

**These General Conditions shall apply to all Quotes, Orders, the Services, the Services Specification, the Support and Service Level Schedule, the Leaseweb Policies, the Master Services Agreement (if concluded), the Data Processor Agreement (if concluded), and any other agreements and/or legal relationships between Leaseweb and Customer resulting therefrom or in connection therewith. Leaseweb expressly rejects the applicability of Customer's general conditions. Any amendments to the General Conditions are only legally binding between parties, if both Parties have expressly agreed to such amendments in writing.**

## 1. DEFINITIONS

In these General Conditions, the Master Services Agreement (if concluded), the Data Processor Agreement (if concluded), the Services Specification, the Support and Service Level Schedule, the Order(s) and the Leaseweb Policies, the following words and expressions have the following meanings:

**Affiliate** means, with regard to any entity, any other entity that (directly or indirectly) Controls, is Controlled by, or is under common Control with such entity.

**Agreement** means the Master Services Agreement (if concluded) and/or each Order, including the Leaseweb Policies, the Services Specification, the Support and Service Level Schedule and all other schedules thereto, pursuant to which Leaseweb shall provide the Services to Customer, which Services are indicated on the Order Form(s) or the Order Confirmation.

**API** means the application programming interface (or similar technology), through which Customer can access or communicate with Leaseweb and/or Leaseweb's servers and through which Customer may place API Orders.

**API Order** means the Order that comes into existence upon Leaseweb's acceptance of a purchase request that has been submitted by Customer to Leaseweb through the API. The Order Confirmation for the API Order shall set forth the Services and/or Equipment Customer purchased or leased from Leaseweb and the relevant details.

**Bandwidth** means the amount of data that is be carried from one point to another in a second, expressed in bits per second (bps).

**Basic Power** means the limit that has been set for Customer's use of electricity, on the basis of the Services Specification, as specified in the Order Form or Order Confirmation, measured in amperes.

**Business Day** means Mondays to Fridays, with the exception of official public holidays in Singapore and Hong Kong.

**Business Hours** means the period between 08.30 hours and 17.30 hours on a Business Day.

**Change Order Form** means the document, in standard Leaseweb layout, used by Leaseweb to respond to a change request, as referred to in Clause 5.

**Colocated Equipment** means Equipment owned by Customer that is installed by Customer at a Data Center pursuant to the Agreement.

**Colocation Service** means a non-exclusive right to install and retain the Colocated Equipment in the Housing Space, granted by Leaseweb to Customer with effect from the Delivery Date for the duration of the Term.

**Confidential Information** means all information not publicly known used in or otherwise relating to the Agreement, the business or affairs of a Party or an Affiliate of such Party and disclosed (whether in writing, verbally or by any other means and whether directly or indirectly) by the Disclosing Party to the Receiving Party whether before or after the Order Start Date.

**Control** means the possession of power, directly or indirectly, to direct or cause the direction of the management and policies of an entity, whether through ownership of voting rights, by contract or otherwise.

**CPI** means the Singapore Consumer Price Index issued by the Singapore Department of Statistics.

**Customer** means any natural person acting as a business professional (i.e. not as a consumer) or legal entity entering into an Order with Leaseweb with respect to the provision of Services by Leaseweb.

**Customer Portal** means the online services portal available for the Customer operated by LeaseWeb Global B.V., available at

<https://secure.Leaseweb.nl/auth/customer/login> or at an alternate website identified by LeaseWeb Global B.V.

**Data Controller** means the Customer, which, alone or jointly with others, determines the purposes and means of the Processing of personal data.

**Data Center** means a data center in the EU out of which or within which Leaseweb provides Services.

**Data Traffic** means the sum of data that is transmitted to and from Customer's infrastructure, measured in Bytes.

**Data Sub-Processor** means Leaseweb processing personal data on behalf of the Data Controller.

**Dedicated Equipment** means Equipment leased from time to time by Customer from Leaseweb pursuant to the Agreement.

**Delivery Date** means the date on which Leaseweb enables Customer to use the Services for the first time, or in the case of a Colocation Services, the date as of which Customer is entitled to install the Colocated Equipment at the Data Center, or the date on which Leaseweb delivers the Equipment that is leased or sold by Leaseweb to Customer. The requested Delivery Date shall be specified in the Order Form or Order Confirmation. The actual Delivery Date will be confirmed by Leaseweb.

**Disclosing Party** means the Party that discloses Confidential Information to the Receiving Party, as referred to in Clause 24.

**Electricity Supply** means the supply of electricity, which supplies will be charged by Leaseweb to Customer, measured in kWh.

**Emergency** means any situation that poses an immediate risk to: (i) a person or persons; (ii) the Data Center; (iii) the provision of one or more of the Services; (iv) the Equipment; and/or (v) the provision of services by Leaseweb to other customers.

**End User** means any client of Customer or other user of Customer's services, as well as any other person or (legal) entity who obtains access to Services via Customer.

**Equipment** means any equipment, including but not limited to: computer hardware, telecommunications hardware, Interconnection Points, accessories, attachments, alterations of and spare parts for that equipment.

**Facility Agreement** means any lease, license and/or other agreement executed by and between Leaseweb and a third party, further to which Leaseweb is entitled to use a Data Center and to grant Customer a license to use the Housing Space within the Data Center.

**Force Majeure** means any event outside the reasonable control of a Party affecting its ability to perform any of its obligations (other than payment) under the Agreement, including: acts of God; acts of terrorists; acts of war; outbreak of hostilities; sabotage; civil disorder; riots; acts or demands of any (local) government or government agency; strikes or other labour unrest; fires; floods; earthquakes; storms; lightning, any interruption in the supply of electrical energy to the Data Center; restrictions related to an outbreak of disease; epidemics; shortage of materials; unavailability or delay in delivery not resulting from the responsible Party's failure to timely place orders therefore; equipment failures; lack of or delay in transportation; failure of a third party to grant a required right-of-way permit, assessment or other required authorization; acts or omissions of vendors, licensors or suppliers; changes in law or government policy; and other unforeseeable circumstances, provided however that Force Majeure shall not include any labour problems or strikes relating to the workforce of Customer or its suppliers or subcontractors.

**GDPR** means Regulation 2016/679/EU of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data.

**General Conditions** means these terms and conditions, including the preamble preceding clause 1.

**Housing Space** means the racks, footprints, cages, cabinets, suites and/or other areas, designated as such by Leaseweb within the Data Center or in such other places which Leaseweb may from time to time designate and specify in the Services Specification or the Order Form/Order Confirmation.

**Initial Term** means the Term for which the Order is initially entered into, as specified in the Order Form/Order Confirmation.

**Intellectual Property Rights** means any patent, copyright, trademark, trade name, service mark, moral right, database right, trade secret, knowhow and any and all other intellectual property right whether registered or not or capable of registration and whether subsisting in the country of Leaseweb's principal place of business or any other part of the world together with any and all goodwill relating thereto.

**Interconnection Point** means a port on Leaseweb's switch and/or router and/or firewall and/or load balancer located in the Data Center, at which point the responsibility of the data stream transport is transferred from Leaseweb to Customer.

**Leaseweb** in relation to Service(s) and/or Equipment provided to Customer it means LeaseWeb Asia Pacific Pte. Ltd., a private company with limited liability, incorporated under the laws of Singapore with Unique Entity Number 201332642C, and having its registered office at 60 Paya Lebar Road, #08-43, Paya Lebar Square, Singapore (409051); and in relation to the Customer Portal means LeaseWeb Global B.V., a private company with limited liability, incorporated under the laws of The Netherlands, with its registered seat at Amsterdam, The Netherlands.

**Leaseweb Policies** means the policies and guidelines applied by Leaseweb in its relationship with Customer.

**Maintenance** means maintenance, repairs, modifications or upgrades performed by Leaseweb from time to time on the Network.

**Maintenance Window** means the timeframe in which Leaseweb schedules the performance of Maintenance. Leaseweb endeavors to have the Maintenance Window before the start of the Business Day.

