Special Terms and Conditions of SITA Airport IT GmbH for standardised IT, telecommunication and service solutions

(Last updated: February 2026)

A. Scope of application

These Special Terms and Conditions apply to standardised IT, telecommunication and service solutions be tween SITA AIRPORT IT GmbH, Parsevalstr. 7a, 40468 Düsseldorf, Germany (SAIT) and businessmen, legal entities under public law or special funds under public law (customer). The General Terms and Conditions of SAIT for IT and service solutions to customers, available at http://www.sita-airport-it.aero/en/general-terms/,apply in addition to these Special Terms and Conditions. In the event of any ambiguities or inconsistencies, these Special Terms and Conditions take precedence over the TCs.

B. Specific provisions for telecommunications services, the granting of internet access as well as the rental of network ports, Common Use Terminal Equipment (CUTE) and Software-as-a-Service (SaaS) services

1. Telecommunication services; general conditions for renting telecommunication connections

Within the framework of the existing technical and operational possibilities, SAIT enables the customer to use the telecommunication services and facilities to a reasonable extent. The customer's right to permanent avail ability of all services and functions, especially the availability of lines connected to external networks, is not guaranteed. However, SAIT shall dimension and maintain the systems and facilities required for providing the agreed services so that all of the usually expected resource requirements of all customers can be met. The customer is not authorised to use the telecommunication services of SAIT as a provider of telecommuni cation services for the public.
Within the scope of use, calls within SAIT's own network are compensated for on a flat-rate basis in the agreed payments. Certain outgoing domestic and international calls to external telecommunication networks are additionally invoiced based on the costs incurred through the use of external telecommunication networks. A telecommunication network is set up, changed or cancelled only against payment and requires a written or der. The rental fees for the telecommunication networks and the fees for domestic and international calls, tele grams etc. are invoiced monthly.
During payment default by the customer, SAIT is entitled to restrict or withhold its services as appropriate, es pecially blocking telecommunication connections for outgoing communications, although emergency calls (110/112) remain accessible. The prerequisite for all restrictions is that the customer is in default with payment obligations with a significant amount due and SAIT has warned the customer of its intended action with a mini mum of two weeks notice in writing.
SAIT provides the customer with telecommunication connections for rental. The customer has no claim to tele communication connections of a particular type and version.
Unless otherwise agreed, only telecommunication end devices ("terminals") that are also rented by SAIT may be connected to the telecommunications system of SAIT. If the customer uses its own telecommunications systems or rents them from third parties, SAIT provides connections without terminals.
The customer is responsible for the proper operation of the rented telecommunication terminals. It must pro tect them from loss and damage and ensure that they are not misused in any way, including by third parties. These conditions apply accordingly to the customer's own telecommunication systems or those rented from third parties. Furthermore, the customer is responsible for ensuring that the conditions for the rental of tele communication connections are also adhered to by the people to whom it supplies rented terminals for operation.
In the case of telecommunication terminals not rented from SAIT, the renter themselves is responsible for ob taining approval. If faults in the renters own systems or systems rented by third parties originate from

the tele communications system of SAIT or other systems (e.g. radio installations), SAIT is entitled to decommission the system concerned.
Rented telecommunication connections may not be changed by the customer independently or provided with additional devices. The customers own telecommunications systems and additional equipment or those rented by third parties may only be connected with the prior consent of SAIT and then only when they have consent from the regulatory authorities for telecommunication and post.
Loss, damage or faults of rented telecommunication connections and terminals are to be reported to SAIT im mediately. Unless it can provide evidence that it is not responsible, the customer shall compensate SAIT for claims resulting from loss or damage.
It is important to note that the termination of telecommunication connections should be carried out separately from terminations of rented rooms.

