

GENERAL TERMS

Cygrids Communications AB

Version 4.1 | 11 March 2026

These General Terms apply to both Business Customers and Consumers. Where a provision expressly distinguishes between them, the provision applicable to the Customer category applies. Mandatory consumer-protection law always prevails to the extent it gives a Consumer greater protection.

1. Application, Customer Status and Definitions

1.1 These General Terms apply to Services supplied by Cygrids Communications AB ("Cygrids") under the Master Service Agreement ("MSA"), an Order, a Service Specification and any applicable Service Schedule or other incorporated document.

1.2 A "Business Customer" is a Customer acting primarily for purposes relating to its trade, business or profession. A "Consumer" is a natural person acting primarily for purposes outside trade, business or profession. The Customer category may be identified in the Order, but mandatory law determines the Customer's actual legal status if the classification is incorrect.

1.3 Mandatory consumer-protection law prevails over these General Terms and the remainder of the Agreement to the extent a Consumer would otherwise receive less protection.

1.4 Capitalized terms have the meanings given in these General Terms, the MSA or the applicable Service document. In particular:

- a. "Affected Service" means the specific Service or separately charged Service component to which an event, failure, claim, credit or liability relates.
- b. "Agreement" means the MSA together with the applicable Order, current Service Specification, Service Schedule, SLA and other incorporated documents governing the relevant Service.
- c. "Approved Ordering Channel" means a Customer Portal, support or service ticket, email from an Authorized Contact, authenticated self-service interface or API, or another ordering channel accepted by Cygrids.
- d. "Authorized Contact" means a person designated by Customer as authorized to request ordinary operational or ordering changes within the scope permitted by the MSA.
- e. "Business Day" means Monday to Friday excluding Swedish public holidays.
- f. "Charges" means recurring, usage-based, one-time and other amounts payable under the Agreement.
- g. "Customer Data" means data, content, files, records or other information submitted to, stored in, transmitted through or otherwise processed using the Services by or on behalf of Customer.
- h. "Initial Commitment" means the minimum committed Service period stated in the Order.
- i. "Material Contract Change" means a change that materially alters contractual risk allocation or a separately negotiated commitment, including a new or extended fixed commitment, negotiated liability change, custom SLA, guaranteed RPO/RTO, customer-specific investment with special early-termination consequences, or another material amendment to negotiated legal terms.
- j. "Order" means the initial or later ordering instrument formally accepted under the MSA.
- k. "Recurring Charge" means the recurring periodic charge for the relevant Service, excluding VAT, variable consumption, third-party pass-through charges, technician labour and other non-recurring amounts unless expressly stated otherwise.
- l. "Service" means a service supplied by Cygrids under the Agreement.
- m. "Service Activation Date" means the date on which a Service is made available for Customer use, or another start date expressly stated in the Order.
- n. "Service Change" means an ordinary addition, removal or modification of a Service that may be authorized through an Approved Ordering Channel under the MSA.
- o. "Service Specification" means the current record of the ordered Services, quantities, configuration, Charges and authorized Service Changes for the relevant Order.

1.5 References to writing include electronic communications through an approved contractual or operational channel. Headings are for convenience and do not affect interpretation.

2. Contract Documents, Orders and Service Specifications

2.1 The Order identifies the principal Services purchased, commercial selections and any expressly negotiated Special Terms. The current Service Specification may thereafter record the then-current Services, quantities, technical configuration, Charges and validly authorized Service Changes.

2.2 The order of precedence and the subject-matter rules between the MSA, Order, Service Specification, Service Schedules, SLA, AUP, DPA, TOMs and Support & Escalation Policy are stated in the MSA.

2.3 Special Terms modify these General Terms only to the extent expressly stated and formally accepted where required by the MSA.

2.4 An administrative Service Specification revision does not by itself amend liability, a fixed commitment period, negotiated Special Terms, a guaranteed SLA/RPO/RTO or another Material Contract Term.