**Master Services Agreement** means an agreement so entitled, signed and executed by Leaseweb and Customer (if any).

**Network** means the shared infrastructure facilities to enable the flow and exchange of information between components of Leaseweb hosting services and with the internet, as far as these are controlled by Leaseweb. Typically, the Network is comprised of Equipment (e.g. switches, routers, servers) and associated circuits (e.g. wiring and network services). For the avoidance of doubt: the Network does not include 1) Dedicated network Equipment owned, leased, or controlled by Customer, 2) telecommunications circuits or networks (including, without limitation, local access loops) between a Data Center or POP and a Customer location or between Customer locations, or 3) any networks, network equipment, or telecommunications circuits not owned or controlled by Leaseweb (e.g. controlled by external network providers like Tier 1 internet backbones).

**Order** means the agreement that comes into existence in the manner specified in Clauses 4.3 and 4.4.

**Order Confirmation** means a communication from Leaseweb to Customer, made via email, through the Customer Portal or otherwise, to notify Customer that Customer's Web Order or API Order has been accepted by Leaseweb. The Order Confirmation shall set out the Services and/or Equipment Customer purchased or leased from Leaseweb and the relevant details.

**Order Form** means the document, in standard Leaseweb layout, in which Leaseweb has itemized which Services and/or Equipment will be sold or given into use or lease by Leaseweb to Customer, including the prices, the requested Delivery Date, etc.

**Order Start Date** means (i) the date on which the Agreement becomes effective and the Term commences, as specified in the Master Services Agreement (if concluded); and (ii) the date on which an Order becomes effective and the Term commences, as specified in Order Form or Order Confirmation. Order Start Date may also be referred to as Contract Start Date.

**Parties** means Leaseweb and Customer, each a "Party".

**Personal Data** means all information pertaining to an identified or identifiable natural person within the meaning of applicable data protection laws, in particular Article 4 paragraph 1 GDPR.

**POP** means a 'point of presence', i.e. an access point to the Internet.

**Processing** means any operation or set of operations performed on Personal Data as described in the applicable data protection laws, in particular the GDPR.

**Quote** means any offer, quote, proposal and/or tender-bid made by Leaseweb. All Quotes are free of commitment and subject to contract, even when a period for acceptance is mentioned in the Quote. In case no period for acceptance is mentioned, Quotes cease to apply after thirty (30) days from the date of the relevant Quote.

**Quote Sheet** means the document, in standard LeaseWeb lay out, in which LeaseWeb specifies a Quote.

**Receiving Party** means the Party that receives – or is granted access to – Confidential Information by the Disclosing Party, as referred to in Clause 24.

**Service Charges** means the charges, fees, costs and expenses payable under the Agreement by Customer to Leaseweb for the provision of Services and the same arising out of Customer's use of the Services, including recurring and non-recurring charges, set out in the Services Specification and the Order.

**Service Credits** means a credit, calculated in accordance with the Support and Service Level Schedule, applied to Customer's account, and to be used as credit against future invoices.

**Service Disruption** an interruption or degradation in the provision of one or more Services by Leaseweb to Customer; provided that such interruption or degradation is not the result of an Excluded Event (as defined in the Support and Service Level Schedule).

**Service Levels** means the performance metrics with respect to the Services, as set forth in the Order and the Support and Service Level Schedule.

**Services** means the services to be provided by Leaseweb to Customer, as agreed and specified in an Order Form/Order Confirmation.

**Services Specification** means the document in which Leaseweb has set out and specified the services offered by Leaseweb, as well as the manner in which the services should be used, which document may be amended from time to time.

**Support and Service Level Schedule** means the document in which Leaseweb has specified the available Service Levels, which document may be amended from time to time.

**Term** means the period for which the Agreement and/or an Order has been entered into, starting on the Order Start Date.

**Test** means a trial or test performed on the Network in order to verify and ensure the proper performance thereof.

**Web Order** means the Order that comes into existence upon Leaseweb's acceptance of a purchase request by completing the online purchase process on Leaseweb's website or the Customer Portal. The Order Confirmation for the Web Order shall set out the Services and/or Equipment Customer purchased or leased from Leaseweb and the relevant details.

## 2. DOCUMENT STRUCTURE

2.1 In general, the Agreement will consist of the following documents, whereby in the event of any inconsistency or conflict between or among provisions of the following documents, the contents of the document first listed shall have precedence and shall prevail over the documents listed later, in descending order:

- a) The Master Services Agreement (if entered into);
- b) The Change Order Form (only in relation to the relevant Order Form);
- c) The Order Form/the Order Confirmation;
- d) Data Processor Agreement (if concluded);
- e) The Services Specification;
- f) The Support and Service Level Schedule;
- g) The General Conditions; and
- h) The Leaseweb Policies.

- 2.2 The applicability of purchase terms or other terms and conditions of Customer or third parties is hereby expressly excluded.
- 2.3 Leaseweb is entitled to amend the General Conditions, the Services Specification, the Support and Service Level Schedule and the Leaseweb Policies. Such amendment also applies to existing Orders for Services, unless Leaseweb states otherwise. The amendments come into effect fifteen (15) days after the announcement or on a later date stated in the announcement. The announcement may be made through the Customer Portal and/or the API. If Customer does not wish to accept an amendment that relates to an existing Order, it can terminate the Agreement in relation to that existing Order with effect from the date on which the amendment comes into force. The written cancellation must have been received by Leaseweb within fourteen (14) days after Leaseweb's announcement of the amendments. No such termination rights shall exist if: (a) the amendment is solely for the benefit of the Customer; (b) Customer is offered the option to refuse the amendment; (c) the amendments are required by law; or (d) the amendment does not adversely affect Customer's use of the Services.

### 3. SCOPE OF SERVICES

- 3.1 The scope and nature of the Services offered by Leaseweb are set out in the Services Specification. The scope and nature of the available Service Levels are set out in the Support and Service Level Schedule.
- 3.2 The Services, as well as the Service Levels, purchased or leased by Customer from Leaseweb are itemized in the Order Form/Order Confirmation.
- 3.3 LeaseWeb may modify the technical specifications applicable to any Service so long as such modifications do not result in any material adverse changes to the Service at the time Customer contracted for it. In the event such modification impacts Customer's use of the Service to such extent that Customer cannot reasonably be required to continue to use thereof, then Customer shall (as Customer's sole remedy) have the right to immediately terminate the Agreement. Such termination must take place within ten (10) Business Days after the adverse change takes effect.
- 3.4 Customer shall follow reasonable instructions regarding the use of the Service and will only use the Service for the purposes for which it is designed and provided.
- 3.5 Leaseweb may discontinue sales, support or offerings of Equipment and Services at any time. Leaseweb will use commercially reasonable efforts to provide advance notice.
- 3.6 Customer is aware that Leaseweb will no longer provide security updates or technical support for the discontinued Equipment and Services. Customer is aware that continuing to operate discontinued Equipment or Services do so at their own risk.
- 3.7 Leaseweb may contact Customer for alternative or new Equipment and/or Services offers.

### 4. QUOTES AND ORDER PROCEDURE

- 4.1 In the event that a Customer or prospect wishes to purchase or use Services or Equipment from Leaseweb, Customer shall place a purchase request with Leaseweb to that effect.
- 4.2 Any purchase request shall be submitted (i) in writing by email in order to request Leaseweb provide a Quote; or (ii) by completing the online purchase process on Leaseweb's website ([www.leaseweb.com](http://www.leaseweb.com)); (iii) by means of or through the Customer Portal; or (iv) through the API.
- 4.3 Leaseweb shall review a purchase request within a reasonable time after receipt thereof. If Leaseweb is willing to provide the requested Service(s) and/or Equipment, Leaseweb shall confirm such to Customer or prospect in writing, by sending (i) a Quote Sheet to Customer or (ii) (in case of a Web Order or API Order) by sending an Order Confirmation.
- 4.4 If Customer or prospect approves the Quote, (an authorized representative of) Customer or prospect shall confirm such to

Leaseweb in writing by sending a signed Quote Sheet. A Quote Sheet shall be deemed an Order Form upon written acceptance of such Quote Sheet by Customer.

