

# GENERAL TERMS AND CONDITIONS

## for Provision of Public Telecommunication Services provided by STAR 21 Networks, a.s.

### (Appendix A)

The General Terms and Conditions for Provision of Public Telecommunication Services, being the electronic communication services are an integral part of each contract for provision of public telecommunication services (hereinafter **“Contract”**) in terms of Art. 273 of the Commercial Code, concluded between the company STAR 21 Networks, a.s., Identification Number 26223325, registered in the Commercial Register maintained by the Regional Court in Brno, Section B, Insert 3402, as the provider on one part (hereinafter **“STAR 21”**) and its contractual partner as the user on the other part (hereinafter **“User”**).

#### 1. Telecommunication Services

- 1.1 On the basis of an announcement of communication operation pursuant to Art 13 of Act No. 127/2005 of Coll., on electronic communications, and a general authorization, issued by the Czech Telecommunication Office (hereinafter **“CTO”**), STAR 21 is an operator of public communication network and it provides public telecommunication services within assigned frequencies within the territory of the Czech Republic:
- (a) securing the public communication networks,
  - (b) providing services of the electronic communication.
- 1.2 The accepted Orders, being a part of the Contract, determine the particular service or services offered by STAR 21, which are subject of the contractual relation between STAR 21 and the User.

#### 2. Definition of Terms

- 2.1 **“STAR 21’s Network”** is an electronic communication network operated by STAR 21 pursuant to the applicable version of the Act No. 127/2005 of Coll., on electronic communications. The Service is provided via the network thereof.
- 2.2 **“Service”** is a particular electronic communication service pursuant to the applicable version of the Act No. 127/2005 of Coll., on electronic communications, as contained in point 1.1, letter a), b) of the General Conditions herein, provided by STAR 21 on the basis of the Contract. The parameters of the Service are contained in the Contract thereto.
- 2.3 **“Order”**: A confirmed Order of the Service forms an integral part of the Contract and it determines the obligatory price and technical conditions of delivering and providing the Service.
- 2.4 **“Service Acceptance Report”** is a document related to provisioning, modification or cancellation of the Service; it forms a base document for invoicing along with the confirmed Order.
- 2.5 **“Service Termination Point”** is a standardised interface on the STAR 21 telecommunication device to which the User connects its telecommunication end instruments. The Service Termination Point is the end-point of the network according to the applicable version of the Act No. 127/2005 of Coll., on electronic communications.
- 2.6 **“User’s Location”** is an area duly used by the User, alternatively by its End User, specified in the Order as an

area determined for the installation of a Customer Premises Equipment.

- 2.7 **“Purchased Equipment”** is a device which the User purchased from STAR 21.
- 2.8 **“Customer Premises Equipment”** (hereinafter **“CPE”**) is an electronic communication device which STAR 21 placed temporarily in the User’s Location and through which it provides the User with the ordered Services. This device remains in the property of STAR 21 and the period of its temporary placement in the User’s Location is subject to the duration of providing the Service.
- 2.9 **“Service Pricelist”** is a document issued by STAR 21 determining in its applicable version the prices for the individual services provided by STAR 21. The particular price of a particular Service is always set in the confirmed Order which is an integral part of the Contract.
- 2.10 **“Fault”** is an interruption of the Service or a failure to comply with the contractual parameters of the Service in the Service Termination Point.
- 2.11 **“User”** is a natural person or legal entity which is in a contractual relation with STAR 21; pursuant to the Contract, the User can provide the End Users with the Service.
- 2.12 **“Contact Person”** of the contractual party is a person securing transmission of information concerning performance of the Contract between both of the contractual parties, and it is authorized to act obligatorily in matters of providing the Service according to the Contract. The authorized representative of a contractual party may determine in writing the Contact Persons and determine fields in which they are relevant, or a party may also determine the order in which they should be contacted by the other party. If the contracting party does not determine them, the persons stated in Art. 15 of the Commercial Code are considered as the Contact Persons (applicable version of the Act No. 513/1991 of Coll.).
- 2.13 **“Authorized Representative”** is a person authorized to act on behalf of a contractual party and to sign the Contract including the appendices thereto. If it is not a person authorized to represent a contracting party pursuant to the Commercial Code, the Authorized Representative must obtain a dutiful written power of attorney for the stated activities with an officially authenticated signature of the grantor.
- 2.14 **“Contract”** is the respective contract concerning providing an electronic communication service, concluded between STAR 21 and the User (together also **“contractual parties”**) including supplements and appendices.
- 2.15 **“General Conditions”** are these STAR 21 General Conditions in their applicable version, issued by STAR 21 in accordance with the Act No. 127/2005 of Coll., on electronic communications, and with the Commercial Code. Every Contract is subject to the applicable version of the General Conditions thereof.
- 2.16 **“Operational Conditions”** are issued by STAR 21 in accordance with the Act No. 127/2005 of Coll., on electronic communications and with the Commercial Code.

