

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



Power to Gas facility Prenzlau

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

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## **§ 1 The ONTRAS customer portal**

1. ONTRAS provides its customers with an Internet-based portal at [www.ontras.com](http://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.

## **§ 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](http://www.ontras.com). For this purpose, the customer shall fill in the required registration data truthfully and completely and send the signed registration form to ONTRAS at the specified address. Admission to use the portal is granted upon receipt of the access data by the Customer.
2. If the required registration data change after admission, the Customer is obligated to notify ONTRAS of the changed data 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. ONTRAS will inform the respective user in due time.

## **§ 3 Use functions of the customer portal**

The internal ordering of exit capacities by downstream network operators at ONTRAS network connection points takes place via the portal. In addition, downstream network operators can submit quantity applications in the portal, view account data and orientation values, submit long-term forecasts to ONTRAS and manage their 24/7 contact data. Connectees and/or connection users can also view account data and orientation values in the portal.

## **§ 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 access data for the Portal. The following in particular must be ensured for confidential handling:
  - a) The access data for the portal are individualised and exclusively intended for the respective authorised user. The access 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.

## **§ 5 Submission of the internal order, long-term forecast 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 pursuant to § 11 KoV as well as the long-term forecast pursuant to § 16 KoV and the information on system responsibility pursuant to § 21 KoV to ONTRAS in writing using the corresponding forms "Internal Order" or "Long-term Forecast and System Responsibility". The forms can be downloaded from [www.ontras.com](http://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.