



***FORMS to ACTIVATE your
DIGITARIA WEB SERVICES***



HOW TO COMPLETE THE FORMS

Dear Customer,

The following instructions are to help you to fill in the forms for activating your **Digitaria Web** and **Digitaria Voice** services correctly.

Firstly, we ask you to complete each form legibly and in **BLOCK CAPITALS** and to send it by fax to +39 049-89.85.800 and then, no later than 30 days of receiving the kit, send it to:

DIGITARIA S.r.l.- Via Prima Strada 35, 35129 Padua - ITALY

THE FOLLOWING FORMS ARE TO BE COMPLETED, SIGNED AND SENT TO:

- Form 1. “**Customer Details**”
- Form 2. “**GCC - General Conditions of Contract**”
- Form 3. “**Technical specifications – Annex A**”
- Form 4. “**Terms and Conditions of Service – Annex B**”
- Form 5. “**Direct Debit Request Form**”
- Form 6. “**Credit Card Payment Request**”
- Form 7. “**Privacy Policy Statement**”

Choose between 5 or 6.

⇒ Also enclose **A COPY OF A VALID IDENTIFICATION DOCUMENT** as named in the completed forms.

Form 1: CUSTOMER DETAILS

- Table 1. **Modem identification data** – please enter the AIR-MAC code (12 numbers and letters) on the label located on the underside of the modem. This will allow us to associate the number of your device to your customer details.
- Table 2. **Personal details** – please enter all of your **personal details**. If your details are complete, it will be easier for us to handle your order, send your kit, your invoices, etc.
- Table 3. **Company details** - (this form must only be completed if your order is being made for business use) please enter all of the **company** details.
- Table 4. **Shipping address** – please indicate the **shipping address of the kit**. If no address is indicated, we will send the kit to your permanent address indicated in Table 2
- Table 5. **Billing address** – please indicate the **billing address**. In no address is indicated, we will send the invoices concerning the monthly service to your permanent address indicated in Table 2.

Form 2: GCC (GENERAL CONDITIONS OF CONTRACT)

Please apply your signature and date at the bottom of the first page of the form to accept the General Conditions of Contract related to the Digitaria Web service, and also at the bottom of the second page if you wish to subscribe to the Digitaria Voice service too.



Form 3: TECHNICAL SPECIFICATIONS – ANNEX A

Please apply your signature on the last page to accept the technical specifications of the services and the related supply modes.

Form 4: TERMS AND CONDITIONS OF SERVICE – ANNEX B

Use this form to state the services of your choice by ticking your preference. To validate the form and accept your choice, please sign in the bottom right hand of the forms of the selected services.

IMPORTANT

To complete the service request procedure, you need to complete form number 5 or 6 so that monthly invoice payments can be debited automatically.

Form 5: DIRECT DEBIT REQUEST FORM

This form needs to be completed according to the instructions in the WARNINGS. Please be sure to enter your IBAN code correctly. **This is essential for your bank or post office to validate the details and accept the direct debit instructions.**

Form 6: CREDIT CARD PAYMENT REQUEST

Should you prefer to pay the monthly charge of the service by credit card, please complete Form no. 6 with all of the details of the subscriber, and the credit card and holder, then sign and date the form at the bottom.

Form 7: PRIVACY POLICY STATEMENT (in compliance with Legislative Decree no. 196/2003)

Once you have read our policy statement, please agree to your personal data being used, by signing and dating the form at the bottom.

Thank you for your attention.

Should you need any further assistance in completing these forms, please contact:

DIGITARIA S.r.l., via Prima Strada 35, 35129 Padua - ITALY

Customer Service: 199.444.405 - Fax: +39 049-89.85.800

email: info@digitaria.it

website: www.digitaria.it



FORM no. 1



CUSTOMER DETAILS

**To be transmitted by fax to + 39 049-89.85.800 – The original copy must be sent to:
Digitaria S.r.l. – Via Prima Strada 35, 35129 Padua - Italy**

1. Modem identification details (REQUIRED)														
AIR-MAC:			:			:			:			:		

2. Personal details															
Title:	<input type="checkbox"/> Mr <input type="checkbox"/> Ms														
Name:												* Required			
Surname:												* Required			
ADDRESS (street, square):								No.			* Required				
Zip			City:					State:			* Required				
Telephone no.:						Fax no.:						* Required			
Date of birth:	/	/	Place:					State:			* Required				
E-mail address:															
Tax code:															* Required

