

**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.

# infomaniak

**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