____</p> <p><b>Title:</b> _____</p> <p><b>Date:</b> _____</p> <p><b>Company:</b> _____</p>	<p><b>Signature:</b> _____</p> <p><b>Name:</b> _____</p> <p><b>Title:</b> _____</p> <p><b>Date:</b> _____</p> <p><b>Company:</b> RedMax Technologies Ltd</p>