3. Company details (if legal entity)															
Company name:												* Required			
ADDRESS (street, square):								No.			* Required				
Zip			City:					State:			* Required				
Telephone no.:						Fax no.:									
VAT reg. no.														* Required	
Tax code:															* Required

4. Billing address (fill in if different from the permanent address above)												
Title:	<input type="checkbox"/> Mr <input type="checkbox"/> Ms											
Name:												* Required
Surname:												* Required
Company name:												* Required
ADDRESS (street, square):								No.			* Required	
Zip			City:					State:			* Required	

Having read the policy statement concerning the use of personal data, in compliance with Legislative Decree 196/2003, Art. 13, included in form no. 7 "Privacy Policy Statement", which can be downloaded from the website www.digitaria.it (forms section), do you agree to your personal data being processed for the purposes stated therein?

I agree •

I do not agree •

Place Date

Name Surname Legible signature.....

**GCC (GENERAL CONDITIONS OF CONTRACT) – DIGITARIA WEB**

- 1 These General Conditions define the means and terms according to which Digitaria S.r.l. supplies the "Digitaria Web" Service (hereinafter also referred to as "the Service ") to the Customer, using two-way satellite technology.
- 2 The Service is offered by Digitaria S.r.l. in specific and separate Offers which are described in the respective sections concerning "Terms and Conditions of Service" and "Technical Specifications"; these sections are an integral and substantial part of the Contract.
- 3 The Contract is considered to be established at the time of activation of the Service, in the format chosen by the Customer, by Digitaria S.r.l.; said activation will follow a technical feasibility check.
- 4 The Service allows the Customer to connect to the Internet at a speed and rate as stated in the Customer's chosen offer, respectively indicated in the sections of the Contract concerning "Technical Specifications " and "Terms and Conditions of Service".
- 5 Under no circumstances may access to the Internet using two-way satellite technology be transferred to other users with use by same of the services linked thereto.
- 6 Access to the services linked to the offer from Digitaria Web is possible through a Customer ID code (User-ID) and a password (Password). The Customer is aware that the identification of the person responsible for network traffic using the connection as named in the agreement is made on the basis of access credentials, the serial number of the terminal and the address associated to same. The Customer is therefore obliged to keep his/her credentials strictly confidential and to do so with due diligence. The Customer will be held responsible for any damage to Digitaria S.r.l. and/or third parties arising from failure to abide by the above. The Customer undertakes to notify Digitaria S.r.l. immediately and in writing of any theft or loss of access data or if he/she becomes aware of any use by unauthorised persons of the password itself.
- 7 The Customer is aware of and accepts the existence of an electronic register of operations ("Log"). The contents of the Log are confidential and may only be shown to the competent Authorities in the event of a request by same.
- 8 The Customer guarantees that any material he/she places in public areas of the Internet and which can be attributable to same, can be fully used by him/her by law and that it does not contrast with any regulations or breach any copyright, trademarks, distinguishing marks, patents or any other rights as granted by law, the Contract and/or custom. Any material protected by copyright may only be placed on the Internet if the Customer has acquired use of copyright from the holder of same and therefore, only with the written permission of the copyright holder and with the obligation to mention the source and the existence of permission. Any breach of the above will entitle Digitaria S.r.l. to remove said material without any prior notice. The Customer accepts full responsibility for the exactness and truthfulness of the material issued directly or on behalf of third parties.
- 9 The Customer also accepts that it is prohibited to use or allow others to use Digitaria S.r.l. for communication and correspondence that is against morality or public order or with the aim of disturbing the peace, either public or private, offending or damaging anyone directly or indirectly, or of attempting in any way to breach the secrecy of private messages. In any case, information supplied by the Customer must not be pornographic, obscene, blasphemous or defamatory in form or content. It is in any case explicitly prohibited to use Digitaria S.r.l. to contravene, either directly or indirectly, the laws of Italy or any other state. The Customer undertakes to hold Digitaria S.r.l. free and harmless from any loss, damage, liability, cost or expense, including legal, arising from any breach of the above regulations.