- 4.5 Leaseweb reserves the right to terminate the Order by giving written notice to Customer, taking into account a seven (7) day notice period if a Customer does not pass the internal verification process. In that event, Leaseweb will return any payment made by Customer for the relevant ordered Services or Equipment.
- 4.6 If a Service and/or Equipment is mistakenly listed at an incorrect price on Leaseweb's website and/or the Portal and/or the API, Leaseweb reserves the right to refuse the Web/API Order, or in case Leaseweb has accepted the Web/API Order by sending an Order Confirmation, Leaseweb shall be entitled to terminate the Web/API Order by giving written notice to Customer, taking into account a seven (7) day notice period.
- 4.7 The Leaseweb Portal shall contain activation options for some Services, including Services that are offered on a pay-as-you-go basis, i.e. Services that are charged to Customer based on Customer's actual usage of the Service, measured per day/minute/hour or other appropriate unitized measure. After the activation by Customer, Customer may use such Services without entering into any subsequent Web Order, Order Form or API Order. Customer may deactivate the Service at any time in the Portal, unless the Portal has indicated that the Service has an Initial Term, in which case clause 20 shall apply.

### 5. CHANGE ORDER PROCEDURE

- 5.1 During the Term of an Order, Customer may submit a change request. Customer should submit its change request in writing or by email to Leaseweb for the attention of the Sales Department. Every change request is subject to acceptance and approval by Leaseweb, which may be granted or withheld at Leaseweb's sole discretion.
- 5.2 Any acceptance and approval of a change request shall only be valid if confirmed in writing by an authorized representative of Leaseweb. Generally, any such confirmation will be made by means of a Change Order Form.
- 5.3 Leaseweb shall be entitled to set conditions to its acceptance and approval of the change request, e.g. adjustment of the Service Charges, payment by Customer of a charge for administrative activities and/or payment by Customer of any other non-recurring charges in relation to effecting the change. Such conditions, adjustment and charges will be specified in the Change Order Form.

### 6. DELIVERY OF EQUIPMENT AND SERVICES

- 6.1 Leaseweb shall use commercially reasonable efforts to ensure that:
  - a) the Services will be ready for Customer's use on the requested Delivery Date; and
  - b) any Equipment sold by Leaseweb to Customer will be delivered on the requested Delivery Date at the Data Center, as specified in the Order Form/Order Confirmation.In view of the foregoing, Customer acknowledges that the Delivery Date is a target date.
- 6.2 Leaseweb will confirm the actual Delivery Date.
- 6.3 With effect from the Delivery Date, the Equipment shall be for the risk and benefit of Customer. However, title of ownership to the Equipment will only pass to Customer on the receipt by Leaseweb of payment - in full - of the purchase price for such Equipment, as specified in the Order Form/Order Confirmation. For the avoidance of doubt: In the event that Customer leases Dedicated Equipment, such lease will be an operational lease and payment of Service Charges shall not constitute any transfer of ownership of such Dedicated Equipment to Customer.
- 6.4 Leaseweb may – at its sole discretion – unilaterally delay the Delivery Date, by giving written notice to Customer, taking into account a notice period of at least five (5) days, provided that Customer shall be entitled to a credit equal to ten percent (10%) of the non-recurring charges, referred to in Clause 10.4b), with

respect to the affected Service if Leaseweb unilaterally delays the Delivery Date by more than thirty (30) days after the initial Delivery Date. Leaseweb's notice of delay shall state a new Delivery Date.

- 6.5 In case Customer has a complaint with respect to:
- a) the Service, Customer shall provide written notice to Leaseweb, including in reasonable detail the grounds for its complaint, within two (2) days from the Delivery Date in the absence whereof Services shall be deemed to be approved of by Customer;
  - b) any Equipment sold by Leaseweb to Customer, Customer shall provide written notice to Leaseweb, including in reasonable detail the grounds for its complaint, within five (5) days from the Delivery Date in the absence whereof such Equipment shall be deemed to be accepted and approved of by Customer.
- 6.6 In the event that Customer has provided its written complaint in accordance with Clause 6.5, and such complaint is found to be justified, Leaseweb shall take such action as necessary, and as expeditiously as reasonably practicable, to correct or cure such defect or failure. Leaseweb will subsequently notify Customer hereof once the Service or Equipment is functioning properly and the complaint periods specified in Clause 6.5 shall (re)commence on the date of such notice.

## 7. USE OF SERVICES, SOFTWARE AND EQUIPMENT

- 7.1 Customer using the Services, software or Equipment, maintaining due care in respect of keys and access thereto, all within scope of the relevant Agreement, applicable laws and the Leaseweb Policies. Customer's use of any information obtained via the Network is at Customer's own risk. LeaseWeb specifically denies any responsibility for the accuracy or quality of information obtained through its Services.
- 7.2 Leaseweb is not responsible or liable for and makes no representation or warranty, express or implied, with respect to the accuracy, quality or completeness of the (content of) information and communications, in whatever form transmitted over the Network.
- 7.3 Customer acknowledges that, by offering or providing the Services, Leaseweb does not publish or otherwise provide Customer's content to any End Users. Customer agrees that Customer shall, at all times, be solely responsible for all text, graphics, sound, video, data and any aspect of Customer's content.

## 8. PERSONAL DATA / DATA PROTECTION

- 8.1 In the performance of Leaseweb's obligations under the Agreement, Leaseweb and its Affiliates shall Process Personal Data for or on behalf of the Customer. Leaseweb does not control and never acts as Data Controller of any (personal) data and content of Customer transmitted over the Network. Parties acknowledge and agree that with regard to the Processing of Personal Data on the Customer's behalf, the Customer is the Data Controller, and Leaseweb is the Data Sub-Processor. In order to comply with the relevant data protection legislation, in particular the GDPR, with respect to the Processing of Personal Data by Leaseweb, Parties agree upon the conditions as set forth in this Clause 8.
- 8.2 Leaseweb shall only Process Personal Data if and to the extent such Processing is required in the performance of the Agreement by Leaseweb, and only in accordance with the instructions of the Customer and under conditions as set out by the Customer. The exception thereto is if Leaseweb is under a legal obligation to Process the Personal Data. Leaseweb shall inform the Customer of such legal obligation unless it is prohibited by law or reasons of important public interest from doing so.
- 8.3 Leaseweb ensures that the persons authorized by Leaseweb and/or its Affiliates to Process the Personal Data shall have access to the Personal Data as is required and necessary for the

performance of Leaseweb's obligations under the Agreement and this Clause 8.

- 8.4 Leaseweb shall arrange for all appropriate technical and organizational measures, to the extent such measures may be reasonably expected of Leaseweb, to protect the Personal Data from loss, loss of integrity or from any form of unlawful Processing, and shall ensure that these measures meet all requirements under the applicable data protection legislation, including but not limited Clause 32 GDPR. An overview of the technical and organizational measures taken by Leaseweb is included in Leaseweb's privacy statement.
- 8.5 In case Leaseweb engages sub-contractors in the performance of the Agreement, Leaseweb shall impose similar data protection obligations as set forth in this Clause 8 on those sub-contractors.
- 8.6 Leaseweb shall provide all reasonable assistance to the Customer in order for the Customer to fulfill its obligations to respond to requests by data subjects exercising their rights under the applicable data protection legislation.
- 8.7 Leaseweb shall provide all reasonable assistance to the Customer in order for the Customer to comply with its obligations pursuant to applicable data protection legislation in particular Article 32 through 36 GDPR, taking into account the nature of the Processing and the information available to Leaseweb.
- 8.8 In case Leaseweb discovers a data breach that may adversely affect the protection of Personal Data Processed by Leaseweb on behalf of the Customer, Leaseweb will notify the Customer, to the extent permitted by law, as soon as reasonably possible. Leaseweb will cooperate with the Customer on the investigation of the personal data breach. The Customer shall be responsible to notify the relevant authority and/or the data subjects concerned, to the extent necessary, in case of a personal data breach.
- 8.9 After expiration or termination of the Agreement, for whatever reason, Leaseweb shall delete all the Personal Data pertaining to the Customer, including copies thereof, unless Leaseweb is required to retain such Personal Data under the applicable law.
- 8.10 Leaseweb shall make available to the Customer all information necessary, to the extent this is possible and reasonable, to demonstrate compliance with the conditions laid down in this Clause 8. Leaseweb shall cooperate, to the extent this is possible and reasonable, with any audits conducted by the Customer or another auditor mandated by the Customer. Unless expressly agreed otherwise in writing, the costs of such audit or inspection will be borne by the Customer.
- 8.11 Any requests, questions regarding data protection legislation, in particular the GDPR, should be sent to [privacy@leaseweb.com](mailto:privacy@leaseweb.com).