3. Authorized Service Changes and Service Activation

- 3.1** The initial Order and any Material Contract Change become binding through a formal acceptance method permitted by the MSA, including electronic signature or another approved electronic acceptance process.
- 3.2** Customer shall maintain accurate Authorized Contact information. Cygrids may rely on an instruction from an Authorized Contact until Customer has notified Cygrids that the relevant authority has changed or been revoked.
- 3.3** A request by an Authorized Contact through an Approved Ordering Channel is sufficient authorization for Cygrids to implement an ordinary Service Change and apply the associated Charges where the applicable price has already been agreed or is stated and accepted through the same ordering process.
- 3.4** Cygrids may record an authorized Service Change in a new Service Specification revision without a new signature. The revision should identify the revision number, effective date, change summary and authorization reference, such as a ticket ID, portal request, email, self-service action or other evidence.
- 3.5** Customer should promptly notify Cygrids if the current Service Specification does not reflect the Service Change requested. Cygrids shall retain reasonable records of prior revisions and authorization evidence.
- 3.6** Cygrids may require formal acceptance for any proposed change because of value, complexity, investment, risk or uncertainty regarding Customer authorization.
- 3.7** A clerical correction that does not change an agreed Service, Charge or contractual obligation may be recorded as a correction revision with the reason noted in the Revision History.
- 3.8** The Initial Commitment for an individual Service begins on the Service Activation Date unless the Order expressly states otherwise. Different Services under the same MSA may have different activation dates, commitments and termination dates.

4. Consumer Contract Formation and Right of Withdrawal

- 4.1** This Section applies only to Consumers. Cygrids shall provide pre-contractual information and contract confirmation in a durable form where required by applicable law.
- 4.2** Where the statutory right of withdrawal applies to a distance or off-premises contract, the Consumer may withdraw within 14 days in accordance with applicable law.
- 4.3** Cygrids shall provide the required withdrawal information and any statutory model withdrawal form. The Consumer may exercise the right by a clear statement and is not required to use a particular form unless mandatory law provides otherwise.
- 4.4** Where the contract is concluded through an online interface, Cygrids will provide any electronic withdrawal function required by applicable law during the withdrawal period.
- 4.5** If the Consumer expressly requests that a Service begin during the withdrawal period, Cygrids may begin performance. If the Consumer later withdraws, the Consumer may be required to pay a proportionate amount for Services already supplied only to the extent permitted by law and where the required information, request and acknowledgement have been obtained.
- 4.6** Nothing in this Section limits a separate statutory right to cancel, terminate, rescind or obtain a remedy for delay or defect.

5. Commitment, Continuation and Ordinary Termination

- 5.1** For a Business Customer, Services may have an Initial Commitment of 1, 3, 12, 24 or 36 months, or another period expressly stated in the Order.
- 5.2** For a Consumer, the standard Initial Commitment may be 1, 3 or 12 months, or a shorter period stated in the Order. A commitment longer than 12 months shall not be used unless Cygrids has confirmed that it is lawful and appropriate for the specific Consumer Service.
- 5.3** At the end of the Initial Commitment, the Service continues on a month-to-month basis unless the Order expressly and lawfully states otherwise. Cygrids will not impose a new fixed commitment on a Consumer without the Consumer's express agreement.
- 5.4** After the Initial Commitment, Customer may terminate a month-to-month Service on at least 30 days' written notice, effective at the end of the applicable billing period, subject to mandatory Consumer rights that provide a more favorable result.
- 5.5** After the Initial Commitment, Cygrids may ordinarily terminate a digital Service on at least 30 days' notice and a Co-location Service on at least 90 days' notice, unless the Order, Service Schedule or mandatory law requires another period.
- 5.6** Cygrids will not terminate a fixed-term Consumer Service without contractual or legal cause except where the Agreement or mandatory law permits termination because of breach, illegality, safety, security, prolonged impossibility or another legitimate ground.
- 5.7** Ending the MSA or stating that no further Orders will be placed does not itself terminate an existing Service or remove a commitment under an existing Order.

6. Early Termination During a Fixed Commitment

- 6.1** For a Business Customer, termination during an Initial Commitment does not relieve Customer of the commitment. Unless the Order states another early-termination formula, the remaining Recurring Charges for the unexpired Initial Commitment become payable.

6.2 Where Cygrids has made customer-specific investments, including dedicated or specialized hardware, GPU infrastructure, licences or reserved resources, an Order may provide additional or alternative early-termination Charges for a Business Customer.

6.3 A Consumer may exercise any statutory withdrawal, cancellation, termination or avoidance right available under mandatory law. If a Consumer requests early termination without such a right, Cygrids may claim only compensation permitted by mandatory consumer law.