- 10 The Customer undertakes to refrain from committing any breach of the system or security of the network that may lead to civil or criminal liability, including:
 - a) accessing systems, networks or information belonging to third parties without the explicit permission of same, using scanning/probing techniques, vulnerability tests, security breach attempts or breach of authentication measures;
 - b) intercepting information/data and traffic concerning networks/systems belonging to third parties without the explicit permission of same;
 - c) giving false identity;
 - d) causing damage, in any way whatsoever, to minors;
 - e) having access to information concerning third party customers of Digitaria S.r.l. for the purposes of destroying, or changing the contents of same;
 - f) attacking, overloading or interfering with networks, systems, or hosts belonging to other customers for the purpose of limiting/preventing full use of the service via actions such as mail bombing, broadcast attacks, denial of service, hacking, cracking, etc.;
 - g) trying to use mail accounts or processing resources of third party customers to log in to the network using the identity of same (e.g. changing email headers, using IP address spoofing techniques);
 - h) introducing/sending programs (viruses, Trojan horses, etc. ...) that can compromise the operation of the Digitaria S.r.l. network, breaching security of the network and/or the systems of the customer to whom network services are supplied. The Customer also undertakes not to send mail with content of any type (business, advertising, political ...) to people/institutions/associations without the explicit request of same (unsolicited mail, junk mail, and spam), affecting their service and leading to possible complaints. The same limitation applies to mass mail and reply posting to one or more news groups (multiple posting). The Customer cannot make improper or unauthorised use of mail servers belonging to third parties for forwarding his/her own mail (mail relay). In the cases envisaged by this article, Digitaria S.r.l. may suspend the Service at any time and without prior notice, reserving the right to terminate the contract as per **Section 25**.
- 11 Digitaria S.r.l. cannot be held responsible to the Customer, or to those connected, directly or indirectly to same, for delays, incorrect operation, suspension and/or interruptions to the supply of services caused by: unforeseeable circumstances or acts of God; tampering with or interventions on the services or equipment by the Customer or unauthorised parties; incorrect use of the services by the Customer; malfunctions to connection equipment, incompatible equipment and/or programs (software) used by the Customer. If the equipment is loaned for use or hired, as well as in the above-mentioned cases, the customer will be called upon to pay Digitaria S.r.l., as compensation for damages, the current value of the equipment and/or any technical interventions necessary.
- 12 The Customer accepts that Digitaria S.r.l. may interrupt the supply of the Service to guarantee routine and extraordinary maintenance interventions. Moreover, Digitaria S.r.l. will not be held responsible in any way for the unavailability of the Service due to a partial or total interruption of services supplied by another Internet Provider.
- 13 In the event that the Customer requests, as part of the Service, an offer including the hire or loan for use of Digitaria S.r.l. products, he/she undertakes not to open, disassemble or in any case tamper with said products to perform interventions of any nature. In such case, Digitaria S.r.l. will perform the necessary operations to restore full operational use at the Customer's total charge.
- 14 In the event of circumstances as stated in the preceding clause, the Customer will keep and care for, with due diligence, said devices for the whole term of the Contract and in any case, until such time as same can be returned to Digitaria S.r.l.. The Customer therefore undertakes to compensate and hold Digitaria S.r.l. free and harmless for any loss or damage caused to same. The Customer will not be held liable for the loss of such property arising from proven theft of same, recorded in a report made to the competent Judicial Authorities.
- 15 In the event of termination of a service with equipment held in free use or hired, the Customer is obliged to return said equipment according to the method indicated by Digitaria S.r.l.