2. Rental of network ports

SAIT provides the customer with network ports. These are either interconnected to a Local Area Network (LAN) or executed as a point-to-point connection between two network ports.
SAIT permits the use of network ports for exclusive use by the customer. In particular, the customer is not enti tled to sublet these rented objects in whole or in part, or to surrender their use to third parties in another way. In every case, SAIT is entitled to refuse consent to subletting with good cause.
Use is subject to separate contractual arrangements limited to one end device for each port (e.g. PC, printer, or similar). The connection of multiple port distributors (e.g. hubs, switches, WiFi access points, routers) to one of the ports rented from SAIT for connecting several end devices is impermissible and requires the customer to additionally pay to SAIT the full monthly port rental fee for every additionally provided connection option.
Furthermore, the use of ports for the purpose of using telecommunication services (e.g. VoIP) is impermissible.
The responsibility of SAIT ends at the network port connection box in each case.
All changes or extensions to the connected network port are only made against payment and require a written order as well as the written consent of SAIT. SAIT will only refuse consent with good reason. Significant rea sons in particular include exceeding the permissible thermal load as well as the fact that no suitable network infrastructure is available. Every alteration of the cable guide as well as the patching of the network ports may also exclusively be carried out by SAIT.
During a payment default by the customer, SAIT is entitled to restrict or withhold its services appropriately, es pecially blocking network ports. The prerequisite for all restrictions is that the customer is in default with pay ment obligations with a significant amount due and SAIT has warned the customer of its intended action with a minimum of two weeks notice in writing.
SAIT will keep the network ports and the associated connection facilities in roadworthy condition. The costs for maintenance, repair and overhaul are borne by SAIT.
The servicing and maintenance of the network ports (maintenance period Mo-Fr 22:00 - 5:00) as well as the associated connection facilities are included in the rental price.

3. Granting Internet access

SAIT gives the customer access to the Internet. To do so, SAIT takes care of the exchange of data from and to the partial networks of the Internet for the customer via the local data network it operates. SAIT provides the customer with network ports as well as transitions to other IP networks. The customer has no claim to the es tablishment or the further operation of certain transitions. The service of SAIT is restricted solely to the ex change of data communication initiated by the customer between the network port assigned to the customer and the transition point of SAIT to the Internet. An influence of SAIT on the data exchange outside of its own local network is not possible for SAIT, which is why a successful forwarding of information in this respect from or to the target computer addressed by the customer is not the subject of this contract.
Among other things, the transmission rate while using the Internet is dependent on the network load, the trans mission rate of the selected server, the number of users currently logged in and the encryption process used by the customer. The connection type, the number and locations of the network ports for Internet access and the connection bandwidths are derived from the individual agreement with the customer in the service contract.

SAIT permits the use of Internet access exclusively for the purpose described in more detail in the service contract. SAIT is entitled to carry out maintenance work. During maintenance work, Internet access is not available. The customer is informed of the maintenance work in good time.
The responsibility of SAIT ends at the network port connection box in each case. It is up to the customer to prepare a suitable end device for Internet use (hardware with corresponding software) and connect it to the network port assigned to it by SAIT. The details of the customers resulting necessary cooperation services are derived from the offer.
The contents transmitted while preparing Internet access are not subject to inspection by SAIT, especially not in terms of whether they contain malicious software (e.g. viruses, worms, Trojans, diallers etc.). It is solely up to the customer to meet corresponding safety precautions for the end devices used by the customer for Inter net access.
The customer meets the precautions expected of it in order to prevent unauthorised access of third parties to the data network of SAIT using the customers end devices. The customer will only use end devices that meet the state of the art and the relevant legal and official regulations in this respect. The customer will follow the safety instructions of the end device manufacturers.

- The customer will not misuse the Internet access. In particular, it will not:

- disrupt, modify or damage the data network of SAIT or other networks,

- transmit chain letters, unlawful advertising mail or other nuisance messages (spam), or viruses, worms or Trojans,

- transmit or refer to contents that contain defamatory statements or other illegal or immoral, racist or violent contents, or that may harm SAIT's reputation.

- violate criminal law and youth protection regulations, and

- it will observe the rights of third parties such as copyright and trademark laws. If the customer violates the obligations stated in the previous paragraph, SAIT is entitled to take all necessary measures to eliminate misuse, especially access to the offer concerned at all times without prior notification.
Furthermore, SAIT is entitled to restrict or withhold its services appropriately during a payment default of the customer, especially blocking Internet access. The prerequisite for all restrictions is that the customer is in de fault with payment obligations with a significant amount due and SAIT has warned the customer of its intended action with a minimum of two weeks notice in writing.