6.4 Consumer cancellation compensation shall not automatically equal 100% of remaining recurring Charges and must take account of circumstances required by law, including costs avoided by Cygrids and any reusable capacity or equipment.

7. Charges, Invoicing, Taxes and Currency

7.1 Recurring Services are normally invoiced monthly in advance unless the Order states otherwise. Metered, usage-based, variable, third-party and one-time Charges may be invoiced in arrears or when incurred.

7.2 Standard payment terms are 30 days from invoice date unless the Order or mandatory law states otherwise.

7.3 Prices to Business Customers are exclusive of VAT and other applicable taxes, duties, governmental charges and similar amounts unless expressly stated otherwise. Consumer prices shall be presented inclusive of VAT where required by law.

7.4 Prices are payable in the currency stated in the Order. A Business Customer bears its own bank, transfer and currency-conversion costs and shall ensure that Cygrids receives the full invoiced amount. Consumer payment costs are governed by mandatory law and the agreed payment method.

7.5 Usage-based Charges may be determined from an applicable meter, system record, agreed measurement method, reasonable estimate or other method described in the relevant Service Schedule or Order.

7.6 A later reduction in Cygrids' list price does not automatically reduce the price of an existing Service unless required by law or expressly agreed.

8. Price Adjustments

8.1 For a Business Customer, base Recurring Charges are normally fixed during the Initial Commitment subject to this Section and the Order.

8.2 For a Business Customer, Cygrids may pass through increases in third-party provider costs, software or licence fees, carrier or registry charges, taxes, regulatory charges, mandatory vendor support costs and other external costs directly attributable to the relevant Service.

8.3 Electricity and similar variable utility Charges may be adjusted to reflect changes in procurement costs, grid fees, taxes, regulatory charges and other underlying power-related costs where the applicable Service uses such a variable pricing model.

8.4 For a Business Customer, Cygrids may adjust Recurring Charges once in any 12-month period by reference to the Swedish Consumer Price Index (KPI) published by Statistics Sweden (SCB), or a substantially equivalent replacement index. Unless the Order states otherwise, a decrease in the index does not require a corresponding reduction in Charges.

8.5 For a Consumer, a fixed recurring price will not be increased during an agreed fixed commitment except to the extent a change is permitted by mandatory law and was transparently disclosed before contract conclusion. Metered or variable components may vary according to an expressly stated lawful rate, index, formula or usage price.

8.6 After a Service has converted to month-to-month, Cygrids may change recurring prices by giving at least 30 days' advance notice. Customer may terminate the affected Service before the new price takes effect, subject to any more favorable Consumer right under mandatory law.

9. Late Payment, Suspension and Reactivation

9.1 If an invoice is not paid when due, Cygrids may charge late-payment interest, reminder fees, collection costs and other amounts recoverable under applicable law.

9.2 For a Business Customer, Cygrids may issue a suspension warning when an invoice becomes overdue and may suspend the Affected Service after at least 7 days' written warning if payment remains outstanding.

9.3 For a Consumer, Cygrids may suspend or restrict the Affected Service after a written warning and a reasonable additional payment period where permitted by law. Where practicable, suspension will be limited to the Affected Service.

9.4 Cygrids may act sooner where immediate restriction is reasonably necessary because of fraud, active security risk, serious abuse, illegality or material infrastructure risk.

9.5 For a Business Customer, suspension does not stop the Initial Commitment or recurring Charges. For a Consumer, recurring Charges during suspension remain payable only to the extent permitted by mandatory law and the circumstances of suspension.

9.6 Cygrids may require payment of overdue undisputed amounts and lawful reactivation, labour or third-party Charges before restoring a suspended Service.

9.7 Persistent non-payment may result in termination after applicable notice and opportunity to remedy. For a Business Customer, Cygrids may terminate the Affected Service if non-payment continues for at least 30 days after suspension, or for at least 30 days after Cygrids first became entitled to suspend where Cygrids elects not to suspend.

9.8 An SLA does not apply during a period in which the relevant Service is lawfully suspended because of Customer breach or non-payment, subject to mandatory Consumer rights.

10. Customer Responsibilities and Acceptable Use

10.1 Customer shall use the Services in accordance with the Agreement, applicable law, the AUP and reasonable technical and security instructions issued by Cygrids.