- 16 Digitaria S.r.l. will, either directly or through a company appointed by same, perform maintenance exclusively on Digitaria S.r.l. products loaned for use or hired. For more information about the service, the Customer can contact Digitaria S.r.l.'s Customer Service.
- 17 Payment to activate the service, monthly subscription (where envisaged) and any other costs for additional services will be charged to the account indicated and according to the method chosen by the Customer (credit card or direct debit). In the same way, the sum will be charged, subsequent to sending an invoice, for payment of damages, as already specified in the final subsection of Section 11. The Customer shall inform Digitaria S.r.l. of the details of a valid and effective credit card from which to take payment of the monthly subscription fee for using the Internet access service via satellite, and at the placing of an order, to charge the card directly, limited to the duration of the contract and to the sums for use, charged monthly, for this or other services used by the Customer, which Digitaria S.r.l. might supply in the future. Alternatively, the Customer shall provide the IBAN code for his/her current account and submit the relevant authorisation from the bank to make direct debits from a current account for the monthly fees for the use of satellite Internet access, limited to the duration of the contract and to the sums for use, charged monthly, for this or other services used by the Customer, which Digitaria S.r.l. might supply in the future.
- 18 The billing and payment terms of the Service are described in the "Terms and Conditions of Service" concerning the specific Offers described therein.
- 19 All sums concerning the purchase and activation of the service can also be paid through financing arrangements obtained through a company chosen by Digitaria.
- 20 Monthly subscriptions (where envisaged) will commence on the date that activation of the Service is registered in the computer systems of Digitaria S.r.l.
- 21 In the event of late payments, the Customer shall pay Digitaria S.r.l. a penalty of: 2% of the sum owed for payments made from the 1st to the 15th calendar day following the expiry date; 4% of the sum owed for payments made from the 16th to the 30th calendar day following the expiry date; 6% of the sum owed for payments made after the 30th calendar day after the expiry date. In case the delay in payment continues for over 30 days, Digitaria S.r.l. may terminate the Contract in compliance with and according to Section 1456 of the Italian Civil Code, as stated in Section 25.
- 22 The Contract is permanent, starting from the date of Service activation. In the event that Digitaria S.r.l. Products are supplied free for use, the minimum duration of the contract will be 12 months; if requesting use of the satellite kit only, the Customer may withdraw from the Contract at any time, providing written notification of same to the address stated on the Digitaria S.r.l. invoice, by means of registered letter with return receipt or fax, accompanied by a copy of an identity document. Withdrawal from the Contract will enter into effect from such time as the request for termination is recorded in Digitaria S.r.l.'s computer systems and in any case, no more than 30 (thirty) days from receipt of notice from the Customer. The Customer will be obliged to pay Digitaria S.r.l. all sums due for use of the Service throughout the month in which cancellation notice was sent. In the event that the Customer decides to withdraw from the Contract during the first year, he/she will be obliged to pay the sum of 70 Euros, VAT excluded, to cover the costs of deactivation sustained by Digitaria S.r.l.
- 23 Should the Customer subscribe a seasonal Digitaria Web service offer, the contract will have a fixed duration of 4 or alternatively 6 months, starting from the service activation date. In this case early withdrawal is not allowed.
- 24 Customers registered for any of the "Digitaria Web" service offers may apply to Digitaria S.r.l. to pass to another offer that is part of the same Service, according to the terms and conditions established by Digitaria S.r.l.
- 25 The Customer, in the event that he/she is considered a consumer in compliance with Legislative Decree 206/2005 (Consumer Act), may also withdraw from the agreement as provided for in Section 64 of the aforementioned act, without any penalty, sending a fax to the Customer Services department of Digitaria S.r.l. no later than 10 (ten) working days from the date of activation of the Service. No later than 48 hours from the sending of this notice, the Customer shall confirm the withdrawal in writing, by means of a registered letter with return