## 9. KNOW YOUR CUSTOMER, CREDIT APPROVAL AND FINANCIAL SECURITY

- 9.1 The provision of Services or sale of Equipment by LeaseWeb to Customer is subject to know your customer requirements set by LeaseWeb.
- 9.2 Leaseweb may, at any time, by notice in writing impose a credit limit on Customer to an amount to be determined by Leaseweb. Any Services required by Customer in excess of any such credit limit will require Customer to deposit an amount equal to or greater than the amount by which Customer will exceed the credit limit.
- 9.3 In addition to Clause 9.1, Leaseweb may require Customer to provide a deposit or a bank guarantee or a parent guarantee, equivalent to up to three (3) months' Service Charges (actual or projected) or other security satisfactory to Leaseweb.
- 9.4 Any deposit or bank guarantee or parent guarantee shall be held by Leaseweb as security for the payment of Service Charges and any other amounts due under the Agreement. Upon termination or expiration of the Agreement, Leaseweb may apply a deposit or bank guarantee or parent guarantee to any amounts owed by Customer to Leaseweb. Any remaining credit balance of a

deposit shall be refunded to Customer. Any deposit paid by Customer pursuant to this Clause will not carry any interest.

## 10. TERMS OF PAYMENT

- 10.1 For Equipment purchased by Customer from Leaseweb, Customer shall pay to Leaseweb the purchase price specified in the Order Form/Order Confirmation. For the use of the Services, Customer shall pay to Leaseweb the Service Charges. Unless specified otherwise, all Service Charges are in Singapore Dollars and exclusive of GST.
- 10.2 Leaseweb is entitled to increase any of the Service Charges one (1) time per calendar year, with: (a) five percent (5%); or – if higher – (b) the percentage increase in the CPI for the previous year. The increase will apply with effect from the first (1<sup>st</sup>) of January, unless stipulated otherwise by Leaseweb in its notification to Customer. In the event that the increase of the Service Charges takes effect within twelve (12) months of the Order Start Date, the increase will be pro-rated on the basis of the number of months that have passed since the Order Start Date.
- 10.3 In addition to Clause 10.2, Leaseweb shall be entitled to pass on changes in any (license) fees or prices or charges for (software) products: (i) used by Leaseweb in the provision of Services to Customer; (ii) or licensed or resold by Leaseweb to Customer.
- 10.4 Unless specified otherwise in the Order Form/Order Confirmation, Leaseweb will invoice:
  - a) the purchase price of any Equipment sold by Leaseweb to Customer, upon the Order Start Date of the Order;
  - b) setup charges, Service activation charges and any other non-recurring initial charges, upon the Delivery Date or upon the Order Start Date, whichever is earlier; and
  - c) all recurring Service Charges, e.g. with respect to the usage of Bandwidth and/or Data Traffic, as of the Delivery Date or the Order Start Date (whichever is earlier), and monthly in advance thereafter, with the exception of use of Services above the agreed levels of Service and/or additional services which will be invoiced monthly in arrears.
- 10.5 In deviation of Clause 10.4a), Leaseweb may require Customer to make a pre-payment to Leaseweb in relation to any Equipment purchased by Customer from Leaseweb.
- 10.6 Leaseweb will send invoices to Customer by e-mail, in a portable document format (PDF). At Customer's request, Leaseweb will – as an extra Service – provide Customer with a print out of the invoice, via regular mail. For such extra Service, Customer shall pay a Service Charge to Leaseweb, in relation to the additional (administrative) activities performed by Leaseweb and the costs of the mail service.
- 10.7 Unless specified otherwise in the Order Form/Order Confirmation, all invoices sent by Leaseweb to Customer are payable by Customer to Leaseweb within fourteen (14) days from the invoice date.
- 10.8 The method of payment is specified in the Order Form/Order Confirmation. In case of Direct Debit or Credit Card, Customer authorizes Leaseweb to charge Customer's bank account or Credit Card for the Service Charges. Leaseweb is entitled to require Customer to make payment by means of Direct Debit.
- 10.9 In case Customer has a complaint with respect to an invoice, Customer shall communicate such complaint in writing to Leaseweb within the payment term, in the absence whereof invoices are deemed to be approved by Customer. A complaint with respect to an invoice shall only be taken into consideration in the event that the complaint specifies the relevant invoice(s) and provides proper motivation for the complaint. In such case, the Parties will use commercially reasonable efforts to resolve the dispute amicably within twenty (20) days of Leaseweb's receipt of Customer's complaint, firstly at the level of each Party's senior management and – failing satisfactory resolution within fifteen (15) days – secondly at the Parties' executive level. In the event Parties fail to resolve the dispute amicably within twenty (20) days of Leaseweb's receipt of Customer's complaint,

each Party shall be entitled to commence dispute resolution in accordance with Clause 28.2.

- 10.10 Customer shall not be entitled to any set-off or deduction of payment of an invoice. Customer's right to suspend payment of (part of) an invoice is limited to the amount of the invoice that is contested in good faith by Customer, in accordance with Clause 10.9. In the event Customer's complaint is found to be unjustified, Customer will immediately pay the outstanding amount, plus interest in accordance with Clause 10.11.
- 10.11 If Customer does not pay an invoice within the payment term, in the event that such invoice has not been disputed in accordance with Clause 10.9, or Customer does not pay the undisputed part of the invoice within the payment term, Customer shall be in default by operation of law and Leaseweb will, without a warning or notice of default being required, be entitled to charge Customer interest on such sum on a daily basis from the due date until the date of payment with an interest rate of six percent (6%) per annum, without prejudice to Leaseweb's other rights and remedies.
- 10.12 If Customer does not pay an invoice within the payment term, in the event that such invoice has not been disputed in accordance with Clause 10.9, Leaseweb may hand it over to an external collection agency. Any collection costs incurred by Leaseweb shall be borne by Customer.
- 10.13 In addition to Clause 10.11, in the event that payment by Customer is made by means of Direct Debit, Leaseweb will be entitled to charge an administrative fee of five hundred Singapore Dollars (\$500.--) to Customer, if: (i) Customer has cancelled the Direct Debit authorization; or (ii) payment to Leaseweb has been reversed or denied more than once.

## 11. TAXES

- 11.1 Customer shall be responsible for and shall pay all sales, use, excise, or similar consumption taxes (including GST, when applicable) arising out of its purchase or lease of Services and/or Equipment from Leaseweb; provided, however, that Leaseweb shall be solely responsible for its own income-, net worth-, and property taxes.
- 11.2 Notwithstanding the foregoing, Leaseweb shall not invoice Customer for any taxes for which Customer has provided a valid exemption certificate in a form reasonably acceptable to Leaseweb.
- 11.3 The Parties are of the view that the use or provision (as appropriate) of the Colocation Service will not create a relationship of lessor/landlord and tenant between the Parties.

