

Customer Account: the Customer Account groups together all Infomaniak's services available to the Customer through the Administration Console.

Administration Console: the Infomaniak Administration Console enables all your Infomaniak services to be managed centrally. You can access it by clicking on this link:

<https://manager.infomaniak.com>

Content(s): information, data, files, systems, applications, websites and other items reproduced, hosted, collected, stored, transmitted, disseminated, published and generally used and/or exploited by the Customer in the context of services.

Specific Conditions: conditions, in addition to the General Terms and Conditions, which apply to specific services requested and/or used by the Customer.

Data Centre: secure construction housing electrical installations and networks to enable server hosting.

Working Day: normal working day as defined by Swiss social legislation, particularly excluding Saturdays and Sundays and statutory bank holidays.

Third-Party Products: refers to any product, such as software, system, CMS, application or service, which is not part of the Infomaniak brand.

Party/ies: the customer and Infomaniak are referred to individually as the "Party" or collectively as the "Parties".

Rack(s): refers to a cabinet, often made of metal, sometimes with drawers, but generally on runners (or rails), designed to accommodate storage for standard-sized equipment, usually electronic, network or software.

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DNS (Domain Name System) Resolution: system enabling a connection to be established between an IP address and a domain name. With DNS, the resolution is established by means of a server. This technology enables Internet users to use memorable names when formulating addresses, instead of a sequence of IP protocol numbers.

Service(s): any service referenced in Infomaniak's commercial services and provided to the Customer by Infomaniak and/or active feature available in Infomaniak's Administration Console.

SLA / Service Level Agreement: the SLA is a guarantee of a level of service that the supplier of a technical/software solution contractually offers to its customer.

Review of 27/06/2019