FORM no. 2

- receipt, to be sent to the headquarters of Digitaria S.r.l. Direct costs for the return of items shall be at the Customer's charge.
- 26 The Customer, subsequent to advance notice, will give the staff from Digitaria S.r.l. or third parties appointed by same and accompanied by identification documents, access to the area in which the satellite equipment used for the Service is located for the purpose of carrying out equipment installation and anything else that might be necessary for the supply and correct use of the Service as well as for any necessary disinstallation of same.
- 27 Digitaria S.r.l. undertakes to inform the Customer of any changes to contract conditions concerning the Service, stating the date upon which such changes enter into effect. This date shall be at least 30 (thirty) days after notice is given to the Customer. In the event that the Customer decides not to accept said changes, he/she will have the right to withdraw from the Contract without any penalty, communicating this decision to the Customer Service department by telephone and sending written confirmation of same to the address provided by Digitaria S.r.l. no later than the day upon which the changes come into effect. In this case, the Customer is obliged to pay for the services used until this date.
- 28 Digitaria S.r.l. reserves the right to terminate the Contract, in compliance with Section 1456 of the Italian Civil Code, by means of written notification, sent to the Customer with advance notice of seven days in the event of failure to comply with even any of the following obligations listed in the Contract: Section 5 "Service Use "; Section 8 and Section 9 concerning "Guarantees", Section 10 concerning "Customer Responsibilities", Section 13 and Section 14 "Care and conservation of items held free for use or hired", Section 21 concerning "Late Payments" and Section 26 concerning "Access to Premises". With the aforementioned termination, the Customer will be obliged to pay Digitaria S.r.l. the sums due until the date of actual termination, also in compliance with Section 21 in the event of late payment. This, without prejudice to Digitaria S.r.l.'s right to compensation for additional damages.
- 29 Any dispute concerning this Contract will be regulated by the courts in the place in which the Customer is resident or domiciled.
- 30 For any other communication or request for further information concerning this Contract, the Customer may contact Digitaria S.r.l. Customer Service.
- 31 The Customer will have the right to request technical variations concerning subscriptions to Digitaria Web which are already active and completed. It is not possible to request changes to services where completion is ongoing or if a previous change is in the process of being made. The following technical changes are allowed for Digitaria Web services:
- Application to change the service supplied. It is only possible to request increases to the Internet access speed and activation of Digitaria Voice service. This change will mean an adjustment of the monthly fee and where envisaged, an activation fee will be charged.
 - All technical variations listed can be requested from Digitaria S.r.l. for a maximum of twice in one year, starting from the initial date of service activation. Digitaria reserves the right to accept further change requested during the year, only in the event of proven necessity to the Customer.
 - Request to replace, via courier, the satellite kit and/or parts of same with relevant reconfiguration of the associated Digitaria Web service. This change will mean a temporary unavailability of service between the date of the replacement request and the date on which Digitaria S.r.l. is able to proceed with reconfiguring the new equipment sent and properly installed. All shipping costs will be charged to the Customer.
 - In the event equipment is held under hire agreement or loaned for use, the replacement of same is obligatory if necessary as a result of tampering with or misuse of said equipment by the Customer, in order to allow use of the service till the envisaged expiry date. All costs, including repairs, installation, disinstallation, replacement and shipping, will be charged to the Customer.
 - Requests for changes can be made online at the website www.digitaria.it, or by sending the relevant form, completed in all parts, to fax no. 049-89.85.800.

.....
Place and Date

.....
Signature



FORM no. 3 – ANNEX A

TECHNICAL SPECIFICATIONS OF THE “DIGITARIA WEB” SERVICE

DIGITARIA S.r.l. supplies services for Internet access via satellite, using the technological infrastructures of ASTRA, which delivers services through its Astra2Connect platform. The NOC of Astra2Connect connects the end user to the Internet using satellite transmission and reception channels via satellite. Astra2Connect gives access to the Internet using DVB—S2 signals both to transmit and receive, transmitted from Betzdorf, in Luxemburg.

The Digitaria Web service is made of the following components:

- Supply and management of the Internet access platform via Astra2Connect satellite;
- Supply and management of satellite transmission and reception services;
- Supply of spatial capacity on ASTRA satellites in the orbital position 23.5° East or 28.2° East;
- Supply and management of the backbone for centralised Internet access in Betzdorf, Luxemburg.

IP transmission and reception traffic via satellite, from and to the final user's pc, will be supplied in the mode and within the limits specified in the following sections.

1. **User equipment**

The user equipment, also referred to as CPE, allows the final user's pc to be connected to the Astra2Connect platform; it consists of the following:

- a satellite aerial (typically 80 or 100 cm in diameter);
- a radio transceiver, known as “i-LNB” (typical EIRP in transmission 35.5 dBW);
- a satellite modem complete with 10/100BaseT port for connection to the pc of the final user;
- coaxial twin cable, max. length 30 m.

2. **Internet backbone**

ASTRA supplies the Internet backbone in compliance with the satellite capacity supplied. The Astra2Connect service does not affect the terrestrial band available as the Internet backbone nor does it affect the ability to reach the servers distributed through the Internet itself. ASTRA and as a result, DIGITARIA S.r.l. are not therefore able to guarantee any quality of service, since this not only depends on the satellite bandwidth supplied but also on the Internet backbone and the Internet condition at the time of use.

