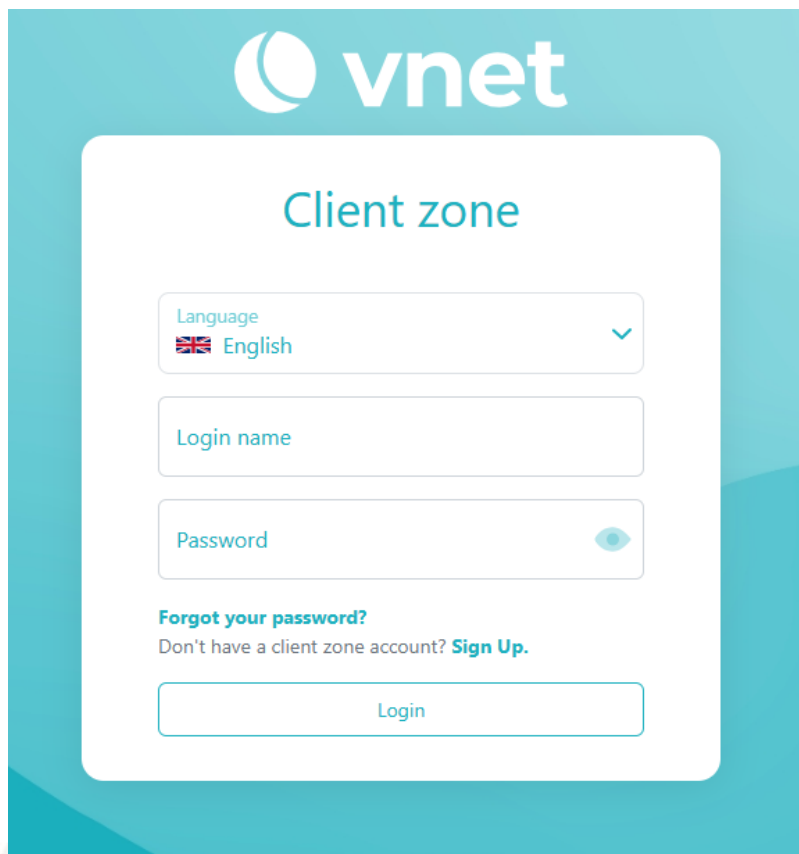


To set up a direct debit, it is necessary to log in to the VNET Customer Zone at www.vnet.sk.