Every Contract is subject to the applicable version of the Operational Conditions thereof.

- 2.17 „Service Specification“ is a document specifying obligatory technical parameters of the provided services. The Service Specification is an integral part of each Contract.

### 3. Validity and Effect of Contract

- 3.1 The Contract is executed upon the date of the signature thereof by the Authorized Representatives of STAR 21 and the User, unless a later effective date is set forth in the Contract.

### 4. Rights and Obligations of Contractual Parties

- 4.1 STAR 21 is entitled to:

- (a) modify unilaterally the General Conditions, Operational Conditions and the Service Pricelist.
- (b) limit provision of the Service for a necessary period of time due to major technical, operational or legal issues.

- 4.2 STAR 21 is obliged to:

- (a) deliver and duly provide the arranged Service in accordance with the Contract,
- (b) publish in every business premises and on the website [www.star21.cz](http://www.star21.cz) a proposal of the contract concerning providing publicly accessible telecommunication services including the General Conditions and the Operational Conditions,
- (c) inform the User through an e-mail in advance of a modification of the General Conditions, Operational Conditions or the Service Pricelist, at least 1 month prior to these changes coming into effect,
- (d) should the contractual terms be modified and should such modification thereof imply worsening thereof for the User, STAR 21 must advise the User in the same form along with the information about the modification on User's right to cancel the contract without any sanction, should the User not accept the new conditions; the new conditions shall be considered accepted as of the date they come into force, unless the User terminated the Contract prior to such date,
- (e) maintain its electronic communication devices and infrastructure of the STAR 21's Network in such a technical and operational condition, so that the Service is provided in the highest possible quality,
- (f) repair Faults which arose on its electronic communication device or in the STAR 21's Network in accordance with article 6 of the General Conditions herein,
- (g) inform the User about all the limits, interruptions, changes or irregularities in provision of the Service which are known to STAR 21 sufficiently in advance.

- 4.3 The User is entitled to:

- (a) use the Service in accordance with the Contract,
- (b) request the modification of the Services provided according to the Contract,
- (c) raise a complaint against scope or quality of the Service and the charged price.

- 4.4 The User is obliged to:

- (a) use the Service in accordance with the respective general obligatory legal regulations, the Contract, these General Conditions, Operational Conditions, written instructions and directions of STAR 21,
- (b) pay the fees for the provided Services duly and on time,
- (c) not to modify the setting, connection or location of the STAR 21 electronic communication device between the Service Termination Points against the state when commissioning the Service without a previous written approval from STAR 21,
- (d) not to use the connection for an illegal activity or for activities which are at variance with legal regulations,
- (e) ensure that the telecommunication end instrument, which the User connects to the STAR 21's Network, meets the conditions set forth by special legal regulations. The User is responsible for the conditions of its telecommunication end instruments, which the User connects to the STAR 21 electronic communication devices, including setup parameters, unless otherwise provided,
- (f) provide STAR 21 with necessary cooperation when delivering and securing the operation of the Service,
- (g) based on a timely and prior notice, secure access to the CPE for persons authorized by STAR 21 for the purpose of the maintenance, repair, replacement or disassembly thereof,
- (h) during the effect of the Contract, inform STAR 21 in writing on a modification of its identification and contact data, at the latest by 7 (seven) working days from the day when the modification occurred,
- (i) inform STAR 21 immediately about all known facts which could affect negatively provision of the Service, especially failures of the STAR 21's Network and Faults in provision of the Service,
- (j) protect properly the CPE installed in the User's Location against damage, theft and destruction; a damage incurred to STAR 21 by the User or by a third person in connection with violation of the User's obligation will be fully compensated by the User,
- (k) cover all the STAR 21's costs connected with an electronic communication device or a modification of the Service, which had to be spent by STAR 21 due to User failing to meet the conditions determined for these devices or Services according to the Operational Conditions,
- (l) keep all facts which the User acquires in connection with the Contract confidential, unless these are facts generally known or unless the User is granted a previous written approval from STAR 21 to publish such facts; this is effective also during 3 (three) years after terminating the contractual relation with STAR 21. If a special non-disclosure agreement was concluded, obligations which arose from it are not affected by this provision.