4. Providing CUTE

As an authorised company of Flughafen Düsseldorf GmbH, SAIT provides the renters and tenants on the grounds of Düsseldorf airport with Common Use Terminal Equipment. The connection type, number and locations, the necessary network ports for the connection of the CUTE as well as the service levels are derived from the offer.
SAIT permits the use of CUTE for exclusive use by the customer for the purpose described in detail in the contract. In particular, the customer is not entitled to sublet the rented object in whole or in part, or to surrender its use to third parties in another way. In every case, SAIT is entitled to refuse consent to subletting with good cause.
CUTE equipment is set up, changed or cancelled only against payment and requires a written order.
During a payment default of the customer, SAIT is entitled to restrict or withhold its services appropriately, es pecially blocking connections/accesses to the CUTE equipment. The prerequisite for all restrictions is that the customer is in default with payment obligations with a significant amount due and SAIT has warned the cus tomer of its intended action with a minimum of two weeks notice in writing. SAIT will keep the CUTE equipment and the associated connection facilities in roadworthy condition. The costs for maintenance, repair and overhaul are borne by SAIT. The servicing and maintenance of the CUTE equipment (maintenance period Mo-Fr 22:00 - 5:00) as well as the associated connection facilities are included in the rental price.

5. Provision of Software-as-a-Service

5.1 SAIT shall provide the agreed SaaS services, in particular access to the software, from an interface to the Internet for which SAIT is responsible. The scope of services, the nature, the intended use, and the conditions of use of the contractual services are set out in the respective service description and, in addition, in the soft ware operating instructions.

Additional services, e.g., the development of individual solutions or necessary adaptations for the customer, require a separate agreement.

SAIT shall provide updates and/or upgrades to the software within the scope of the agreed obligations. SAIT shall inform the customer of updated versions and corresponding usage instructions by electronic means and make them available accordingly.

5.2. The agreed services may only be used by the customer and only for the agreed purposes. During the term of the contract, the customer may access the contractual services via telecommunications (via the Inter net) and use the functionalities associated with the software in accordance with the contract by means of a browser or other suitable application, i.e., the customer receives a simple, non-exclusive, non-transferable right of use for the duration of the contract. The customer does not receive any further rights, in particular to the software or any infrastructure services provided in the respective data center. Any further use requires the prior written consent of SAIT.

In particular, the customer may not use the software beyond the agreed scope of use, allow third parties to use it, or make it accessible to third parties. In particular, the customer is not permitted to reproduce, sell, or otherwise transfer the software or parts thereof to third parties.

SAIT is entitled to take appropriate technical measures to protect against use that is contrary to the contract. This must not significantly impair the contractual use of the services.

In the event of use in breach of contract by a user attributable to the customer or in the event of unauthorized transfer of use by the customer to third parties, the customer must, upon request, immediately provide SAIT with all information available to them for asserting possible claims due to the use in breach of contract. SAIT may block the customer's access to the software for a reasonable period of time, but for a maximum of 3 months, and/or terminate the contract if the customer significantly exceeds the permitted use or violates regu lations for protection against unauthorized use after SAIT has previously set the customer a reasonable grace period for remedy without success. The blocking of access alone does not constitute termination of the contract.

SAIT's claim to remuneration for use exceeding the agreed use remains unaffected.

The customer is entitled to have access restored after proving that they have ceased the use in breach of con tract and prevented any future use in breach of contract.

5.3. The availability of the services provided is set out in the service description.

In the event of only a minor reduction in the suitability of the services for contractual use, the customer shall have no claims for defects. SAIT's strict liability for defects that already existed at the time the contract was concluded is excluded; § 578b (4) BGB remains unaffected.

5.4. Insofar as SAIT has access to personal data of the customer or from the customer's domain, it shall act exclusively as a processor and shall only process and use this data for the purpose of executing the contract. SAIT shall observe the customer's instructions for handling this data. The customer shall bear any adverse consequences of such instructions for the performance of the contract. The customer shall agree with SAIT on the details of SAIT's handling of the customer's data in accordance with data protection requirements.

The customer remains the controller both in general in the contractual relationship and in terms of data protec tion law. If the customer processes personal data (including collection and use) in connection with the con tract, they shall ensure that they are entitled to do so in accordance with the applicable provisions, in particular data protection provisions, and shall indemnify SAIT against any claims by third parties in the event of a breach.

The following applies to the relationship between SAIT and the customer: The customer is responsible to the data subject for the processing (including collection and use) of personal data, except insofar as SAIT is re sponsible for any claims of the data subject due to a breach of duty attributable to it. The customer shall be responsible for reviewing, processing, and responding to any inquiries, requests, and claims of the data sub ject. This also applies if the data subject makes a claim against SAIT. SAIT shall support the customer in ful filling its obligations.