1. LOG IN TO THE ZONE.VNET.SK PORTAL

Type the link into your internet browser: <http://zone.vnet.sk>

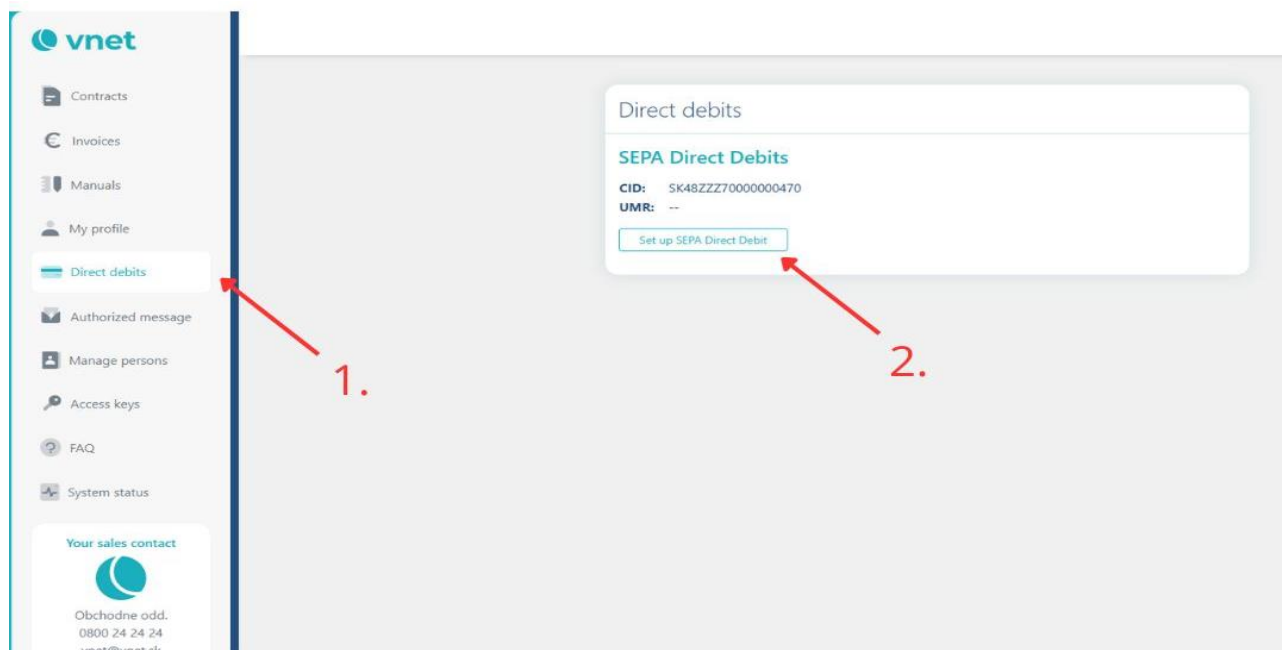


The screenshot shows the VNET Client zone login interface. At the top is the VNET logo. Below it, the text "Client zone" is displayed. There are three input fields: "Language" with a dropdown menu showing "English" and a UK flag, "Login name", and "Password" with a toggle eye icon. Below the password field, there is a link "Forgot your password?" and a link "Don't have a client zone account? Sign Up.". At the bottom is a "Login" button.

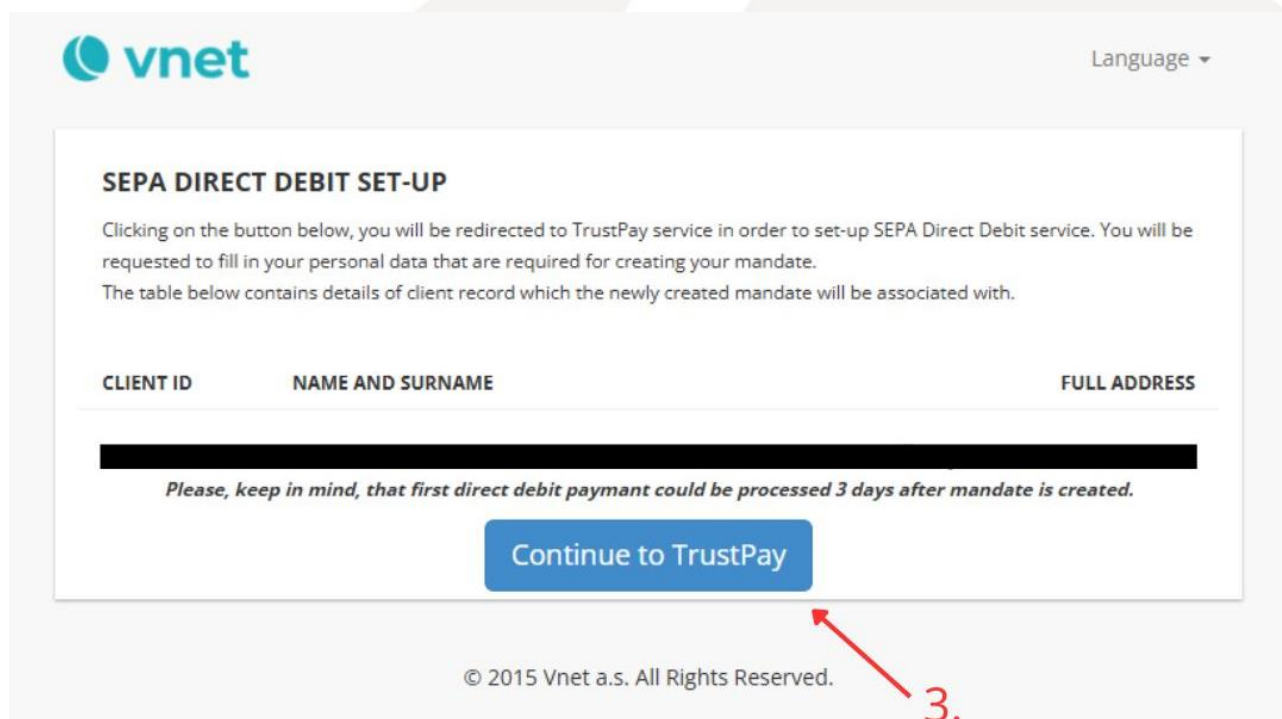
Enter the login name and password to the VNET Customer Zone, which were delivered to you by e-mail. In case you do not have a login name and password for the customer zone available, click on "Create your account". For repeated sending of the name and password, you should have prepared your Contract number and the e-mail address you provided in the Contract. After filling in the required data, you will be sent an e-mail with your login name and password.