## 12. SUSPENSION OF SERVICES

- 12.1 Leaseweb shall be entitled to immediately suspend the provision of any of the Services and/or to suspend Customer's right to access or use the Customer Portal and/or the API and/or to suspend Customer's right to access to the Equipment and/or limit Customer's consumption of Data Traffic or Bandwidth, on giving written notice to Customer, in the event that:
  - a) Leaseweb receives an order or ruling or decision to that effect from a court, any law enforcement authority or any (other) governmental authority;
  - b) Customer is in breach of the Acceptable Use Policy (part of the Leaseweb Policies), and fails to take (timely) remedial action in accordance with the Abuse Policy (part of the Leaseweb Policies) after receipt of a notice from Leaseweb, provided always that Leaseweb may immediately suspend Services without providing a remedy period if the continued provision of Services may subject Leaseweb to liability vis-à-vis third parties, and/or may cause an Emergency;
  - c) Customer's consumption of electricity exceeds Basic Power (specified in the Order) and Customer fails to reduce its electricity consumption to a level on or below Basic Power within three (3) days after having received notice thereon;
  - d) Customer's consumption of Data Traffic or Bandwidth exceeds the Committed Data Traffic or the Committed

Bandwidth (specified in the Order Form/Order Confirmation), as the case may be, and Customer fails to reduce such consumption to a level on or below the Committed Data Traffic or the Committed Bandwidth, as the case may be, within three (3) days after having received notice thereon;

- e) Customer has failed to maintain the licenses, permits, and authorizations required to use the Services and/or the Equipment and fails to remedy such failure within seven (7) days after having received written notice thereon;
  - f) Customer does not cooperate with any investigation of Customer's alleged improper or unlawful use of the Services, the Network or other networks accessed through Leaseweb, and fails to remedy such breach within seven (7) days after having received written notice thereon;
  - g) Customer does not pay an invoice within the payment term and fails to pay such invoice, plus the interest referred to in clause 10.11, within a period of seven (7) days after having received notice thereon;
  - h) the Services, software, or Equipment are exported or used in a country, or used by a Customer or an End User, in violation of the restrictions referenced in clause 16.8; and/or
  - i) Customer is in breach of any of the other provisions of the Agreement and Customer fails to remedy such breach within fourteen (14) days after having received written notice thereon, provided always that Leaseweb may immediately suspend Services without providing a remedy period if the continued provision of Services may subject Leaseweb to liability vis-à-vis third parties, and/or may cause an Emergency;
  - j) Leaseweb has good reasons to fear that Customer will materially breach its obligations under the Agreement, and Customer does not, upon written request, confirm to Leaseweb in writing that it will fully perform in conformity with its obligations under the Agreement.
- 12.2 Leaseweb shall be entitled to continue the suspension or limitation described in Clause 12.1 until: (i) Customer has remedied the breach and has paid the deactivation charge specified in Clause 12.3; or (ii) the Agreement has been terminated in accordance with Clause 21.
- 12.3 Following suspension of the provision of the Services and/or access to the Equipment, in accordance with this Clause 12, Leaseweb may claim -and Customer shall pay upon demand- a deactivation charge in the amount of sixty two Singapore Dollars and fifty cents (\$ 62.50), in relation to the (administrative) activities performed in order to suspend and – if applicable – to recommence the provision of the Services and/or Customer's (right to) access to the Equipment.

### 13. SERVICE DISRUPTION

- 13.1 Immediately on becoming aware of a Service Disruption, Customer shall notify Leaseweb by email and by telephone of the Service Disruption and shall provide Leaseweb with the appropriate information in accordance with Chapter B of the Support and Service Level Schedule.
- 13.2 Following notification by Customer in accordance with Clause 13.1, Leaseweb shall:
- a) notify Customer of the estimated timescale for restoration of the affected Services, on Leaseweb's website and via e-mail;
  - b) use its best endeavors to end the Service Disruption and to restore the affected Services; and – as necessary -
  - c) provide Customer with information updates on its progress to end the Service Disruption.
- 13.3 Instead of restoring a Service, Leaseweb may elect to substitute such affected Service by a reasonably equivalent Service.
- 13.4 In the event of a Service Disruption, Customer may be entitled to compensation in the form of a Service Credit as specified in the Support and Service Level Schedule.

### 14. MAINTENANCE AND TESTING

- 14.1 Leaseweb reserves the right to suspend the Services and may suspend Customer's right to access to the Equipment in order to perform Maintenance.
- 14.2 Customer acknowledges that Leaseweb will from time to time have to perform Maintenance in order to ensure a proper performance of the Network, Data Center and the Services and that such Maintenance may affect the provision of the Services to Customer.
- 14.3 If Leaseweb expects scheduled Maintenance, referred to in Clause 14.2, to affect the provision of the Services and/or access to the Equipment, Leaseweb shall:
- a) - to the extent reasonably possible - provide at least three (3) days prior notice to Customer of the intended Maintenance;
  - b) - to the extent reasonably practicable - schedule such Maintenance and any related suspension of the Services and/or access to the Equipment within the Maintenance Window, so as to minimize any adverse effect of the Maintenance on Customer's use of the Services and/or access to the Equipment; and
  - c) endeavor to keep the duration of any interruption or suspension or degradation in the provision of the Services and/or Customer's access to the Equipment as short as possible.
- 14.4 If Leaseweb does not expect scheduled Maintenance, referred to in Clause 14.2, to affect the provision of the Services and/or access to the Equipment, Leaseweb shall be entitled to perform such Maintenance at any time, without taking into account a notice period.
- 14.5 Customer acknowledges that Leaseweb may from time to time have to perform non-scheduled Maintenance, in order to resolve or prevent an Emergency. Leaseweb shall be entitled to perform such Maintenance at any time, without taking into account a notice period. Leaseweb shall in such case notify Customer of such Emergency and the need to perform Maintenance without undue delay.
- 14.6 Customer acknowledges that Leaseweb will from time to time perform Tests and that Tests may be performed at any time, without taking into account a notice period.

### 15. HOUSING SPACE / RELOCATION

- 15.1 Customer acknowledges that Leaseweb's ability to grant Customer a license to use the Housing Space, as well as Leaseweb's ability to provide (other) Services, are subject to the provisions of – and continuance of – (a) Facility Agreement(s).
- 15.2 Leaseweb reserves the right to relocate the Housing Space, as well as the right to suspend the Services in connection with such relocation.
- 15.3 Leaseweb shall give prior written notice to Customer of the intended relocation, taking into account a notice period of at least thirty (30) days, unless such notice cannot reasonably be expected from Leaseweb.
- 15.4 In the event that Leaseweb elects to relocate the Housing Space, Customer shall be required to relocate the Colocated Equipment to the new/alternative Housing Space designated by Leaseweb.
- 15.5 In case the relocation of the Colocated Equipment is performed by Customer, as referred to in Clause 15.4, Leaseweb shall provide compensation to Customer for any reasonable costs, to be determined by Leaseweb, incurred by Customer as a result of the relocation, excluding the costs of any new interconnections that Customer may require or the procurement, delivery, and/or installation of any duplicate Colocated Equipment required to accomplish the relocation.
- 15.6 Without prejudice to Clause 15.4, Leaseweb may – at its sole discretion – decide to relocate the Colocated Equipment for and on behalf of Customer, provided that Leaseweb shall in such case: (i) notify Customer thereof simultaneously with its notification of the intended relocation of the Housing Space; and (ii) to the extent practicable, coordinate the relocation of the Colocated Equipment with Customer.