## **5. Service Price and Payment Terms**

- 5.1 Fees for the ordered Services are the contractual prices according to the Act No. 526/1990 of Coll., on prices, as amended.
- 5.2 Fees for the provided Services applicable at a time of concluding the Contract and details concerning terms and way of their charging and paying are stated in the Service Pricelist in accordance with the Act No. 127/2005 of Coll. The Service Pricelist applicable at the day of signing the Contract is attached as the appendix thereto. It is possible to get up-to-date information about effective prices in an applicable Service Pricelist which is at the User's disposal in the STAR 21 registered office, and it is also published on the STAR 21 website [www.star21.cz](http://www.star21.cz). The price of a particular Service is always determined in the confirmed Order which forms a part of the Contract.
- 5.3 Prices for the Services are charged in a following way:
- In case of regular, repeated payments the accounting period is 1 month.
  - One-off commissioning fees are charged after finishing the works in the nearest accounting period.
  - Regular monthly fees are charged retrospectively for the particular month. For incomplete months, the prices are charged in a proportional amount (per each day). For the proportional part calculation, month is considered to contain 30 days.
  - Unless otherwise provided in the confirmed Order, the fees for the Service are charged as of the date of delivering the Service.
  - STAR 21 may require an advance payment for the provided Service.
- 5.4 Prices for the Services are due on the basis of an invoice with proper appurtenances of a tax document. As a day of the taxable supply realization is considered the last day in a month in which the Service is being provided, or the day of commissioning of the Service. STAR 21 has the right to charge payment for all the provided Services on one tax document/invoice.
- 5.5 The due date of invoices is 14 (fourteen) calendar days from the date of issuing, unless STAR 21 and the User arranged different terms. The payment is accomplished on the day when the amount is credited to the account of STAR 21. If the User does not pay the charged amounts till the due date of the particular account, the User is behind with payment of the charged fee for the provided Services.
- 5.6 STAR 21 has the right to charge the User the costs connected with reminders sent and enforcing the claims. The User has to pay such costs within the term stated in an account of these costs.
- 5.7 If the User is behind with payment of the invoiced price for the provided Services or if he is behind with payment of other financial obligations according to the Contract, STAR 21 has the right to charge him a daily contractual fine of 0.1% of the amount due from the day following the day when the default occurred till the day of payment. The User has to pay the contractual fine within the term of payment of its account. The right of STAR 21 to enforce the compensation connected with the User's default in payment is not affected by paying the contractual fine.
- 5.8 If the User does not pay the charged fees to STAR 21 even after an evidenced delivery (article 14.2 below) of a reminder with a statement of an adequate alternative term for payment, STAR 21 reserves the right to terminate the provision of the Services until the claim is paid.

## **6. Fault Reporting, Terms of Rectification thereof and Compensations for Faults**

- 6.1 If the User determines a Fault according to article 2.10, he reports this fact to STAR 21 to an appropriate contact specified in the Contract; this can be done also through fax and e-mail throughout 24 hours a day.
- 6.2 Fault reporting is realized between the Contact Persons immediately after being discovered; however, at first the User checks whether the Fault is not on his part. Notices concerning Fault origination or rectification must meet the following requirements:
- identification of the User and the Contract, circuit ID,
  - identification of a device affected by the Fault (in case it is known),
  - description of the Fault,
  - time when the Fault occurred ( $T_0$ ),
  - time of sending the announcement ( $T_1$ ),
  - name and signature of the Contact Person and his/her contact data.
- 6.3 STAR 21 undertakes to rectify Faults which occurred on its part as soon as possible in accordance with the Contract.
- 6.4 During Fault rectification, STAR 21 has the right to enter the User's Location in the presence of the User's expert worker or the End User. If the User does not ensure a necessary cooperation or if he ensures it late, STAR 21 may refuse him a proportional discount from the monthly payments.
- 6.5 If the User is responsible for the Service Fault or if the User's notice turns out to be untrue, STAR 21 has the right to charge the User the costs occurred in connection with Fault rectification in such a case.
- 6.6 The User undertakes to inform STAR 21 immediately about the found failures, defects or damages of the CPE or Purchased Equipment, antenna or cabling; as a start of the Fault, the time of its announcement to STAR 21 is considered.
- 6.7 If STAR 21 confirms the Fault caused by a reason on its part, announcing of the Fault is considered to be a complaint in accordance with article 7.2 below.
- 6.8 The duration of the Fault does not include the time when the User does not allow STAR 21 to carry out a repair on the CPE, or the time during which the CPE (or the User's Locality) is not accessible to carry out fault rectification measures for another reasons not caused by STAR 21.
- 6.9 The duration of the Fault does not include the time of previously announced scheduled maintenance.