SAIT guarantees that the customer's data will be stored exclusively in the territory of the Federal Republic of Germany, in a member state of the European Union, or in another signatory state to the Agreement on the Eu ropean Economic Area, unless otherwise agreed.

5.5. The customer must protect the access authorizations assigned to them or the users, as well as identifica tion and authentication information, from access by third parties and must not pass them on to unauthorized persons.

The customer is obliged to indemnify SAIT against all claims by third parties due to legal violations based on illegal use of the service object by them or with their approval. If the customer recognizes or must recognize that such a violation is imminent, they are obliged to inform SAIT immediately.

The customer must use the options provided by SAIT to secure their data in their original area of responsibil ity.

5.6. In each case in which a contractual service is used without authorization within the customer's area of re sponsibility, the customer shall pay damages in the amount of the remuneration that would have been incurred for the contractual use within the minimum contract period applicable to this service. The customer reserves the right to prove that they are not responsible for the unauthorized use or that there is no damage or signifi cantly less damage. SAIT remains entitled to claim further damages.

5.7. SAIT shall accept fault reports from the customer, assign them to the agreed error classes (see two para graphs below), and, based on this assignment, carry out the agreed measures for analyzing and recti-fying faults.

SAIT will accept proper fault reports from the customer during its normal business hours and assign each re port an identification number. At the customer's request, SAIT will confirm receipt of a fault report and provide the assigned identification number.

Unless otherwise agreed, SAIT will assign received fault reports to one of the two fault classes within the meaning of Section 6 of the General Terms and Conditions of SITA after initial review.

Fault reports that do not fall into fault classes 1 or 2 will be assigned to other reports. Other reports will only be handled by SAIT in accordance with the agreements made for this purpose.

In the case of reports of faults in error classes 1 or 2, SAIT will immediately take appropriate measures based on the circumstances reported by the customer in order to first locate the cause of the fault. If, after initial anal ysis, the reported fault does not appear to be an error in the contractual services, in particular the software provided, SAIT will inform the customer immediately.

Otherwise, SAIT will take appropriate measures for further analysis and to rectify the reported malfunction or, in the case of third-party software, forward the malfunction report together with its analysis results to the dis tributor or manufacturer of the third-party software with a request for remedy. SAIT shall immediately provide the customer with any measures available to it for circumventing or rectifying an error in the con-tractual ser vices, in particular the software provided, such as instructions for action or corrections to the software pro vided. The customer shall immediately adopt such measures to circumvent or rectify malfunc-tions and shall immediately report any remaining malfunctions to SAIT when using them.

5.8. SAIT shall set up a contact point for the customer (service desk). The service desk shall process the customer's inquiries in connection with the technical requirements and conditions for use of the software provided, as well as individual functional aspects.

A prerequisite for the acceptance and processing of inquiries is that the customer designates to SAIT person nel with the appropriate professional and technical qualifications who are internally responsible for processing inquiries from users of the software provided. The customer is obliged to address inquiries to the service desk only via this personnel designated to SAIT and to use the forms provided by SAIT. The service desk accepts such inquiries by email, telephone, or, if applicable, via an electronic portal set up for this purpose during SAIT's normal business hours. The service desk will process proper inquiries in the normal course of business and respond to them as far as possible. The service desk may refer to documentation and other training mate rial for the software provided that is accessible to the customer in order to respond. If the service desk is una ble to respond or cannot respond promptly, SAIT will forward the request for processing, in particular requests relating to software not manufactured by SAIT, provided this has been expressly agreed. Any additional ser vices provided by the service desk, such as other response times and deadlines, on-call services, or on-site visits by SAIT to the customer's premises, must be expressly agreed in advance.

5.9. The contractually agreed services shall be provided from the date specified in the contract, initially for the duration of the term agreed in the contract. During this minimum term, early termination by either party is excluded.

5.10 Notwithstanding Section 13 of SAIT's General Terms and Conditions, the **notice period** for initiating the change is **two months** (see Art. 25 Regulation (EU) 2023/2854). The customer may inform SAIT by the end of the notice period that they

- plan to **switch to a third-party provider** that covers the same type of service, or

- plan to switch to an **ICT infrastructure on their own premises**, or

- plan to use several data processing service providers at the same time, or

- that they wish to have their exportable data and digital assets deleted.