3. **Specifications of the DIGITARIA WEB NO LIMITS Internet access service via satellite**

Transmission and reception platform:	Astra2Connect NOC, SES ASTRA S.A.
Type of service:	permanent data flow (24 hours per day, 365 days per year)
Satellite bandwidth for reception/transmission:	a) 512/96 Kbps b) 1.024/128 Kbps c) 2.048/256 Kbps d) 3.072/256 Kbps e) 4.096/256 Kbps f) 6.144/256 Kbps
Guaranteed bandwidth:	no minimum bandwidth can be guaranteed for either transmission or reception
Access speed:	maximum upload and download speeds are regulated by the Fair Use Policy of ASTRA2Connect; the version currently in use is available at www.digitaria.it .
Communication protocol:	TCP/IP
Physical interface:	Ethernet 10/100baseT (auto-detect)
Fup reset option:	The Fup reset option is used to reset the hour counter for accumulated traffic.

4. **Specifications of the DIGITARIA WEB VOLUME Internet access service via satellite**

Transmission and reception platform:	Astra2Connect NOC, SES ASTRA S.A.
Type of service:	permanent data flow (24 hours per day, 365 days per year)
Satellite bandwidth for reception/transmission:	a) 6.144/256 Kbps – Volume 2 Gigabytes b) 6.144/256 Kbps – Volume 4 Gigabytes c) 6.144/256 Kbps – Volume 6 Gigabytes d) 6.144/256 Kbps – Volume 8 Gigabytes
Guaranteed bandwidth:	no minimum bandwidth can be guaranteed for either transmission or reception



FORM no. 3 – ANNEX A

Free Zone option:	The Free Zone option means that it is possible to use the usage based rate services without counting the traffic between H 00:00 and 06:00 as part of the monthly volume.
Additional Gigabyte:	The additional Gigabyte option allows you to buy an additional traffic GB when needed.
Communication protocol	TCP/IP
Physical interface:	Ethernet 10/100baseT (auto-detect)

5. ***Licence to use frequencies and authorisation to use the satellite network***

The Customer is informed and accepts that the supply of the spatial segment is subject to all applicable laws, regulations, requirements and conditions. The Customer is informed and accepts that, from time to time, the NOC of Astra2Connect may require the temporary suspension of the supply of the spatial segment for the purpose of checking the satisfaction requirements of one or more end users in terms of licence, permission and compliance with the technical and operational parameters of the satellite.

6. ***Changes in the technical specifications of the service***

Any change in the technical specifications of the service will be agreed between the parties, except in the case where such change is not foreseeable and is also urgent, in which case, DIGITARIA will notify the end customer of the changes as early as required by the individual circumstances. These changes will in any case be implemented to maintain or increase the quality of the Digitaria Web service.

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Signature for acceptance of the Service and the Technical Specifications

TERMS AND CONDITIONS OF SERVICE

1. DIGITARIA WEB NO LIMITS

Components	Price	Note ¹	Note ²	Choice *
Activation and registration	Euro 25.00	One-off	Mandatory	<input type="checkbox"/>

(* Indicate your choice)

The final user shall pay Digitaria S.r.l. for the registration and activation regardless of the selected service package. Payment must be made at the time of subscribing the Internet access service supply contract.

All Digitaria Web No Limits services are supplied to the end user on a monthly basis; the supply contract has no expiry date and commences as from the date of activation of the Service.

The invoicing period will commence on the date of registration and activation of the end user; invoices are issued on a monthly basis with advance payment.

The Fup reset option can be purchased, when necessary, through the my.digitaria.it portal and its cost is equal to 50% of the fee of the subscribed service.

CHOOSE YOUR DIGITARIA WEB NO LIMITS SERVICE:

Service	Speed (Download/Upload)	Monthly Fee *
Digitaria Web 512 Kbps	512/96 Kbps	Euro 14.90 <input type="checkbox"/>
Digitaria Web 1 Mbps	1.024/128 Kbps	Euro 22.90 <input type="checkbox"/>
Digitaria Web 2 Mbps	2.048/256 Kbps	Euro 35.90 <input type="checkbox"/>
Digitaria Web 3 Mbps	3.072/256 Kbps	Euro 59.90 <input type="checkbox"/>
Digitaria Web 4 Mbps	4.096/256 Kbps	Euro 69.90 <input type="checkbox"/>
Digitaria Web 6 Mbps	6.144/256 Kbps	Euro 79.90 <input type="checkbox"/>

(* Tick the selected service)

2. INVOICING AND PAYMENT TERMS

The following invoicing and payment terms are relevant and applied to all DIGITARIA WEB NO LIMITS services.

- Invoices of all one-off services are issued upon order and the payment is to be made in advance;
- Invoices of service monthly fees are issued on a bi-monthly basis with advance payment.