10.2 Customer is responsible for systems, software, data, credentials, configurations and activities under Customer control except to the extent Cygrids has expressly assumed responsibility as part of an ordered Service.

10.3 Customer shall provide information, access, permissions and cooperation reasonably required for Cygrids to provide the Services, and shall maintain accurate billing, technical, security and Authorized Contact information.

10.4 Customer shall promptly notify Cygrids of material changes affecting workloads, dependencies, contact information or security circumstances and shall take reasonable steps to prevent and mitigate loss, damage, abuse and security incidents.

10.5 Nothing in the AUP or this Section removes a mandatory Consumer remedy or permits termination of a Consumer Service on grounds that would be unlawful or unreasonable under mandatory law.

11. Urgent Operational and Security Measures

11.1 Cygrids may take immediate and proportionate action where reasonably necessary to protect the security, integrity, availability or lawful operation of Cygrids infrastructure, Customer systems or other customers.

11.2 Such action may include filtering traffic, restricting access, null-routing an address, isolating a workload, powering down equipment, disabling connectivity or suspending an Affected Service.

11.3 Where circumstances reasonably permit, Cygrids will limit intervention to the Affected Service or component and notify Customer as soon as reasonably practicable.

11.4 Urgent action does not require the ordinary cure period where delay would create material security, safety, legal or infrastructure risk.

12. Service, Platform and Standard-Document Changes

12.1 Customer-requested changes remain subject to technical feasibility, additional Charges, revised commitments or formal acceptance where the MSA classifies the change as a Material Contract Change.

12.2 Cygrids may make reasonable technical and operational changes to the underlying implementation of a Service, including infrastructure replacement, migration or reconfiguration, provided the material characteristics of the ordered Service are not materially reduced.

12.3 Cygrids may update standard policies, Service descriptions and contractual documents for reasonable legal, regulatory, security, technical, operational or clarifying purposes.

12.4 During a fixed commitment, Cygrids will not use a standard-document update to materially reduce the core purchased Service or materially worsen the agreed commercial position unless the change is required or permitted by law, necessary for security, caused by an unavoidable third-party dependency, or otherwise agreed with Customer.

12.5 For a Consumer digital Service, modifications are additionally subject to mandatory rules concerning valid reasons, information, cost, access, use, functionality, compatibility, updates and any right to terminate following a materially adverse modification.

12.6 Material commercial changes to month-to-month Services are subject to the notice and termination rights stated in Section 8.6 and mandatory law.

13. Maintenance, Service Levels and Support

13.1 Service-level commitments apply only where expressly stated in the applicable Order, Service Schedule or Common SLA.

13.2 Planned Maintenance will normally be notified at least 24 hours in advance. Emergency Maintenance may be carried out on shorter notice where reasonably necessary.

13.3 For a Business Customer, Service Credits under the SLA are the sole and exclusive monetary remedy for failure to meet an applicable SLA, subject to liabilities that cannot lawfully be limited in that manner.

13.4 For a Consumer, Service Credits are additional contractual remedies and do not replace or restrict mandatory remedies for delay, defect or other contractual breach. Amounts already credited may be taken into account to prevent duplicate recovery to the extent permitted by law.

13.5 Total SLA credits for an Affected Service in a billing period may not exceed 100% of that Affected Service's Recurring Charge for the relevant month. An SLA credit claim must normally be submitted within 30 days as further described in the SLA; this claim procedure does not shorten a mandatory Consumer complaint or limitation period.

13.6 Standard Support and any purchased Premium Support are described in the Support & Escalation Policy and Common SLA. A response target is not a guaranteed resolution time.

13.7 Technical work requested by Customer may be chargeable unless included in the ordered Service or, for a Consumer, work Cygrids must perform without additional Charge to remedy its own breach.

13.8 DDoS mitigation and protective measures are not an absolute guarantee that every attack can be prevented without Service impact.

14. Customer Data, Backup, Export and Deletion

14.1 Customer retains ownership or other applicable rights in Customer Data. Cygrids acquires no ownership interest merely by hosting, storing, transmitting, backing up or processing it.

14.2 Unless backup is expressly included in an Order, Customer is responsible for maintaining appropriate independent backups. Snapshots, RAID, replication, redundancy and high availability are not substitutes for an independent backup unless expressly described as a Backup Service.

14.3 Where backup is purchased, Cygrids' obligations are limited to the Backup & Recovery Service Schedule and Order. Backup is not an absolute guarantee against every possible loss or recovery failure.