## 16. WARRANTIES

- 16.1 Each Party warrants, represents and undertakes that it:
- has obtained and that it will - at least for the duration of the Agreement - maintain all of the necessary licenses, permits, and authorizations to use or provide (as appropriate) the Services and the Equipment;
  - shall comply with all relevant laws in providing or using (as appropriate) the Services;
  - shall use or provide (as appropriate) the Services with all due skill, care and diligence, at least in accordance with good industry practice.
- 16.2 Without limiting the generality of Clause 16.1, Customer warrants, represents and undertakes that (i) it shall pay all due local access- or telecommunications charges applicable to transmitting data beyond the Network and/or through other public and private networks, as necessary and related to Customer's use of the Services; and (ii) it owns or has the right to use and offer the content stored on the Leaseweb infrastructure and/or transmitted by Customer over the Network.
- 16.3 With respect to software licensed or resold or otherwise given into use by Leaseweb to Customer, Customer warrants, represents and undertakes that it shall comply with the provisions of any (end-user license) agreement related to such software.
- 16.4 With respect to the Equipment sold by Leaseweb to Customer, Leaseweb will provide a hardware warranty to Customer that is equivalent or equal to the warranty granted to Leaseweb by the manufacturer / supplier of such Equipment. To the extent possible:
- Leaseweb will transfer to Customer and Customer will accept the warranty that Leaseweb has received from the manufacturer / supplier of the Equipment; or
  - Leaseweb will arrange that the manufacturer / supplier of the Equipment grants such warranty directly to Customer.
- In the events referred to under a) and b) of this clause, Customer will not have any recourse against Leaseweb with respect to such Equipment sold by Leaseweb to Customer, but instead may seek recourse directly from the manufacturer / supplier of such Equipment.
- 16.5 With respect to software licensed or sublicensed or otherwise given in to use or provided to Customer by Leaseweb, Leaseweb will provide a (software) warranty that is equivalent or equal to the warranty granted to Leaseweb by the manufacturer / supplier of such software. To the extent possible:
- Leaseweb will transfer to Customer and Customer will accept the warranty that Leaseweb has received from the manufacturer / supplier of the software; or
  - Leaseweb will arrange that the manufacturer / supplier of the software grants such warranty directly to Customer.
- In the events referred to under sub a) and b) of this clause, Customer will not have any recourse against Leaseweb with respect to such software, but instead may seek recourse directly from the manufacturer / supplier of such software.
- 16.6 Without limiting Clause 16.5, the Customer Portal (including the use thereof, and the related services) is provided 'as is'; and otherwise Leaseweb hereby disclaims any and all warranties of any kind, whether express or implied, relating to the Customer Portal and the API, the software used therein or as part thereof, and any data accessed there from, including any implied warranties of title, satisfactory quality, fitness for a particular purpose and non-infringement.
- 16.7 Notwithstanding Clause 16.5 and Clause 16.6, Leaseweb does not warrant that the Customer Portal, the API, the software used therein or as part thereof, or the related services, or the Customer's use thereof, are or will be error free or will operate without interruption.
- 16.8 The Services, software and Equipment may be subject to local, EU, international rules that govern the export of Services, software and Equipment. Customer warrants that it shall comply with all end-user, end-use, or destination restrictions issued by

national governments or similar bodies, and restrictions on embargoed nations.

- 16.9 The warranties expressly set forth in the Agreement constitute the only warranties of Leaseweb regarding the Services and the Equipment and such warranties are in lieu of all other warranties, express, implied, written, oral or statutory, by operation of law or in fact, including but not limited to warranties of merchantability, availability, uptime, non-infringement or fitness for a particular purpose. Without limiting the generality of the foregoing, Leaseweb does not warrant that the Services or the Customer's use thereof, are or will be error free or will operate without interruption.

## 17. INDEMNIFICATION

- 17.1 Without limiting any other legal remedy available to Leaseweb, Customer shall indemnify and hold harmless Leaseweb against all actions, losses, costs, damages, awards, expenses, fines, fees (including legal fees - including attorney and collection agency fees - incurred and/or awarded against Leaseweb), proceedings, claims or demands brought or threatened against Leaseweb by a third party: (i) related to content stored or transmitted through the Services; (ii) arising out of the use by Customer of the Services, (iii) related to any act or omission of Customer or (iv) related to any damage or destruction of the Housing Space, the Data Center, any property therein, any Leaseweb Equipment, or the Network, to the extent caused by or due to the acts or omissions of Customer or its contractors, invitees, agents, employees and/or End Users.
- 17.2 In respect of the indemnification under clause 17.1, Customer shall at its sole expense (a) provide Leaseweb with full authority, information and assistance as is reasonably necessary for the defence, compromise or settlement of the third party claims; and (b) at the request of Leaseweb, take those steps that are reasonably required to put Leaseweb in the financial position it would have been in if said third party claim did not occur.

## 18. LIMITATION OF LIABILITY

- 18.1 Neither Party shall be liable to the other Party in respect of any breach of an obligation, warranty or guarantee under the Agreement for loss of profits, contracts or goodwill or any type of special, indirect, consequential or economic loss (including loss or damage as a result of an action brought by a third party) and such liability is excluded whether it is foreseeable, known, foreseen or otherwise.
- 18.2 Leaseweb shall not be liable for:
- any harm or personal injury to Customer or Customer's employees, clients, representatives or agents, except when such harm or personal injury is the direct result of negligence on the part of Leaseweb;
  - any transaction, which Customer may enter into with a third party using the Services;
  - the contents of any information and/or communications transmitted via the Equipment and/or Services or for any information or content on the Internet;
  - the contents of any information and communication, in whatever form, transmitted by Customer over the Network;
  - the accuracy or quality of information obtained through the Services;
  - damage to or loss of any of Customer's Personal Data, data (bases) or loss of technology, including if such damage or loss arise due to Processing, except when such damage or loss is the direct result of gross negligence or wilful misconduct on the part of Leaseweb;
  - damage to or loss or destruction of Colocated Equipment, except when such damage or loss is the direct result of gross negligence or willful misconduct on the part of Leaseweb;
  - damage that is the direct or indirect result of the actions of Customer contrary to (one of) its obligations under the Agreement;

- h) damage that is the direct or indirect result of an inaccuracy of the information provided by or on behalf of Customer;
- i) damage that is the direct or indirect result of the suspension of Services by Leaseweb, as referred to in Clause 12 and Clause 14;
- j) damage that is the direct or indirect result of the Customer Portal and/or API being (temporarily) offline or otherwise unavailable;
- k) damage that is the direct or indirect result of the Customer's use of the Customer Portal or the API;
- l) damage that is the direct or indirect result of a Denial-of-Service attack, or other attack that results in a peak in data traffic, or any damage resulting from successful or unsuccessful hack attempts, regardless whether protected by an SSL certificate or (hardware) firewall provided by or through Leaseweb;
- m) damage in case Leaseweb has not been notified of such damage in writing within eight (8) days after Customer has come to know of the damaging event, or should reasonably have known of it; or
- n) any damage in case and insofar as such damage is covered by any insurance effected by or for the benefit of Customer.

- 18.3 Notwithstanding any other provision of the Agreement, Leaseweb shall not be liable to Customer, if changes in any of its facilities, procedures, or Service: (i) render obsolete Colocated Equipment in conjunction with its use of the Service; (ii) require modification, alteration or relocation of such Colocated Equipment; or (iii) otherwise affect the performance of such Colocated Equipment.
- 18.4 The legal remedies outlined in Clauses 6.4 and 21.4a) constitute all legal remedies available to Customer in relation to a delay of the requested Delivery Date by Leaseweb. Leaseweb shall have no other liability to Customer if the Service is not ready for Customer's use on or before the requested Delivery Date; or - if the installation is to be performed by Leaseweb - the installation is not completed by the requested Delivery Date.
- 18.5 The legal remedies outlined in Clause 13.4 and Clause 21.4b) constitute all legal remedies available to Customer in relation to a Service Disruption and any failure by Leaseweb to meet the agreed Service Levels.
- 18.6 Should Leaseweb be liable in spite of the provisions set out above in this Agreement or the Services Specification, this liability is limited to the amount that is in the relevant case paid out by the liability insurance of Leaseweb and shall in no case exceed the amount of Service Charges paid by Customer to Leaseweb with respect to the twelve (12) month period prior to the event or events giving rise to such liability.
- 18.7 All Customer's claims for compensation end in any case twelve (12) months after the damaging event has taken place, unless: (i) Customer and Leaseweb have come to a written arrangement; or (ii) Customer has commenced legal action in accordance with clause 28.2.
- 18.8 Nothing in the Agreement shall exclude or limit the liability of Customer to: (i) pay the Service Charges; or (ii) repair (or if repair is not practicable, replace) any tangible physical property intentionally or negligently damaged by Customer or its representatives or employees.
- 18.9 Nothing in this Agreement shall operate to exclude or limit a Party's liability resulting from (i) willful misrepresentation or fraud; or (ii) willful misconduct; or (iii) gross negligence.

## 19. INSURANCE

- 19.1 Customer shall obtain and - at least for the duration of the Agreement - maintain the following insurances with a reputable insurance company, which (at minimum) covers:
- a) third party liability;
  - b) Customer's liability towards Leaseweb; and
  - c) Customer's liability as an employer towards Customer's employees; in each case

up to an amount per event of - at least - three (3) times Customer's total annual Service Charges, with a minimum of one million Singapore Dollars (\$1,000,000.--).