All indicated prices **do not include VAT**.

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Signature for acceptance of the Service and the Terms and Conditions of Service

TERMS AND CONDITIONS OF SERVICE

3. DIGITARIA WEB VOLUME

Components	Price	Note ¹	Note ²	Choice *
Activation and registration	Euro 25.00	One-off	Mandatory	<input type="checkbox"/>

(*Indicate your choice)

The final user shall pay Digitaria S.r.l. for the registration and activation regardless of the selected service package. Payment must be made at the time of subscribing the Internet access service supply contract.

All Digitaria Web Volume services are supplied to the end user on a monthly basis and include a preset monthly data volume, the supply contract has no expiry date and commences as from the date of activation of the Service.

The invoicing period will commence on the date of registration and activation of the end user; invoices are issued on a monthly basis with advance payment.

The cost of the additional Gigabyte is Euro 8.75.

CHOOSE YOUR VOLUME SERVICE:

Service	Speed (Download/Upload)	Monthly Traffic Volume	Monthly Fee *	Free Zone Option * (monthly fee)
Digitaria Web Volume 2 GB	6.144/256 Kbps	2 Gigabytes	Euro 24.90 <input type="checkbox"/>	Euro 5.25 <input type="checkbox"/>
Digitaria Web Volume 4 GB	6.144/256 Kbps	4 Gigabytes	Euro 35.90 <input type="checkbox"/>	Euro 5.25 <input type="checkbox"/>
Digitaria Web Volume 6 GB	6.144/256 Kbps	6 Gigabytes	Euro 42.90 <input type="checkbox"/>	Euro 5.25 <input type="checkbox"/>
Digitaria Web Volume 8 GB	6.144/256 Kbps	8 Gigabytes	Euro 49.90 <input type="checkbox"/>	Euro 5.25 <input type="checkbox"/>

(*Tick the selected service)

4. INVOICING AND PAYMENT TERMS

The following invoicing and payment terms are relevant and applied to all DIGITARIA WEB VOLUME services:

- Invoices of all one-off services are issued upon order and the payment is to be made in advance;
- Invoices of service monthly fees are issued on a bi-monthly basis with advance payment.

All indicated prices **do not include VAT**.

.....
Signature for acceptance of the Service and the Terms and Conditions of Service

TERMS AND CONDITIONS OF SERVICE

5. SEASONAL DIGITARIA WEB NO LIMITS SERVICE

Components	Price	Note ¹	Note ²	Choice *
Activation and registration	Euro 25.00	One-off	Mandatory	<input type="checkbox"/>

(*Indicate your choice)

All seasonal Digitaria Web No Limits services are supplied to the end user on a monthly basis and the supply contract has a fixed term, commences as from the date of activation of the Service, and has a fixed duration of four or six months.

Invoicing of the seasonal service is made in advance as a single invoice at the beginning of the period of use of the service. The period of use of the service commences on the date of registration and activation of the end user.

The payment of the service must be made in advance on sight of invoice.

CHOOSE YOUR SEASONAL DIGITARIA WEB NO LIMITS SERVICE:

Service	Speed (Download/Upload)	4-month Fee *	6-month Fee *
Digitaria Web 512 Kbps	512/96 Kbps	Euro 79.00 <input type="checkbox"/>	Euro 109.00 <input type="checkbox"/>
Digitaria Web 1 Mbps	1.024/128 Kbps	Euro 119.00 <input type="checkbox"/>	Euro 159.00 <input type="checkbox"/>
Digitaria Web 2 Mbps	2.048/256 Kbps	Euro 189.00 <input type="checkbox"/>	Euro 249.00 <input type="checkbox"/>
Digitaria Web 3 Mbps	3.072/256 Kbps	Euro 319.00 <input type="checkbox"/>	Euro 429.00 <input type="checkbox"/>
Digitaria Web 4 Mbps	4.096/256 Kbps	Euro 369.00 <input type="checkbox"/>	Euro 499.00 <input type="checkbox"/>
Digitaria Web 6 Mbps	6.144/256 Kbps	Euro 399.00 <input type="checkbox"/>	Euro 549.00 <input type="checkbox"/>

(*Tick the selected service)

6. INVOICING AND PAYMENT TERMS

The following invoicing and payment terms are relevant and applied to all SEASONAL DIGITARIA WEB NO LIMITS services:

- Invoices of all one-off services are issued upon order and the payment is to be made in advance;
- Invoicing of the service fees is made as a single invoice upon order and the payment is to be made in advance.

