



Conditions for the use of the customer portal of ONTRAS Gastransport GmbH

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Section 1 The ONTRAS customer portal

1. ONTRAS provides its customers with an Internet-based portal (customer portal) at www.ontras.com.
2. Prerequisite for the use of the portal is that the Customer is admitted to use the portal in accordance with these Terms of Use of ONTRAS. Authorized are potential transport customers in accordance with the network access conditions of ONTRAS as well as downstream network operators and network access customers of ONTRAS. Third parties who are acting as a service provider of the authorized customer according to sentence 2, need the power of attorney of the authorized customer to register.
3. For the access to the customer portal, the customer must use a second security factor based on the Time-Base One-Time password (TOTP) procedure. The authentication device required for the use of the TOTP procedure must be purchased by the customer. If ONTRAS offers other secure two-factor authentication procedures in addition to the TOTP procedure, the customer can use these procedures in addition to the TOTP procedure. The customer is obliged to keep secret the recovery-codes created as part of the two-factor authentication setup.

Section 2 Admission procedure to the customer portal

1. Admission to the portal for customers takes place through registration in the customer login area at www.ontras.com. For this purpose, the representative of the customer (user) shall fill in the required personal registration data truthfully and completely and send the signed registration form to ONTRAS to the specified address. Each access is bound to only one natural person as a user. Admission to use the portal is granted upon receipt of the login data by the Customer. By using the customer portal including the functions listed in Section 3, the customer authorizes the user to make declarations on behalf of the customer with regards to the functions listed in Section 3.
2. If the required registration data changes after admission or the user is no longer authorized, the user and the Customer itself is obligated to notify ONTRAS of the changed data or the withdrawal of the user via the portal or in writing without delay.
3. ONTRAS is entitled to deactivate individual user for the usage of the customer portal of ONTRAS, if there is a reasonable cause, especially if the registered E-Mail address is no longer valid or the account is inactive. An account is considered inactive, if the last usage of the customer portal is more than 12 months ago and there was no response to the request of ONTRAS to verify the use of the account by logging into the customer portal within 21 days. ONTRAS will inform the respective user about the deactivation in due time.

Section 3 Functions of the customer portal

The internal ordering of exit capacities pursuant to § 11 KoV by downstream network operators at ONTRAS network connection points takes place via the portal. Furthermore, the downstream operator has to submit the information on system responsibility pursuant to § 21 KoV and the 24/7 contact data during the internal order. The pass-through of biogas costs in accordance with §20b GasNEV by the Biogas Entry Network Operator to ONTRAS based on § 7 KoV is carried out via the customer portal of ONTRAS:

In addition, downstream network operators can submit quantity applications in the portal, view account data and orientation values. Network access customers and/or connection users can also view account data and orientation values in the portal.

Transport customers are entitled to use the customer portal of ONTRAS based on Section 2 of Supplementary Terms and Conditions of Trade of ONTRAS.

Section 4 Use of the customer portal

1. The right to use the portal exists only within the framework of the current state of the art and the technical availability of the portal. ONTRAS may therefore temporarily restrict its services to the extent that this is necessary to ensure the security and integrity of the servers or to carry out technical measures that serve the proper or improved provision of the services or in the event of unforeseeable technical disruptions, such as in particular the interruption of the power supply or a hardware or software error and a thus resulting unavailability of the portal. In these cases, there is no claim to the use of the portal. ONTRAS shall inform its customers of this immediately and shall endeavour to restore the availability of the portal as quickly as possible within the scope of what is economically justifiable. Nothing contained in the foregoing provision shall affect the liability provisions of § 55 KoV [i.e., "Cooperation Agreement 'Gas'"].
2. The Customer as well as the authorised natural person acting on the Customer's behalf ("User") shall ensure confidential handling of the login data for the Portal. The following in particular must be ensured for confidential handling:
 - a) The login data for the portal are individualised and exclusively intended for the respective authorised user. The login data must therefore not be passed on or otherwise made available to third parties and must be protected against unauthorised use by third parties.
 - b) After successful login to the portal, the Customer is responsible for ensuring that the login is used exclusively by the user authorised for this purpose and is only accessible to this user.

- c) ONTRAS shall be notified immediately of any changes to the registration and user data, in particular a termination of the user's power of attorney.

Section 5 Submission of the internal order and system responsibility in case of unavailability of the customer portal

1. If the portal is not available for whatever reason, the downstream network operator shall submit the internal order as well as the information on system responsibility to ONTRAS via E-Mail by using the corresponding forms "Internal Order" or "System Responsibility". The forms can be downloaded from www.ontras.com.
2. The downstream network operator must provide the data required in the abovementioned forms truthfully and completely and then transmit them to ONTRAS at the address indicated on the form.