- 19.2 Without prejudice to Clause 18.2f), the Colocated Equipment shall at all times be at Customer's risk. Therefore, during the continuance of the Agreement, it shall be Customer's responsibility to insure at its own expense, and keep insured the Colocated Equipment, with a reputable insurance company against loss, theft, damage or destruction howsoever arising at an amount not less than the full replacement value of the Colocated Equipment. Under no circumstances shall Leaseweb be obligated to provide insurance coverage for any of the Colocated Equipment or other Customer property installed within the POP and/or the Data Center.
- 19.3 Customer shall provide Leaseweb with documentation evidencing Customer's compliance with the provisions set out above in this Clause 19, within ten (10) days of Leaseweb's request to that effect. In general Leaseweb considers a written statement by Customer's insurance company, confirming Customer's compliance, to be sufficient evidence.

## 20. TERM / RENEWAL

- 20.1 The Term commences on the Order Start Date.
- 20.2 At the end of the Initial Term of an API Order or a Web Order, the Order shall be renewed for successive terms equal to the Initial Term, unless either Party notifies the other in writing that it does not agree to renewal of the Order, taking into account a notice period of at least:
- a) one (1) hour, provided that such notice is submitted by means of the Customer Portal or the API; or
  - b) five (5) Business Days, in the event that notice is submitted by other means than the Customer Portal or the API.
- 20.3 At the end of the Initial Term of a non-Web/non-API Order, the Order shall be renewed for successive terms equal to the Initial Term, unless either Party notifies the other in writing that it does not agree to renewal of the Order, taking into account a notice period of at least:
- a) one (1) hour, in the event of an Initial Term / Renewal term of one (1) month, provided that such notice is submitted by means of the Customer Portal or the API;
  - b) five (5) Business Days, in the event of an Initial Term / Renewal term of one (1) month, in the event that notice is submitted by other means than the Customer Portal or the API;
  - c) two (2) months, in the event of an Initial Term / Renewal term of three (3) months or longer.

## 21. TERMINATION

- 21.1 A Party is entitled to terminate the Agreement by giving written notice to the other Party, without an obligation to take into account a notice period, if:
- a) the other Party has ceased to exist or has been dissolved;
  - b) the other Party has been declared bankrupt, or it has been granted suspension of payments or entered into voluntary liquidation;
  - c) the other Party's business has been discontinued;
  - d) the other Party is in breach of any of the other terms of the Agreement and -if and to the extent such breach can be remedied- fails to remedy such breach within a period of thirty (30) days after having received notice with respect to the breach; and/or
  - e) the other Party is unable to perform its obligations due to an event of Force Majeure, provided that the event of Force Majeure has lasted more than sixty (60) days and the Parties are unable to reach a temporary solution for the Force Majeure period in spite of having negotiated in good faith with respect to such temporary solution.
- 21.2 Leaseweb is entitled to terminate the Agreement with immediate effect, by giving written notice to Customer, without an obligation to take into account a notice period, in the event:



- a) the provision of the Services and/or access to the Equipment has been suspended in accordance with Clause 12.1 for seven (7) or more consecutive days; and/or
  - b) in the event the continued provision of the Services under the Agreement cannot reasonably be expected from Leaseweb, e.g. if (i) Customer or its End User has – according to Leaseweb’s findings- repeatedly breached the Acceptable Use Policy; and/or (ii) the continued provision of the Services may subject Leaseweb to a third party claim; and/or
  - c) Customer does not pay an invoice within the payment term and fails to pay such invoice, plus the interest referred to in Clause 10.11, within a period of fourteen (14) days after having received notice thereof; and/or
  - d) of a change of ownership or Control of Customer if – in Leaseweb’s view – (i) the party that acquires ownership or Control of Customer is of lesser socio-economic standing than the party which owned Customer or had Control of Customer as at the Order Start Date; and/or (ii) Customer’s credit position is adversely affected by such change of ownership or Control; and/or
  - e) a court has ruled or decided, or Leaseweb reasonably expects that a court will rule or decide, that the provision of any Service infringes upon the Intellectual Property Rights of a third party; and/or
  - f) Leaseweb has good reasons to fear that Customer will materially breach its obligations under the Agreement, and Customer does not, upon written request, confirm to Leaseweb in writing that it will fully perform in conformity with its obligations under the Agreement.
- 21.3 Leaseweb is entitled to terminate the Agreement by giving written notice to Customer, taking into account a notice period of at least thirty (30) days, in the event that:
- a) Leaseweb has received notification from its lessor or landlord with respect to termination or expiration of the Facility Agreement where the Housing Space - that has been licensed to Customer - is located; and
  - b) Leaseweb will, for any reason, not be able to arrange for an alternative and suitable location for the Housing Space within a period of thirty (30) days after having received notification from its lessor or landlord, such to be determined at Leaseweb’s sole discretion.
- 21.4 Customer shall be entitled to terminate the relevant Order with immediate effect, by giving written notice to Leaseweb, without an obligation to take into account a notice period, if:
- a) Leaseweb unilaterally delays the Delivery Date, and such delay lasts for thirty (30) days after having received a notification of Customer’s intention to terminate; and/or
  - b) Leaseweb fails to remedy a Service Disruption that results in the Service provided under the Order being fully unavailable or unusable, within thirty (30) days after having received a notification of Customer’s intention to terminate.
- 21.5 A Party may only terminate an Order or the Agreement in accordance with the termination rights explicitly granted to such Party in the Agreement.

## 22. CONSEQUENCES OF TERMINATION

- 22.1 Termination or expiration of the Agreement shall be without prejudice to any rights or remedies available to, or obligations or liabilities accrued to the Parties, as at the date of termination or expiration.
- 22.2 Upon expiration or termination of the Agreement:
- a) Leaseweb shall cease to provide all Services;
  - b) Leaseweb shall, subject to Clauses 8, be entitled to erase and delete any and all data of Customer -and any and all data of Customer’s End Users- from Leaseweb’s Equipment, including from the Dedicated Equipment;
  - c) Leaseweb shall be entitled to make the Dedicated Equipment available for use by other Customers;
  - d) all sums due to Leaseweb up to the date of termination shall become due and payable in full immediately;
  - e) Customer shall, subject to Clauses 8 and 22.5, remove all of the Colocated Equipment from the Data Center and shall return the Housing Space to Leaseweb in the same condition it was in prior to Customer’s use thereof; and
  - f) Customer shall ensure that all (Internet) domains which have been registered through Leaseweb are transferred to another registrar.
- 22.3 If Customer does not timely remove the Colocated Equipment in accordance with Clause 22.2e): (i) Leaseweb may - at Customer’s expense - remove and store the Colocated Equipment or return such Equipment to Customer, or dispose of such Equipment without liability for any related damages; and (ii) Customer shall be liable to pay to Leaseweb a penalty equal to one month Service Charges for the terminated Colocation Services for each month, or part of a month, that Customer has failed to remove the Colocated Equipment.
- 22.4 If Customer has not transferred the (Internet) domains to another registrar ultimately within five (5) Business Days of the date of expiration or termination of the Agreement, in accordance with Clause 22.2f), Leaseweb shall be entitled to deregister or cancel the registration of such (Internet) domains, without any obligation to provide Customer prior notice thereof.
- 22.5 Leaseweb will have the right to retain any Colocated Equipment until it has received payment in full of all sums due and/or payable by Customer to Leaseweb. If Leaseweb has not received such sums within a reasonable time frame after termination or expiration of the Agreement, such to be determined by Leaseweb, Leaseweb shall be entitled to sell any Colocated Equipment, necessary to recoup all sums due and/or payable, at such price as Leaseweb is able to obtain in the open market.
- 22.6 In the event that Leaseweb terminates the Agreement in accordance with Clause 21.1, 21.2a), 21.2b), 21.2c), 21.2d), or 21.2f), Customer shall – without prejudice to any other rights or remedies that Leaseweb may have – within five (5) Business Days after the effective date of termination, pay to Leaseweb one hundred percent (100%) of the Service Charges, actual or projected, for the period from the effective date of termination up to and including the last day of the then current Term.
- 22.7 In the event that Customer terminates the Agreement without cause, Customer has the obligation to pay – without prejudice to any other rights or remedies that Leaseweb may have – within five (5) Business Days after the effective date of termination, to Leaseweb one hundred percent (100%) of the Service Charges, actual or projected, for the period from the effective date of termination up to and including the last day of the then current Term.
- 22.8 In the event that Leaseweb terminates the Agreement or an affected Service in accordance with Clause 21.2e), Leaseweb shall refund to Customer:
- a) any non-recurring initial charges or setup charges that have been paid by Customer to Leaseweb in respect of the Service so terminated, in the event that the Agreement or affected Service is terminated prior to the Delivery Date; and
  - b) a pro rata portion of any recurring Service Charges that have been prepaid by Customer to Leaseweb in respect of the Service so terminated, if and to the extent that such prepayment exceeds the Service Charges that will accrue until the date of termination of the affected Service.
- 22.9 The following Clauses shall survive termination or expiration of the Agreement and continue in full force and effect, in addition to those Clauses the survival of which is necessary for the interpretation or enforcement of this Agreement: Indemnification (Clause 17), Limitation of Liability (Clause 18), Confidentiality (Clause 24), Notices (Clause 26), Miscellaneous (Clause 27), Governing Law and Jurisdiction (Clause 28).