14.4 Following termination of an ordinary digital Service, Cygrids may retain Customer Data for up to 30 days and may thereafter permanently delete it, unless another Service-specific period applies or mandatory law requires otherwise. Customer should request any required export before the deletion deadline.

14.5 Deletion from backup systems may occur through normal retention and rotation cycles rather than immediate individual overwrite of every backup copy.

14.6 To the extent permitted by law, Cygrids may withhold non-mandatory migration, export, transition or additional exit assistance while undisputed overdue amounts remain unpaid.

14.7 Where mandatory consumer law gives a Consumer a right to obtain non-personal content created or supplied by the Consumer after termination or rescission of a digital Service, Cygrids will make that content available without charge, within a reasonable time and in a commonly used machine-readable format to the extent legally required.

15. Privacy and Personal Data

15.1 Cygrids processes account, billing, support, security and other Personal Data for its own purposes as Controller in accordance with applicable data-protection law and Cygrids' privacy notice.

15.2 Where Cygrids processes Personal Data on Customer's behalf as Processor or Subprocessor, the DPA applies to that processing. The TOMs describe the baseline technical and organisational measures within their scope.

16. Customer-Owned Equipment at Cygrids Facilities

16.1 Where Customer owns physical equipment located at a Cygrids facility, ownership remains with Customer and the equipment is handled under the applicable Co-location Service Schedule and Cygrids' reasonable security and release procedures.

16.2 Customer is responsible for maintaining appropriate property insurance unless a separate insurance arrangement is expressly agreed.

16.3 Unless otherwise agreed, Customer should collect Customer-owned equipment within 30 days after termination of the applicable Service.

16.4 Cygrids may charge reasonable storage, de-racking, packing, handling, shipping, recycling, destruction and related costs after the applicable collection period to the extent contractually disclosed and lawful.

16.5 Equipment remaining uncollected for an extended period, including beyond 90 days, may enter Cygrids' abandoned-property process. Any sale, disposal, recycling, destruction or other handling is subject to applicable law and required notices. Customer equipment does not automatically become Cygrids property merely because it remains uncollected.

17. Confidentiality

17.1 Each Party shall protect the other Party's confidential information using at least reasonable care and shall use it only for the purposes of performing, receiving, administering or enforcing the Agreement.

17.2 Confidential information includes non-public commercial, technical, security, financial, operational and customer information that is identified as confidential or reasonably should be understood to be confidential in the circumstances.

17.3 Confidential information does not include information the receiving Party can demonstrate is public without breach, was lawfully known without restriction, was lawfully received from a third party without confidentiality duty, or was independently developed without use of the confidential information.

17.4 A Party may disclose confidential information to personnel, professional advisers, subcontractors and authorities with a legitimate need to know and appropriate confidentiality obligations, or where disclosure is required by law.

17.5 Ordinary confidentiality obligations continue for 5 years after termination. Trade secrets, credentials, encryption keys, security secrets, Customer Data and information whose nature reasonably requires longer protection remain protected for as long as their nature or applicable law requires.

17.6 Cygrids may use Customer's name or logo publicly as a customer reference only with Customer's prior approval.

18. Intellectual Property

18.1 Each Party retains all rights to intellectual property owned, developed or acquired independently of the Agreement.

18.2 Customer retains all rights in Customer Data, Customer-provided software, content, trademarks and other Customer materials.

18.3 Cygrids retains all rights in its infrastructure, platforms, systems, configurations, automation, scripts, tools, templates, documentation, know-how, methods and standard service materials.

18.4 To the extent necessary to provide the Services, Customer grants Cygrids a non-exclusive, limited right to use Customer-provided materials for the duration of the applicable Service.

18.5 Ownership or licensing of specially commissioned deliverables may be addressed separately in the applicable Order.

19. Third-Party Products and Dependencies

19.1 Some Services depend on third-party software, licences, carriers, cloud platforms, registries, vendors or other suppliers.

19.2 Customer shall maintain any third-party licence, subscription or support entitlement that is Customer's responsibility under the Order.

19.3 Cygrids does not warrant that a third-party product will remain unchanged, supported or continuously available and is not responsible for third-party defects, end-of-life decisions or failures outside Cygrids' reasonable control, except to the extent Cygrids has expressly assumed an obligation or mandatory Consumer law provides otherwise.