SAIT agrees to delete all exportable data and digital assets of the customer immediately upon request and in no case later than after the expiry of the binding **transition period** of 30 calendar days (extendable by SAIT for special technical reasons up to a maximum of 7 months;

SAIT will notify the customer of any necessary extension no later than 14 working days after the request for a change has been made, stating the reasons, and will ensure continuity during the alternative transition period) **from the expiry of the 2-month notice period referred to in the first paragraph of section 5.10 above** to an ICT infrastructure on the customer's own premises,

Notwithstanding the preceding paragraph, the customer is entitled to extend the transition period once for a period that it deems appropriate for its own purposes. The extension of the period must be requested by the customer in writing.

During this transition period, SAIT will

1. provide the customer and third parties authorized by it with appropriate support in executing the change;

2. act with due care to maintain the continuity of business operations and continue to perform the contractual functions or services;

3. clearly inform the customer of any known risks to the uninterrupted performance of the functions or services that are attributable to the original provider of the data processing services;

4. ensure a high level of security during the transition; this applies in particular to the security of the data dur ing its transfer and the continuous security of the data during the retrieval period referred to in paragraph 6 be low, in accordance with applicable law;

SAIT undertakes to support the customer's exit strategy relevant to the contractually agreed services, includ ing by providing all relevant information and customer data in machine-readable, common formats.

The contract shall be deemed terminated and the customer shall be notified of the termination by SAIT in the following cases:

1. after the switch has been successfully completed;

2. after expiry of the notice period specified in clause 5.10, first paragraph, if the customer does not wish to switch but wishes to delete their exportable data and digital assets after termination of the service;

SAIT will provide the customer, upon request, with an exhaustive list of all categories of data and digital assets that can be transferred during the changeover, including at least all exportable data; SAIT will also provide the customer, upon request, with an exhaustive list of the categories of data that are specific to the internal func tioning of the data processing service and are excluded from the exportable data in accordance with the first half of this paragraph if there is a risk of violating the trade secrets of SAIT or the third-party software provider, provided that such exceptions do not hinder or delay the switch;

The customer is entitled to a period of **at least 30 calendar days** for **data retrieval**, which begins after the expiry of the agreed transition period in accordance with Section 5.10, second paragraph;

All exportable data and digital assets that were generated directly by the customer or relate directly to the cus tomer will be completely deleted by SAIT after the expiry of the data retrieval period specified in the preceding paragraph, provided that the changeover has been successfully completed;

SAIT does not charge a separate transfer fee, but is entitled to charge reasonable fees based on the contract prices for services requested by the customer that go beyond mere deletion and notification of the termination effect, such as data transfer or provision of the data infrastructure beyond the end of the notice period speci fied in Section 5.10, first paragraph.

Upon request, SAIT shall provide the customer with the following:

a) Information about the available procedures for switching and transferring content to the data processing service, including information about available switching and transfer methods and formats, as well as any re strictions and technical limitations known to the data processing service provider;

b) a reference to a current online registry of data processing service providers with details of all data structures and data formats, as well as the relevant standards and open interoperability specifications in which the ex portable data is available.

C. Miscellaneous

1. Remote services

With the commissioning of remote services

- the customer permits SAIT to access the customers systems remotely and process and save product data for remote monitoring, administration and maintenance of the systems. This data will be treated by SAIT as confidential information of the customer and only passed on if the customer permits SAIT to pass it on for the fulfilment of this agreement.

- the customer undertakes to procure or maintain a bridge or gateway approved by SAIT at its own expense, which is suitable for the systems or networks concerned, and

- the customer bears all telecommunication and Internet access costs in connection with the remote services.

If the customer does not commission, approve or enable remote services in connection with SAITs services, SAIT is entitled to charge additional costs for services that SAIT otherwise would not provide as a remote ser vice, or to refuse certain services.