## **7. Complaint and Compensation**

- 7.1 The User is entitled to file a complaint about the Fault or the amount of the charged fee. An insufficient quality of the Service means contradiction of the provided Service quality with the Service Specification and confirmed Order, if the Service does not meet one or more requirements of the Service for the reasons for which STAR 21 is responsible. The consequences of an insufficient quality of the Service are contained in article 7.6 below.
- 7.2 The complaint must be written, delivered to STAR 21 and it must be rendered immediately, at the latest:
- by 2 months from provision of the defective Service, if it is a complaint concerning scope and quality of the provided Service,

- (b) by 2 months from delivering a defective account, if it is a complaint concerning an incorrectly charged price, otherwise the right to file a complaint is waived.
- 7.3 The content of the complaint must be sufficient, so that STAR 21 could react quickly and effectively. When negotiating about claims, it is possible to refer only to complaints filed in accordance with this paragraph.
- 7.4 If a written form of a complaint causes a delay and related damage, it is possible to inform the other party preliminarily in other way. For the needs of possible legal claims the moment when the other party gets the preliminary information is considered to be a moment of written communication, if at the same time the following requirements are met:
- (a) the preliminary information is handed over to the Contact Person of the recipient in an unquestionable way, for example by telephone by a known person or by person, whose identity is retrospectively checked by telephone,
- (b) by 12 hours after its handover a written communication with the same content and with reference to the time and form of the preliminary information handover and with requirements according to article 6.2 above is sent.
- 7.5 Filing a complaint concerning the amount of charged fee does not have a deferring effect and the User has to pay the price for the provided Service at the latest by the due date of corresponding accounts.
- 7.6 STAR 21 has to handle the complaint concerning the amount of the charged fee in a determined manner and immediately, however by thirty calendar days from getting the complaint at the latest.
- 7.7 If a Fault caused by a reason on the part of STAR 21 prevents the User from using the Service in one day for more than three hours from announcing the failure by the User, the User has the right to get a monthly price reduction by one seven hundred and twentieth (1/720) in the particular month for each started hour of the Fault duration.
- 7.8 If there is an overpayment on the User's part, he is eligible to be refunded on the basis of an approval of a complaint concerning the amount of charged fee and STAR 21 undertakes to refund this overpayment to the User by 30 (thirty) calendar days from the approval of the complaint. STAR 21 is entitled to use this overpayment preferentially to settle the payable claims of STAR 21 related to the User. If there are no such claims or if they are not sufficient to settle the overpayment, STAR 21 returns the overpayment to the User (alternatively decreased by the amount of claims) in the form of a credit note in the nearest accounts following after the approval of the complaint, or in other way, agreed on with the User.
- 7.9 In case of a complaint concerning scale and quality of the provided Service STAR 21 is obliged to inform the User about approving or not approving the complaint in written form, by fax or e-mail in accordance with the form of the complaint, however, it always has the right to inform the User in written form.
- 7.10 STAR 21 will not approve a complaint, especially if it was made after a term as stated in article 7.2 above or if STAR 21 has refused this complaint before or if this complaint has already been handled by STAR 21 in accordance with these General Conditions.
- 7.11 In case of a disapproval with the result of the complaint appraisal the User can lodge an objection at a CTO department locally relevant for the particular region.