19.4 Where a third-party change materially affects a Service, Cygrids may make reasonable technical or commercial adjustments consistent with Sections 8 and 12 and mandatory law.

20. Complaints, Defects and Remedies

20.1 Customer should notify Cygrids as soon as reasonably practicable if a Service is delayed, defective or not provided as agreed so Cygrids can investigate and, where appropriate, remedy the issue.

20.2 A Consumer may exercise the remedies provided by mandatory law, which may include requiring performance or remediation, withholding an appropriate part of payment, obtaining a price reduction, terminating or rescinding the affected contract and claiming compensation where the legal requirements are satisfied.

20.3 No contractual complaint or claim period shortens a mandatory Consumer complaint, limitation or prescription period.

20.4 Cygrids may choose between legally permitted forms of remediation where mandatory law grants such choice, provided remediation is completed within the required time and without unlawful cost or significant inconvenience to the Consumer.

21. Liability

21.1 For a Business Customer, to the maximum extent permitted by law, Cygrids' total aggregate liability arising out of or relating to an Affected Service during any rolling 12-month period is limited to an amount equal to one month's Recurring Charge for that Affected Service. The cap applies in aggregate and not separately to each incident, claim, outage or event.

21.2 For a Business Customer, to the maximum extent permitted by law, Cygrids is not liable for indirect or consequential loss, loss of profit, revenue, business, contracts, production, goodwill, anticipated savings or business opportunity.

21.3 For a Consumer, Cygrids is liable for contractual breach to the extent provided by mandatory law and the Agreement. The Business Customer liability cap, exclusions and shortened claim periods do not apply to the extent they would unlawfully restrict mandatory Consumer rights.

21.4 To the extent permitted by law, Cygrids is not responsible for loss caused by Customer's own act or omission, Customer-controlled software or configuration, an unauthorized third party, or circumstances outside Cygrids' responsibility under the Agreement.

21.5 Where Customer did not purchase a Backup Service or other data-protection obligation applicable to the lost data, Customer remains responsible for maintaining backup. This allocation does not exclude liability that Cygrids cannot lawfully exclude for its own breach.

21.6 Where Backup or Recovery Services were purchased, Cygrids' obligations and any applicable liability are determined by the Backup & Recovery Service Schedule, the SLA and this Section. Purchase of backup does not create an absolute guarantee against data loss.

21.7 Customer shall take reasonable steps to mitigate avoidable loss and promptly notify Cygrids of circumstances likely to give rise to a claim.

21.8 For a Business Customer, unless mandatory law provides otherwise, a non-SLA claim against Cygrids must be notified in writing within 90 days after Customer became aware, or reasonably should have become aware, of the event giving rise to the claim.

21.9 Nothing in the Agreement excludes or limits liability to the extent it cannot lawfully be excluded or limited, including where applicable liability resulting from intentional misconduct or gross negligence.

21.10 Any limitation of Customer liability elsewhere in the Agreement does not apply to unpaid Charges, deliberate or unlawful abuse, infringement of third-party intellectual-property rights, physical damage to Cygrids property caused by Customer or its representatives, or other obligations expressly stated to be uncapped, to the extent such treatment is lawful for the relevant Customer category.

22. Material Breach and Consequences of Termination

22.1 If either Party materially breaches the Agreement and the breach is capable of remedy, the non-breaching Party may require the breach to be remedied within 30 days after written notice, unless mandatory law or the nature of the breach requires another period.

22.2 If the breach is not remedied within the applicable period, the non-breaching Party may terminate the Affected Service or, where the breach affects the contractual relationship as a whole, the Agreement.

22.3 Cygrids may suspend or terminate an Affected Service immediately where reasonably justified by serious or repeated abuse, intentional unlawful activity, fraud, material security or infrastructure risk, a legally binding order, or another circumstance in which a cure period would expose Cygrids or others to unreasonable risk, subject to mandatory Consumer law.

22.4 Termination for Customer breach or abuse does not entitle a Business Customer to a refund of committed or prepaid Charges. A Consumer retains any refund or remedy required by mandatory law.

22.5 Upon termination, amounts already due remain payable and any valid Business Customer early-termination Charge becomes payable in accordance with Section 6. Customer shall cease using terminated Services and cooperate in reasonable decommissioning, return, migration and security procedures.