2. SETTING UP A DIRECT DEBIT

After successfully logging in to the VNET Customer Zone, click on the "Direct debit payments" tab in the left menu (step 1). In the next step, click on "Set up SEPA direct debit" (step 2).






Continue by confirming the "Continue to TrustPay" option (step 3.).



MANUAL FOR SETTING UP A DIRECT DEBIT



Fill in the required data in the white boxes and select the required checkboxes. In the next step, confirm the option "Sign the mandate".



Debtor name

Street name and number

Email

City

IBAN

Postal code

BIC

Country

Next

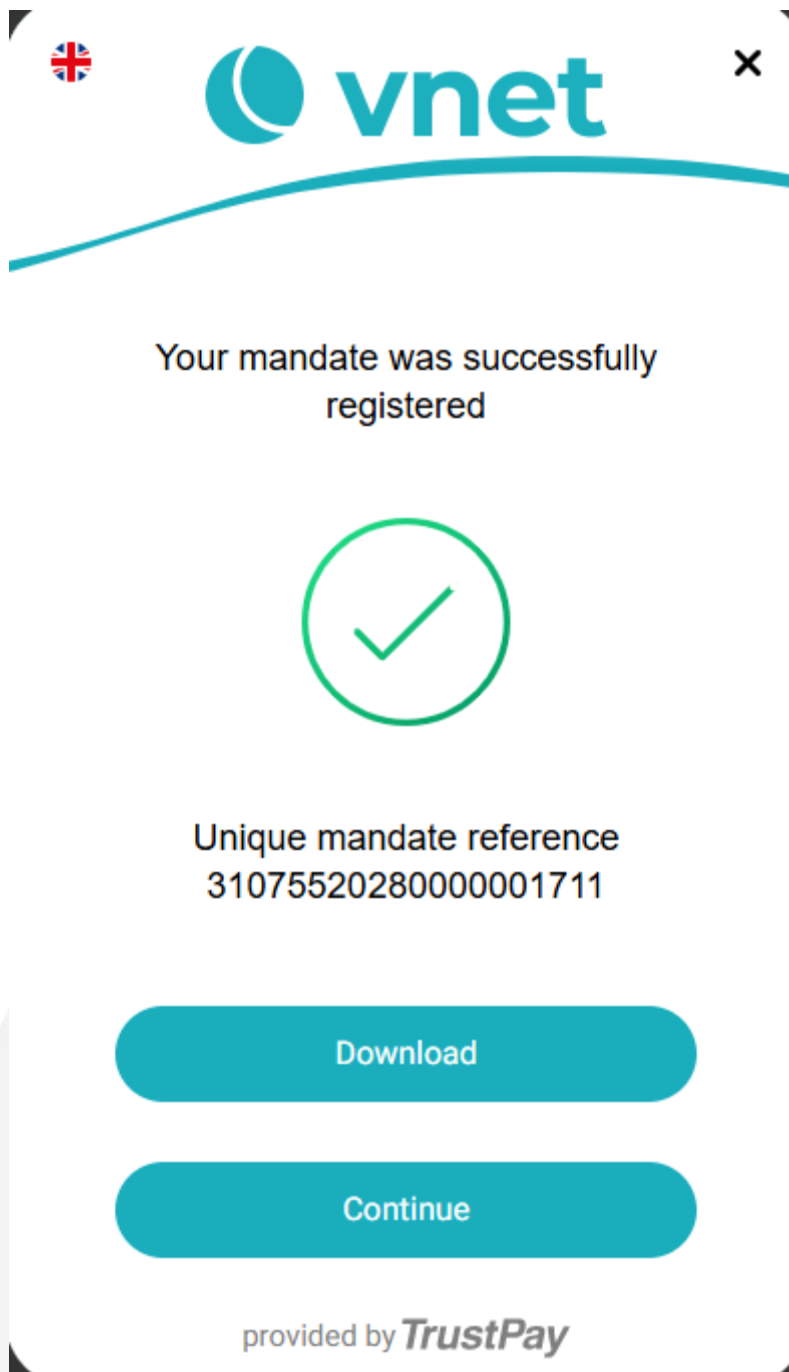
provided by *TrustPay*

Your Mandate has been successfully registered. Click "Download" to save and / or print the mandate, click "Continue" to continue.