## 23. FORCE MAJEURE

- 23.1 A Party shall not be deemed in breach of any of its obligations, guarantees or warranties under these General Conditions, the Agreement or the Leaseweb Policies if, and to the extent that,

performance is prevented or delayed by an event of Force Majeure, provided that the Party that is affected by the event of Force Majeure has:

- a) promptly notified the other Party thereof in writing, as soon as reasonably possible and no later than five (5) Business Days after the first occurrence of the Force Majeure event; and
- b) provided the other Party with all information on the event of Force Majeure and the (expected) cessation or termination of said event.

- 23.2 The Party that is affected by an event of Force Majeure shall use all reasonable endeavors to avoid or minimize the effects of an event of Force Majeure on its performance of its obligations under the Agreement.
- 23.3 Upon the occurrence of an event of Force Majeure, the time for performance shall be extended for the period of delay or inability to perform due to such occurrence, but if an Event of Force Majeure continues for a continuous period of more than sixty (60) days the other Party shall be entitled to terminate the Agreement.

## 24. CONFIDENTIALITY

- 24.1 A Receiving Party shall: (i) keep all Confidential Information confidential, (ii) not disclose any Confidential Information to any other person without the prior written consent of the Disclosing Party, and (iii) only use and reproduce the Confidential Information for the performance of its obligations under the Agreement.
- 24.2 The obligations contained in clause 24.1 shall not apply to any Confidential Information which: (i) at the date of the Agreement is, or at any time after the date of the Agreement becomes, public knowledge other than through breach of the Agreement by the Receiving Party; (ii) can be shown by the Receiving Party to the reasonable satisfaction of the Disclosing Party to have been known to the Receiving Party prior to it being disclosed by the Disclosing Party to the Receiving Party; or (iii) is required to be disclosed or used by law.
- 24.3 The Receiving Party agrees that any and all notes, diagrams, descriptions, memoranda and other writings or electronic information obtained from the Disclosing Party and any copies, notes or excerpts thereof containing Confidential Information shall remain the property of the Disclosing Party and that said documents shall, upon request of the Disclosing Party and at the Disclosing Party's option, be promptly returned to the Disclosing Party or destroyed upon any termination or consideration of the possible business arrangement.

## 25. TRANSFER OF RIGHTS AND OBLIGATIONS

- 25.1 Without prejudice to Clause 25.2 and 25.3, neither Party shall be entitled to assign or transfer, or purport to assign or transfer, any rights or obligations under the Agreement to a third party without the prior written consent of the other Party, which consent may not be unreasonably withheld.
- 25.2 Leaseweb shall be entitled to assign any of its rights or obligations under the Agreement to an Affiliate (or its or their successors, through merger or acquisition of substantially all of their or its assets), upon giving written notice to Customer.
- 25.3 Leaseweb shall be entitled to sub-contract any or all of its obligations under the Agreement to a third party, provided that Leaseweb shall remain liable to Customer for the performance of those obligations.
- 25.4 Nothing in the Agreement shall exclude or limit Leaseweb's rights to grant or create a right of pledge or other security right - for the benefit of a bank or other financial institution or other third party - on or over any or all (cash) receivables that Customer owes or comes to owe to Leaseweb.

## 26. NOTICES

- 26.1 Unless specified otherwise herein, any notice, demand, claim or other communication under or in connection with the

Agreement shall be in writing and shall be delivered personally or sent by registered mail or by prepaid recorded courier delivery or by e-mail, to the Party due to receive the notice at its address set out below or such other address as any Party may specify by notice in writing to the other:

If to Leaseweb to the LeaseWeb entity and at the address as specified in the Order Form, for the attention of the Board; with a copy directed for the attention of the Legal Department, by e-mail to: [legal@sg.leaseweb.com](mailto:legal@sg.leaseweb.com)

If to Customer to the person and at the address as specified in the Customer Portal

- 26.2 In the absence of evidence of earlier receipt, any such notice, demand, claim or other communication shall be deemed to have been received:
- a) if delivered by hand, at the time of delivery;
  - b) if posted, on the expiration of three (3) Business Days after the notice has been provided to the courier company; or
  - c) if sent by e-mail, the moment the e-mail has been received on or by a mail server or mail exchanger used or operated by the receiving Party.
- 26.3 For the purpose of Clause 26.2c) any failure to deliver -and any impossibility to receive or access- a notice, demand, claim or other communication shall be for the risk and account of the receiving Party, if -and to the extent that- such failure or impossibility is related to -or the result of- an act or omission of the receiving Party, a failure of the mail server or mail exchanger used or operated by the receiving Party, or a failure or interruption in the services of a third party that manages or hosts of the mail server or mail exchanger used or operated by the receiving Party.

## 27. MISCELLANEOUS

- 27.1 No waiver of any of the terms of the Agreement or of any breach of those terms shall be effective unless such waiver is in writing and signed by the waiving Party. No waiver of any breach shall be deemed to be a waiver of any other or subsequent breach.
- 27.2 Other than Leaseweb's subcontractors who shall have the benefit of the Agreement, nothing in the Agreement shall confer upon any third party any right, benefit or remedy of any nature under the Agreement.
- 27.3 Should any or several of the provisions of the Agreement be invalid or null and void, this shall not affect the remaining provisions thereof. In such event, the relevant provision shall be replaced by a valid provision that reflects - to the extent possible - the purpose and the intended effect of the original provision.
- 27.4 Nothing in the Agreement shall result in the transfer of a Party's Intellectual Property Rights (of whatever nature) to the other Party.
- 27.5 Both Customer and Leaseweb agree not to solicit or hire any personnel of each other until at least six (6) months after the termination of the Agreement.
- 27.6 Neither Party shall be authorized to (i) make press or public announcements relating to this Agreement, without the prior written approval of the other Party, or to (ii) use the other Party's Intellectual Property Rights in any advertising, sales, promotions, or other publicity materials. However, Leaseweb shall - without Customer's approval - be entitled to inform third parties that Leaseweb provides Services to Customer, e.g. as a Customer case during sales activities and on Leaseweb's website.

## 28. GOVERNING LAW AND JURISDICTION

- 28.1 These General Conditions, the Agreement and all matters arising there from or connected therewith are governed by the laws of Singapore, to the exclusion of the provisions of the UN Convention on Contracts for the International Sale of Goods.

- 28.2 Subject to Clause 28.3, the competent courts of Singapore shall have exclusive jurisdiction to hear and determine any suit, action or proceedings, and to settle any disputes, which may arise out of or in connection with the Agreement or other agreements or other legal relationships resulting there from or in connection therewith.
- 28.3 Notwithstanding the terms of Clauses 28.1 and 28.2, nothing herein shall prevent Leaseweb from pursuing action in Hong Kong or such other jurisdiction as may be appropriate for the purpose of seeking urgent and/or interim and/or interlocutory injunctive or other relief against Customer and such other persons whom Leaseweb deem necessary.