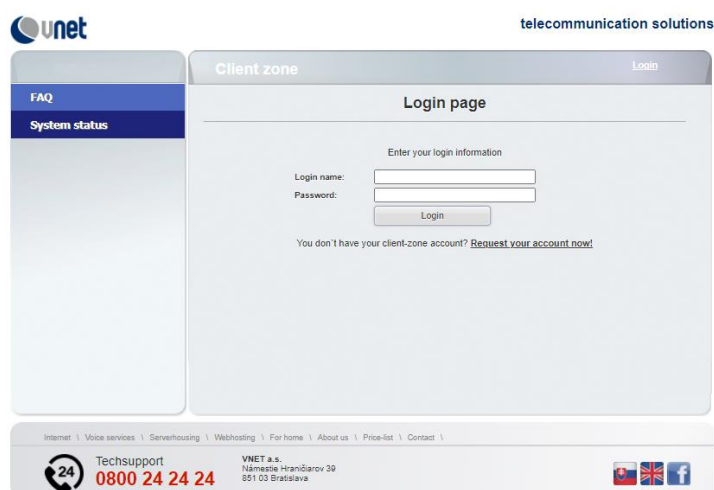


To set up a direct debit, it is necessary to log in to the VNET Customer Zone at www.vnet.sk.

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

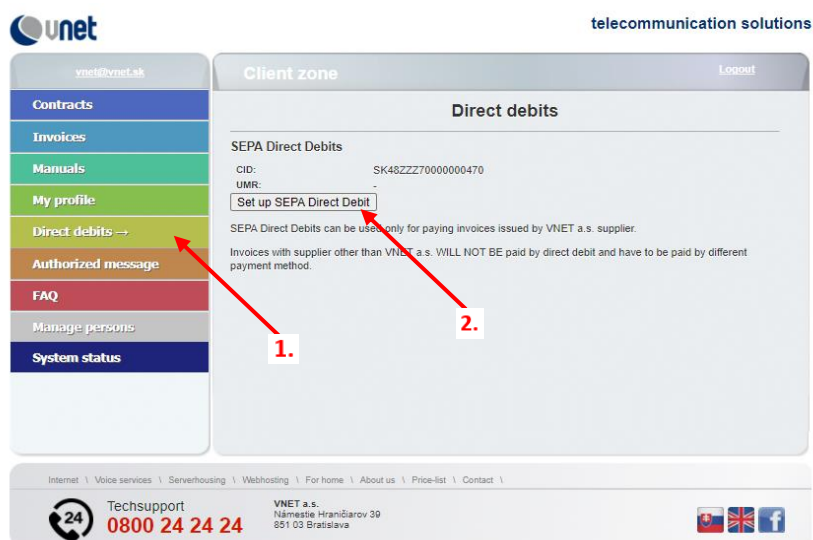
Type the link into your internet browser: <http://zone.vnet.sk>



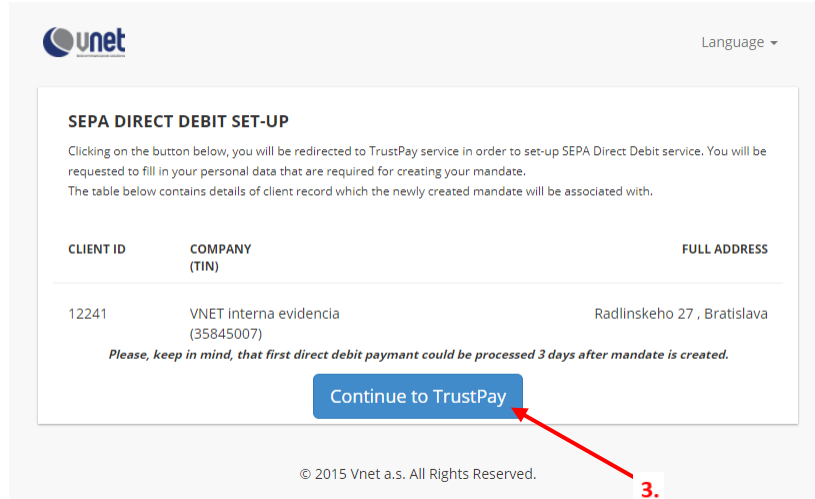
Enter the login name and password to the VNET Customer Zone, which were delivered to you by e-mail. In case you do not have a login name and password for the customer zone available, click on "Create your account". For repeated sending of the name and password, you should have prepared your Contract 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.).



SEPA DIRECT DEBIT SET-UP

Clicking on the button below, you will be redirected to TrustPay service in order to set-up SEPA Direct Debit service. You will be requested to fill in your personal data that are required for creating your mandate.
The table below contains details of client record which the newly created mandate will be associated with.