## 8. Limits in Providing the Service

- 8.1 STAR 21 has the right to limit or interrupt provision of the Service for a necessary period of time for the following reasons:
- (a) maintenance or repair of the STAR 21's Network,
- (b) crisis situations according to the applicable version of the Act No. 127/2005 of Coll. on electronic communications,
- (c) serious objective technical or operational reasons which obstruct proper provision of the Service for a temporary period of time,
- (d) force majeure.

If possible, STAR 21 will inform the User about these circumstances five working days in advance or immediately after these will have occurred.

## 9. Conclusion, Modification, Assignment and Termination of the Contract

- 9.1 The Contract or particular Order can be executed for a definite or indefinite period of time. If the Contract does not contain a duration of such period, it is deemed to be concluded for an indefinite period of time.
- 9.2 Assignment of rights or cession of the User's obligations from this Contract to a third person is possible only upon a previous written approval of STAR 21.
- 9.3 The User can terminate the Contract or particular Service in writing:
- (a) by 10 days after receiving information about a change of General Conditions or Service Pricelist, if STAR 21 changed rights and obligations stated in General Conditions to the User's disadvantage or if the modification of Service Pricelist increased the prices of the Service for the User; the notice period is one month and it starts on the date of delivering the notice to STAR 21. The User does not have this right in case that the stated changes occur on the basis of a generally obligatory legal regulation, decision of an administrative authority or court,
- (b) for any reason or also without stating any reason; the notice period is one (1) month and it starts on the first day of a calendar month following the calendar month during which the written notice was delivered to STAR 21.

Provision of this article 9.3. is applicable for contracts concluded for an indefinite period of time and for cases of notice according to article 4.2. letter d) above.

- 9.4 STAR 21 has the right to withdraw from the Contract in writing:
- (a) in case of a reasonable suspicion that the User is abusing the STAR 21's Network or that the User is using the service contrary to generally obligatory legal regulations,
- (b) in case of a repeated and/or serious failure to meet the User's obligations according to article 4.4 of these General Conditions,
- (c) if the User is behind with payment in accordance with this Contract for a period longer than 30 days after a due date,
- (d) in case that the User does not provide a sufficient cooperation to STAR 21 during provisioning of the Service, modifying of the Service or removing Faults in accordance with the Contract.

- 9.5 STAR 21 can terminate the Contract as well as a particular Service for any reason or without stating any reason, with the notice period of one (1) month which starts on the first day of a month following the delivering of the notice to the User.
- 9.6 Termination of the Contract or withdrawal from the Contract does not affect neither the User's obligation to pay STAR 21 all the amounts due nor the liability for a possible damage.
- 9.7 The Contract or particular Service may be terminated also by agreement of contractual parties.
- 9.8 In case of a premature termination of a particular Service by the User, i.e. before expiration of a minimum period of using the Service stated in the confirmed Order, STAR 21 has the right to charge the User at once the whole amount which equals the sum of monthly payments for the period between the premature termination of using the Service and the expiration of the stated minimum period of using such Service, unless it is a notice according to article 4.2 letter d) above.
- 9.9 When terminating the Contract or particular Service by a notice lodged by the User before Service delivery or modifying the Service, the User is obliged to compensate STAR 21 the spent expenditures concerning already realized works and their preparation; this is effective also in case of termination of the Contract or particular Service of STAR 21 according to article 9.4 letter a) to d).
- 9.10 When terminating the Contract the User is obliged to return to STAR 21 immediately everything what is a possession of STAR 21. All the claims and obligations arising from the Contract will be settled by the contracting parties by 30 (thirty) calendar days after the termination at the latest.

## 10. Responsibility for Damage and Compensation for Damage

- 10.1 STAR 21 is responsible for a real damage to the User's material possession caused as a result of violating legal obligations not stated in the General Conditions only if such violation was intentional or caused by a gross negligence of STAR 21 workers, in the amount of the actual damage. Damage compensation from the side of STAR 21 is contractually limited up to 200 000 CZK altogether.
- 10.2 STAR 21 is not responsible especially for:
- damage which will occur as a result of exceeding a capacity limit, failure, repair or maintenance of the STAR 21's Network or its part,
  - damage caused by the User,
  - damage which will occur as a result of circumstances excluding responsibility according to the law, especially as a result of the Internet failure, late delivery or damage during transmission out of the STAR 21 influence,
  - lost profits.
- 10.3 In case of non-providing the Service according to the Contract, the responsibility of STAR 21 is limited to an obligation to rectify the Fault immediately and to return unwarrantedly charged and paid amounts. STAR 21 is thus not obliged to pay a compensation to the User for a damage caused by non-providing of the Service or by defective providing of the Service.
- 10.4 The amount assessing the damage will be used by STAR 21 to settle the payable claims towards the User at first. If there are no such claims or if they are not sufficient to cover the amount determined as a damage

compensation, STAR 21 will provide the User with a free service in the amount of the particular sum (alternatively decreased by the amount of claims). This compensation will be paid in money only in case that the damage compensation will be provided after expiration of the Contract.