All indicated prices **do not include VAT**.

.....
Signature for acceptance of the Service and the Terms and Conditions of Service



FORM no. 7

CUSTOMER PRIVACY POLICY STATEMENT ACC. TO ART 13 OF THE ITALIAN LAW DECREE NO. 196/2003.

DEAR CUSTOMER,

The Italian Personal Data Protection Code (Law Decree no. 196/2003) provides that personal information should be treated in such a way as to guarantee basic rights and freedoms, as well as the dignity of all the parties concerned.

The Company DIGITARIA S.r.l., in accordance with the provisions of art. 13 of the Italian Law Decree 196/2003, is supplying here below complete information regarding the processing of personal data which it might acquire within the scope of business relationships.

The data controller in charge of your personal data is DIGITARIA S.r.l..

Your supplied data will be processed, with or without electronic systems, solely for purposes concerning the performance of economic activities such as the designing, implementation and sale of telecommunication networks and services, with particular reference to those based on satellite infrastructures; for the exact and complete fulfilment of the provisions of the contract to which you are a party; for the fulfilment of obligations which are of your concern and relate to the pre-contractual phase; to comply with regulatory obligations, including community-applicable obligations; for any processing procedures identified and authorised by the Privacy Authority ('Garante') according to the principle of "balancing of interest".

The processing of your supplied data – exact, relevant and not exceeding their purpose – will be in accordance with the criteria of necessity, correctness, lawfulness and transparency, in order to guarantee your right to confidentiality and to data protection.

Data processing is performed by the Data Controller and other entities appointed by the company DIGITARIA S.r.l. in accordance with the preconditions and limits stated by the Code, as well as with the applicable laws and regulations in force, also in regard to industrial and corporate secrecy.

Similarly, and for similar purposes, your personal information may also be collected from third parties and forwarded and transferred abroad.

The subsequent supply and processing of your Data (exact, relevant and not exceeding their purpose) is necessary for the correct setting up, management and fulfilment of the commercial relationship existing between yourself and the Data Controller, as well as for data storage limited to the strictly necessary time.

PRIVACY POLICY STATEMENT FOR DIRECT MARKETING PURPOSES: your data may be processed for direct marketing purposes via non-electronic communication systems and/or automated operator calls.

We will only be authorised to fax and/or e-mail advertising and direct marketing information to you after obtaining your preliminary explicit consent, which may also be expressed verbally – it being understood that you will be able to object to such data processing purposes at any time in accordance with articles 7 and 130, paragraph 4, of the Italian Law Decree 196/03.

Please be also informed that in your capacity as the data subject, for the intents and purposes of ART. 7 and subsequent articles of the Italian Law Decree 196/03, you are also entitled to claim specific rights including the rights to: obtain from the Data Controller confirmation of the recording of or failure to record your personal information and of data availability in an intelligible form; be informed of data origin and of processing procedures and purposes, as well as of the logic applied to processing; be aware of identifying information regarding the Data processor and any other entities to which data may be made known; as the data subject, you are also entitled to obtain data updating, adjustment and completion, as well as the deleting, anonymous pooling or freezing of any data processed in unlawful manners. Additionally, you are entitled to object to data processing for legitimate reasons.

Your rights as the data subject may be exercised at any time, by using any legally available contact information and procedure to directly contact our data access right enforcement manager, Mariella Mariotti, Attorney.

The complete list of our appointed persons is available on our website www.digitaria.it

DIGITARIA S.r.l. shall remain at your complete disposal for any additional information that you may require.

The Data Controller
DIGITARIA S.r.l.

I hereby declare to have read and understood this privacy statement on the protection of personal data.

FOR ACKNOWLEDGEMENT

PLACE/DATE

CUSTOMER'S LEGIBLE SIGNATURE

REQUEST OF EXPLICIT CONSENT FOR DIRECT MARKETING PURPOSES

I hereby agree to the processing of my personal information for DIRECT MARKETING purposes

I hereby do not agree to the processing of my personal information for DIRECT MARKETING purposes

PLACE/DATE

CUSTOMER'S LEGIBLE SIGNATURE