22.6 Cygrids is not required to provide continuing migration, transition, export or project assistance after termination unless included in the Agreement, required by applicable law or separately ordered and paid for.

22.7 Accrued rights, outstanding payment obligations and provisions intended by their nature to survive termination remain effective after termination.

23. Events Outside Reasonable Control

23.1 Neither Party is responsible for delay or failure to perform an obligation, other than an obligation to pay amounts already due, to the extent caused by circumstances outside that Party's reasonable control that could not reasonably have been avoided or overcome, subject to mandatory law.

23.2 Such circumstances may include natural disasters, major fire or flood, war, terrorism, civil disturbance, governmental action, widespread power-grid or telecommunications failure, labour disputes, major third-party infrastructure failure and extraordinary cyberattacks where the affected Party has acted reasonably in the circumstances.

23.3 The affected Party shall use reasonable efforts to mitigate the effect and resume performance.

23.4 If such an event prevents material provision of an Affected Service for 60 consecutive days, either Party may terminate that Affected Service without early-termination Charges. Amounts accrued before or independently of the event remain payable. A Consumer is entitled to any refund of prepaid Charges required by law.

24. Assignment, Notices and Compliance

24.1 A Business Customer may not assign or transfer the Agreement or an Order without Cygrids' prior written consent. A Consumer may not transfer an Order to another person without Cygrids' reasonable approval except where mandatory law provides otherwise.

24.2 Cygrids may assign the Agreement or an Order to an affiliate, legal successor or purchaser of all or a material part of the business or assets to which the relevant Services relate. For a Consumer, such transfer shall not unlawfully reduce mandatory rights and notice will be given where required by law.

24.3 Operational notices may be delivered through email, ticketing, Customer Portal or another agreed operational channel. Formal notices concerning termination, material breach or other contractual rights shall be made in writing through an approved contractual channel, subject to any Consumer right to use another reasonable method.

24.4 Where law requires information to be provided to a Consumer in a durable medium, Cygrids will provide it in a form the Consumer can store and reproduce.

24.5 Customer is responsible for maintaining current contact details. Changes to Cygrids' operational email addresses, telephone numbers, support contacts and similar contact information do not require amendment of the Agreement.

24.6 Each Party shall comply with laws applicable to its performance and use of the Services. Customer shall comply with applicable sanctions, export-control and trade-restriction laws to the extent relevant and lawful for the Customer category.

24.7 Cygrids may refuse, restrict, suspend or terminate a Service to the extent reasonably necessary to comply with applicable law, a legally binding governmental or court order, sanctions or export-control obligations, subject to mandatory Consumer rights.

25. Governing Law and Disputes

25.1 The Agreement is governed by Swedish law. For a Consumer, this does not deprive the Consumer of mandatory protection that applies under the law of the Consumer's habitual residence where such protection cannot lawfully be excluded.

25.2 The Parties should first attempt in good faith to resolve a dispute through reasonable complaint handling or commercial escalation.

25.3 For a Business Customer, an unresolved dispute shall be determined by the Swedish general courts, with the district court having jurisdiction at Cygrids' registered seat as the first instance, unless mandatory law or the applicable Order provides otherwise.

25.4 A Consumer dispute may be submitted to Allmänna reklamationsnämnden (ARN) where the dispute falls within ARN's jurisdiction and applicable requirements. Cygrids will participate in the ARN process in accordance with applicable rules.

25.5 A Consumer may also bring a claim before a competent court. Nothing in the Agreement requires a Consumer to litigate exclusively at Cygrids' registered seat where mandatory venue rules provide otherwise.

26. General

26.1 The Agreement constitutes the entire agreement between the Parties concerning the Services and supersedes prior discussions, proposals and representations concerning the same subject matter except where expressly incorporated.

26.2 No oral amendment is effective unless subsequently confirmed in a written contractual amendment or, for an ordinary Service Change, through an Approved Ordering Channel as permitted by the MSA.

26.3 If a provision is invalid or unenforceable, the remaining provisions remain in effect. An invalid Consumer term shall be interpreted or disregarded in the manner required by mandatory law.

26.4 Failure or delay in exercising a contractual right on one occasion does not constitute a waiver of that right for the future.

26.5 Nothing in these General Terms limits any right or remedy available to a Consumer that cannot lawfully be limited, excluded or waived.