- 10.5 The User is responsible for a damage to a material possession of STAR 21 which occurred provably through his fault or through the fault of the End User who was intentionally or because of negligence allowed to cause this damage, with the exception of cases excluding responsibility according to the law. The User is obliged to pay for this damage in a proved amount, however the maximum amount is 200 000 CZK. If the User caused the damage intentionally according to this point, then the User is obliged to pay for this damage in a proved real amount.

## 11. The Users' Personal Data Protection

- 11.1 STAR 21 has the right to process personal data and information about the User which are necessary for registering in a system, and to use them in accordance with the legal code of the Czech Republic, especially in accordance with the effective version of the law No. 101/2002 Coll. concerning personal data protection and change of particular laws, and the law No. 127/2005 Coll. concerning electronic communications, as subsequently amended.
- 11.2 STAR 21 has the right to present to other public communication network operators and to providers of publicly accessible electronic communication services such information about the partakers which are otherwise subject to a telecommunication secret and which are related to providing electronic communication services, for the purpose of ensuring connection and access to the network, reciprocal accounting of the services and for the needs of an informational service according to the law or to prevent the network and services from being abused.
- 11.3 STAR 21 has the right to process the operational data for the purpose of charging prices for the Services provided to the User according to the Contract until the particular price is paid.
- 11.4 According to the law No. 480/2004 Coll. the User agrees to receive the STAR 21 commercial information.

## 12. Territorial Specification of the Provided Service

- 12.1 The Service is provided within the territory of the Czech Republic, unless otherwise provided.

## 13. Limit of Responsibility

- 13.1 STAR 21 is not responsible for up-to-dateness, truthfulness, legality and correspondence with moral principles of the information transmitted through the Service.

## 14. Common and Final Provisions

- 14.1 All the changes and supplements of the Contract must be in written form.
- 14.2 Documents can be delivered by mail, messenger, fax or e-mail with a request of delivery confirmation of the electronic mail which is a proof of delivery. The documents are delivered to the contracting party address stated at the heading of the Contract or to an address later announced in written form to the other contracting party; if the User was not reached, although a place of delivery was the address, which he for the last time announced to STAR 21 as the address of his place of business or business premises or residence, as the moment of delivery is considered the moment of returning the recorded delivery, even if the User was not informed about the delivery.
- 14.3 In case of contradiction of provisions of separate parts of the Contract, the provisions have priority in the following order:
- (1) confirmed Orders in special individually set provisions,
  - (2) effective version of the Contract,
  - (3) Service Specification (part of the Contract),
  - (4) effective version of the Service Pricelist,
  - (5) Operational Conditions,
  - (6) General Conditions.
- 14.4 By signing the Contract the User confirms that he is familiar with the individual parts of the Contract and with documents stated in article 14.3 above, that he agrees with them and that he will meet the conditions stated in them.
- 14.5 If a certain provision stated in these General Conditions or in the Contract turns out to be invalid, it will not affect validity of the Contract or the General Conditions as a whole. The contracting parties will set a new provision which will stand for the existing provision and which will be in the best accordance with the original purpose.
- 14.6 The effective version of the General Conditions is published on the STAR 21 website [www.star21.cz](http://www.star21.cz) and it is also available upon request in the STAR 21 business premises.
- 14.7 These General Conditions come into force on 1st January 2008; the Users who have already concluded a contractual relation with STAR 21 will be informed by STAR 21 about the modification of the General Conditions at least 1 month prior to this modification coming into force; they will be informed through e-mail, at the STAR 21 place of business and on the STAR 21 website.
- 14.8 STAR 21 reserves the right to modify these General Conditions. The Users will be informed about the possible modification of the General Conditions at least 1 month prior to the date when this change comes into force through e-mail, at the STAR 21 place of business and on the STAR 21 website.