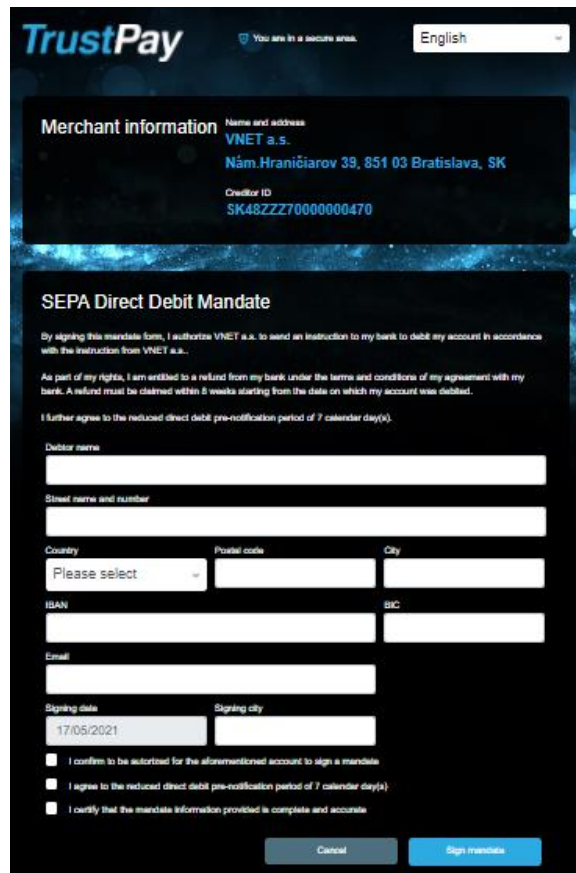
CLIENT ID	COMPANY (TIN)	FULL ADDRESS
12241	VNET interna evidencia (35845007)	Radlinskeho 27, Bratislava

Please, keep in mind, that first direct debit payment could be processed 3 days after mandate is created.

[Continue to TrustPay](#)

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



TrustPay You are in a secure area. English

Merchant information Name and address
VNET a.s.
 Nám.Hraničiarov 39, 851 03 Bratislava, SK
 Creditor ID
 SK48ZZZ7000000470

SEPA Direct Debit Mandate

By signing this mandate form, I authorize VNET a.s. to send an instruction to my bank to debit my account in accordance with the instruction from VNET a.s.

As part of my rights, I am entitled to a refund from my bank under the terms and conditions of my agreement with my bank. A refund must be claimed within 8 weeks starting from the date on which my account was debited.

I further agree to the reduced direct debit pre-notification period of 7 calendar day(s).

Debtor name

Street name and number

Country Postal code City

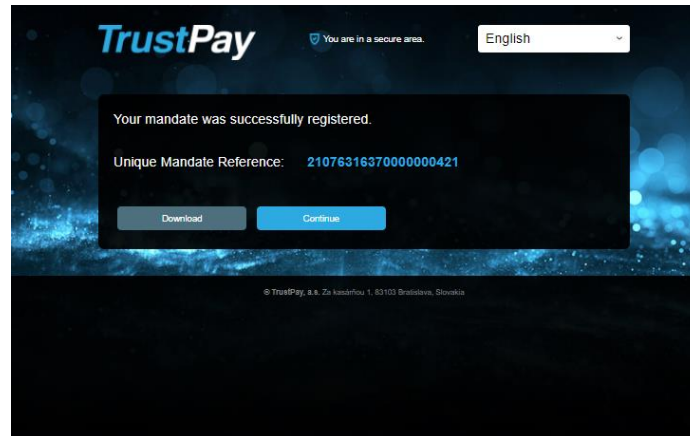
IBAN BIC

Email

Signing date Signing city

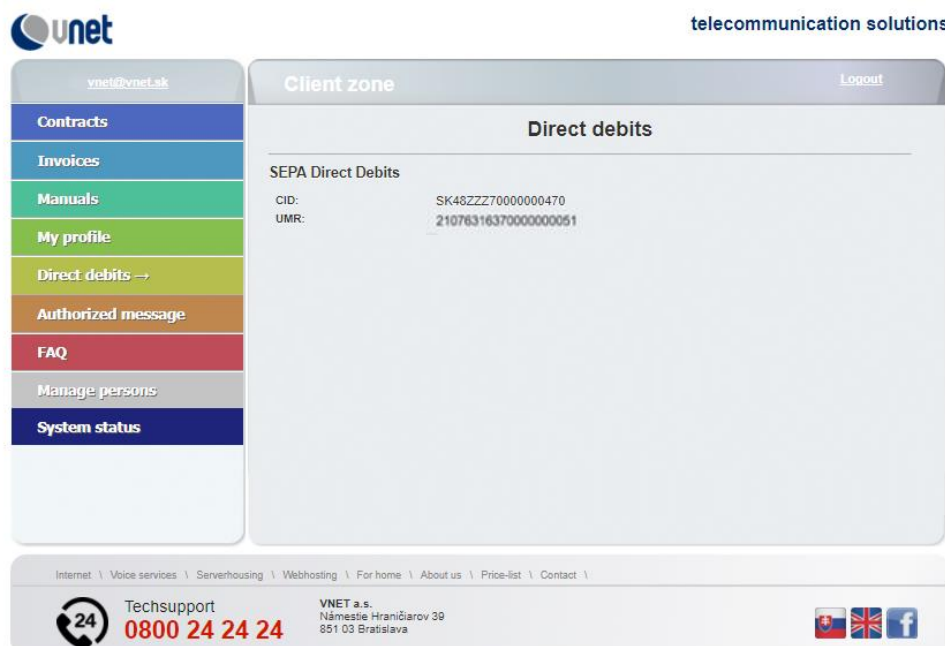
I confirm to be authorized for the aforementioned account to sign a mandate
 I agree to the reduced direct debit pre-notification period of 7 calendar day(s)
 I certify that the mandate information provided is complete and accurate

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



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.



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24 Techsupport 0800 24 24 24 VNET a.s. Námestie Hraničiarov 39 851 03 Bratislava

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