

Service Contract No. IPS-XXX/20XX

I. Contracting Parties

Provider: COOLHOUSING s.r.o.
Registered Office: Na Okraji 1293/6, Praha 6- Břevnov, 162 00
Correspondence address: Vinohradská 2405/190, Praha 3, 130 00
Company ID (IČ): 14893983
VAT No. (DIČ): CZ14893983
Registered in the Commercial Register
maintained by the Municipal Court in Prague,
Section C, Insert 4766

Customer:

Registered Office /Address:
Company ID (IČ):
VAT No. (DIČ):

II. Subject of the Contract

1. The Provider undertakes to provide services to the Customer in accordance with the specification of the services provided and under the terms and conditions specified in the text of this Contract, integral part of which is Business Terms and Conditions of Coolhousing, s.r.o. (hereinafter referred to as the "BTCs").
2. The Customer agrees to provide the specified cooperation and also undertakes to pay the Provider the agreed price in timely manner.

III. Specifications of services

1. The Provider ensures delivery of the service according to the following specifications:

Service name:	
Connection speed:	
Quality of connection speed:	
Service delivery address 1:	
Placement detail 1:	
Transmission interface type 1:	
Service delivery address 2:	
Placement detail 2:	
Transmission interface Type 2:	
Other requirements and arrangements:	

2. The service has been assigned an identification number: IPS-XXX/20XX

3. The price for the provided service is **XX.XXX,- EUR** /month without VAT. The Provider reserves the right to change the price in accordance with the BTCs. The customer will be informed of each such situation at least two (2) months in advance.

4. The service is subject to an setup fee of **X.XXX,- EUR** without VAT.

5. Minimum Commitment and a discount for an authorized commitment:

Without a minimum commitment; The discount on the price under III.3 is 0%

Without a minimum commitment; The surcharge for the price under III.3 is 45%

6. Service and customer support specifications: technology reset, visual inspection, minor jobs (up to 15 minutes of time).

Reaction times:

Service description	Working Days (9:00-18:00)	24/7
Technology reset	60 min	60 min
Visual inspection	60 min	60 min
Minor jobs	60 min	60 min

7. Minimum commitment and a discount for an authorized commitment:

Without a minimum commitment; The discount on the price under III.3 is 0%

Without a minimum commitment; The surcharge for the price under III.3 is 45%

IV. Service availability

1. The guaranteed level of service, so called Service Level Agreement (SLA) is 95% / calendar month.

2. In the case of the monthly availability of the service is not fulfilled due to the Provider's fault in any one calendar month, the participant is entitled to a contractual penalty Contractual sanctions are calculated as a percentage discount from the regular monthly price according to point III.2

Monthly service availability	Percentage discount
Availability ≥ 95 %	0 %
95 % > availability ≥ 90 %	25 %
96,00 % > availability 21% 40% 52%	50 %

3. Service interventions announced in advance and not exceeding 2 hours per month are not included in service availability.

V. Common and final provisions

1. This Contract is concluded for an indefinite period of time.
2. The agreed termination notice period is:
[] zero (0) days.
[X] thirty (30) days.
3. By payment of the invoice sent by the Provider, the Customer agrees with the wording of BTCs.
4. This Contract is drawn up in two original copies. Each Contracting Party shall receive one. The Contract shall enter into force with effect from the date of signature by both Parties or by the delivery of the acknowledgment of the receipt by the Provider and the commencement of the provision of services.
5. Part of this contract are BTCs in both Czech and English language, Specification of provided services in Czech and English language, Operational rules in Czech and English language, Principles of personal data protection in Czech and English language and price list in Czech and English available in electronic form on the Provider's website.

In Prague

At

Date

Date

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Provider

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Customer