VNET a.s.
Černyševského 48,
851 01, Bratislava

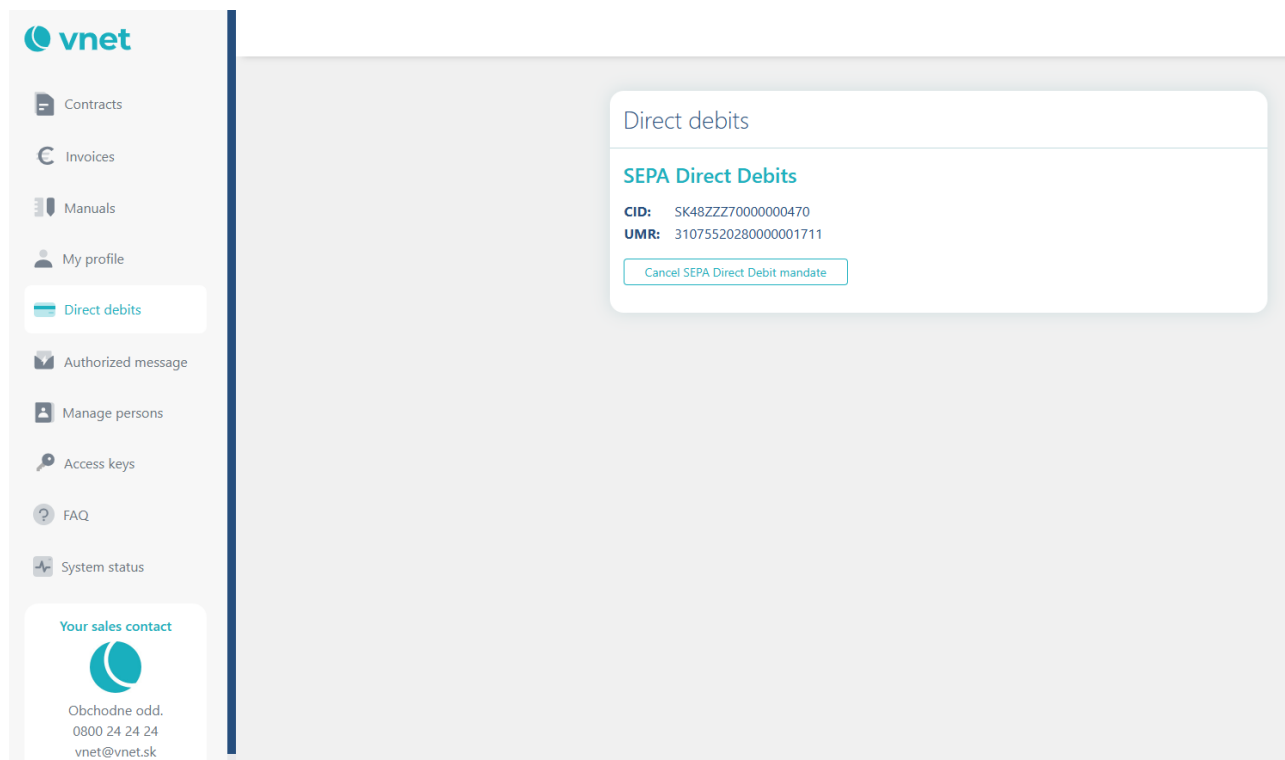
Zákaznícka linka
0800 24 24 24
vnet@vnet.eu



The establishment of your Mandate is successfully completed.

Log in again to the VNET Customer Zone at zone.vnet.sk. In the "Direct debit payments" tab, you will find the **CID and UMR data** that you will need to set up a SEPA direct debit. In the next step, log in to your internet banking and follow the instructions and manual of your bank for setting up SEPA direct debit. Enter "CORE" for the direct debit type or scheme. We recommend that you set

up direct debit no later than 3 days after your invoice is issued. Direct debit payments are made before the invoice is due, it is seven days after the invoice is issued, as the bank needs some time to process the payments.



In case of any questions. please contact our Customer service. Your VNET team.