

CRM DELIVERY SERVICE AGREEMENT

CRM SERVICE CONTRACT NUMBER

contract number**1. PARTIES****1.1. SERVICE PROVIDER**

(hereinafter separately referred to as "Fontakt" or "Service Provider" or "Party" and together "Parties")

NAME	FONTAKT LTD
REGISTRY	11091789
ADDRESS	Pärnu mnt 139B, 11317 Tallinn, Estonia
NAME OF THE REPRESENTATIVE	name of the representative (board member or employee)
BASIS OF REPRESENTATION	for a member of the management board a law/employee with a power of attorney
GENERAL CONTACTS	Website www.fontakt.com Email abc@fontakt.com Telephone +372 6865555
CONTACT PERSON DETAILS	Name first and last name of the contact person Email e-mail Telephone mobile phone

1.2. CLIENT

(hereinafter separately referred to as "Client" or "Party" and together as "Parties")

NAME	company name
REGISTRY	Registry
ADDRESS	address- street, number, city/town, country
INVOICING EMAIL	customer's e-mail address where to send invoices
NAME OF THE REPRESENTATIVE	name of the client's representative (board member or employee)
BASIS OF REPRESENTATION	for a member of the management board a law/employee with a power of attorney
CONTACT DETAILS OF THE REPRESENTATIVE	Email representative's e-mail Telephone Representative's mobile phone number
CONTACT PERSON DETAILS	Name first and last name of the contact person Email Contact person's e-mail Telephone mobile phone number of the contact person

The Customer and the Service Provider entered into this CRM Supply Service Agreement (hereinafter referred to as the Agreement) on the following conditions:

2. MAIN TERMS OF THE CONTRACT

hereinafter specifically referred to as the "**Basic Terms**")

2.1. Subject-matter of contract	On the basis of this Agreement, the Service Provider undertakes to provide the Customer with a CRM delivery service (hereinafter referred to as the Service). Fontakt provides the Service on the condition stipulated in the Basic and General Conditions and the Terms of Service. This Agreement is a Service Contract stipulated in the General Conditions.
2.2. Service prices	According to Annex 1 and the General Price List The general price list is available www.fontakt.com/
2.3. Term of contract	Temporary
2.4. Start date of provision of the Service (upon entry into force of the Agreement)	Date of conclusion of the contract
2.5. CRM SLA level	SLA level
2.6. Terms and Conditions amending the General or Service Conditions, including the provisions of the Annex	Missing
2.7. The main part of the contract	The main part of the Contract consists of an inseparable whole of the Basic Conditions set out in clause 2 of the Agreement, the General Conditions set out in clause 2.8 of the Basic Conditions and the Service Conditions set out in clause 2.9 of the Basic Conditions (hereinafter together referred to as the " Terms "). The Terms and Conditions shall form an integral part of the Contract and the Parties shall undertake to comply with them. The Terms and Conditions, including both General and Service Conditions, enter into force upon entry into the Contract in accordance with clause 2.10 of the Basic Conditions or upon commencement of the provision of the Service ordered by the Client.
2.8. General terms and conditions	Terms and Conditions regulating the relations between the Parties, including the general terms and conditions of the provision of the Service by the Fontakt, the Parties' obligations, liability, data protection, confidentiality obligation, etc. (hereinafter referred to as the General Terms). The General Terms and Conditions are an integral part of this Agreement, i.e. the Service Contract. The General Terms and Conditions are attached to the Agreement and/or are available www.fontakt.com/ .
2.9. Terms of Service	Terms and Conditions regulating the specific terms and conditions of the provision of the Service (hereinafter referred to as the " Terms of Service "). The Terms of Service are an integral part of this Agreement, i.e. the Service Contract. The Terms of Service are attached to this Agreement and/or are available www.fontakt.com/ .
2.10. Agreement	The Contract is concluded in accordance with clause 1.3 of the General Terms and Conditions. either by signing the Basic Terms in writing by both Parties or, taking advantage of the technical possibilities offered and accepted by the Service Provider, in another format that can be reproduced, for example, with the acceptance by the Client of the Basic Terms and Conditions of the Agreement submitted by the Fontakti in electronic form via Fontakti or self-service, in which cases the Agreement and its Terms and Conditions, including the General and Service Conditions, together with with the relevant Annex(s), enter into force.
2.11. Expiry of the agreement	The Contract may be cancelled or terminated in accordance with the General and Service Conditions.
2.12. Final provisions	In their mutual relations, the Parties shall be guided by the Agreement, its Terms and Conditions, incl. the General and Service Conditions and the Data Protection Conditions. When concluding the Contract in accordance with clause 2.9 of the Basic Conditions. the Client confirms that he/she has read and understood the above, including the Contract and its Basic, Service and General Conditions, and undertakes to comply with them. The Client confirms that he/she has submitted true data upon entry into the Agreement.

2.13. Annexes to the Agreement

The Annex(s) thereto (hereinafter referred to as the "**Annex(s)**") shall form an **integral part of the Agreement**. At the time of conclusion of the Agreement, its Annex(s) shall be:

- Annex 1- Offer (hereinafter referred to as "Annex 1")

Signatures of the parties:

Client:

Service provider:

/signed digitally/
_____/signed digitally/