2. Support of customers systems

System support is carried out in the business premises of the customer for the systems (Incorporated systems) stated in the respective individual contract. The customer will inform SAIT in writing about the new set up location at least 30 days before a change in location of the Incorporated Systems. In the case of a more than insignificant spatial transfer of the Incorporated Systems, SAIT is entitled to terminate the contract with effect from the time of the change in location. For continued support, SAIT is entitled to demand an appropri ate adjustment of the agreed payments and/or necessary adjustments of the contractually owed services. An inspection and recertification for agreement with the quality requirements of SAIT may also become necessary for continuing support for transferred systems for which the respectively applicable SAIT hourly rates and ma terial rates will be charged.
The customer is obligated to carry out routinely preventative maintenance and cleaning work on the systems supported by SAIT. Before the customer requests support from SAIT, it first of all carries out the respective procedures and measures for error analysis itself, which are communicated or provided by SAIT in some other way. If these efforts to rectify errors fail, the customer will inform SAIT immediately. The customer will intro duce and maintain a process outside of the Incorporated Systems for restoration of lost or modified files, data or programs.
Hardware and software support may only be requested by employees of the customer that have the necessary expertise and training to be able to diagnose and rectify hardware and software errors under the instruction of SAIT and that are mentioned by name as contacts by the customer to SAIT.
With a written communication to SAIT, the customer can demand the supplementation of an individual contract by additional systems for a period corresponding to the term of the individual contract. At least the respectively agreed payments are additionally incurred for each system for this. SAIT can only refuse the extension with good cause. The additional systems may then be checked by SAIT as to whether progressing cost implica tions or performance restrictions arise from their additional incorporation. SAIT transmits to the customer an additional order confirmation from which the additionally Incorporated Systems and the associated additional payments result. The contract extension enters into force under the conditions of the additional order confirma tion if the customer does not object to the additional order confirmation within 7 days after access. SAIT is not obligated to provide the services if

a) the systems have been used improperly or incorrectly, or the error was caused by an accident for which SAIT is not responsible or by gross negligence of the customer or a third party,

b) changes, modifications or repair attempts have been made on the systems by staff not authorised by SAIT,

c) the errors resulted from causes outside of the system, e.g. from non-compliance of the operating conditions prescribed by the manufacturer,

d) the Incorporated Systems are used in conjunction with systems, software or other products that were not delivered by SAIT or whose use SAIT has not expressly approved in writing in the specific configuration,

e) the errors were caused by a change in location of the Incorporated Systems or an attempt to change loca tion, or

f) the software or the systems do not have the minimum configurations or release levels prescribed by SAIT that are required to reliably operate an Incorporated System or install spare parts, patches, software updates or follow-up releases. Support that is provided due to such a process is only provided upon special agreement and charged separately from the respectively applicable SAIT hourly and material rates.

3. On-site materials

The customer will keep all tools, parts, spare parts, products and materials of SAIT stored in the customers business premises that are not passed into the ownership of the customer (on-site materials) separate from its other assets, secure them and label them as the property of SAIT.
The on-site materials may exclusively be used by persons from SAIT with prior written authorisation for ful filling the purposes of the contract. The customer owns no real rights to the on-site materials and may not grant any liens or security rights to the materials. The customer bears the risk of loss or decline of the on-site materials up until their return to SAIT.

Within ten days after termination or expiry of the corresponding individual order, the customer delivers all on site materials relating to the specific individual order to SAIT together with a consignment note (freight prepaid and fully insured). There is no right of retention of the customer to the on-site materials.

4. Third-party products

If necessary the customer can request third-party products (external products) and SAIT can declare its con sent to procure these external products in conjunction with the services provided by SAIT. In this case, the following provisions apply.
SAIT will procure the requested external products for the customer as a representative of a third-party supplier (supplier). All conditions from the procurement contract with the third-party supplier, including the provisions for rights in the event of defects or licence provisions (in the case of software) of the third-party manufacturer or importer apply directly between the customer and supplier. Should the external products accidentally not be procured by SAIT from the supplier expressly as a representative of the customer, SAIT authorises the cus tomer to assert all corresponding rights directly to the supplier in its own name and the customer is obligated to accept and follow all conditions and restrictions from the procurement as being applicable between itself and SAIT according to Clause 2, and assert claims from defects directly from the supplier in accordance with the provisions under subsection b).
All orders for external products cannot be cancelled and the external products cannot be returned to SAIT. SAIT shall not be held liable

a) for delays arising from the delivery of external products and

b) SAIT assumes no obligation whatsoever in the event of defects and does not regularly carry out any ongo ing support or maintenance services on external products. However, unless otherwise agreed in a service de scription, SAIT will act as a connection point between the customer and the supplier in relation to claims aris ing for rights in the event of defects during the period of limitation.

c) SAIT is not liable for the constant compatibility of the SAIT products and the external products.

d) SAIT is not liable for patent and copyright violations or claims for damage in relation to external products.

In relation to external products, the customer is not entitled to any further rights against SAIT than SAIT is enti tled to against the supplier.
All liability restrictions or customer rights restrictions described are only applicable to the extent legally permissible.