

**GENERAL TERMS AND CONDITIONS**  
**CONCERNING ISSUANCE**  
**AND PRESENTMENT OF THE ELECTRONIC BILL**

**I.**

**Objective of the General Terms and Conditions**

1. The General Terms and Conditions (hereinafter referred to as: GTC) contain the general contractual terms and conditions concerning the issuance and presentation of electronic bills provided by Díjnet Zrt. (hereinafter referred to as: Díjnet service provider), as well as the rights and obligations arising between the contracting parties while using the services. The issuance and presentment of electronic bills is an electronic service where a registered user (hereinafter: Customer) can view the authentic electronic bills provided by relevant bill issuers.
2. On the basis of the GTC, the Díjnet service provider gives the option to the Customer to view his/her authentic electronic bills on a secure web interface.
3. The requirements for electronic bills are specified in Act CXXVII of 2007 on value added tax. The present legal relationship only affects the existing legal relationship between the Customer and the bill issuer regarding amendment of the bill presentment method.
4. The terms and conditions of the legal relationship between the Díjnet service provider and the bill issuer are specified in a separate contract.

**II.**

**Scope of the GTC**

1. The GTC will apply to the Díjnet service provider, the Customer as well as the Bill Issuer.

*Díjnet service provider:* Díjnet Zrt., which agrees in its present system to present electronically to the Customer the utility and other service bills due and payable.

*Client:* A user registered in the Electronic Presentment System of the Díjnet service provider. A client can be any natural or legal person or unincorporated organization of full legal capability.

*Account issuer:* A provider sending an electronic bill for its service to himself and to the Customers via an agent through the Díjnet system.

2. The contract between the Díjnet service provider and the Customer will arise in accordance with Chapter IV Point 2 of the present GTC.
3. The GTC will be valid for an indefinite period of time.
4. In the case of modifying the GTC, the Díjnet service provider is required to publish on its website the amendment of the GTC 30 days prior to their entry into force, along with the information on the conditions of termination, which is available to the Customers. In this case, the Customer is entitled to termination of the contract with immediate effect within 30 days after publication on the website.
5. The Díjnet service provider will notify the Customer by e-mail of publication of the amendment of the GTC on its webpage. If such notification was unsuccessful, it will re-attempt to send an e-mail. After the second notification, the Díjnet service provider will consider that the Customer has been notified.

### **III.**

#### **Technical requirements and time limits for using the service**

1. A material condition of using the service is that the customer must have Internet access. Other necessary hardware and software specifications can be found in the Technical Terms menu items.
2. During the term of the service, the Díjnet service provider will take responsibility for presentment of the bills sent by the bill issuer(s) to Díjnet and the authenticity of the bill in an electronic form, protection of the Customer's data and system security - by taking into account the limitation specified in Chapter XI Point 1. The technical background of the Díjnet service provider is provided by Díjbeszedő Holding Zrt.
3. Outages may limit the use of the service. The Díjnet service provider will implement a planned outage when performing system maintenance, repair, expansion or any other similar activities. The duration of the planned outage may not exceed 72 hours per occasion.
4. Díjnet will notify the Customer of the planned outage time at least 3 calendar days in advance on the relevant information page.
5. The Customer acknowledges that the continued operation may be interrupted in exceptional cases even in spite of prior knowledge and intent of the Díjnet service provider. In such case, the Díjnet service provider must make every effort to provide the service as soon as possible.

6. The Dijnnet service provider will only be responsible for damages caused by willful failures of the same.

#### **IV.**

#### **Methods and conditions for using the electronic bill presentment services**

1. The opening page of electronic bill presentment is open to the public. To use the relevant services, the user must register.
  - 1.1. At the first level, the Client registers himself/herself for the Dijnnet service provider by specifying the data contained in Annex 1.
  - 1.2. The Customer may register himself/herself with the bill issuer at the second level per issuer by entering the data specified in Annex 2. The Customer acknowledges that after successful registration, he/she will only receive electronic bills for Bill Issuers selected by said Customer, i. e. the Bill Issuer will no longer issue any paper-based invoice or any cash remittance order to said Customer.
  - 1.3. Users registered for a Dijnnet Service Provider and for the Bill Issuer can view or download their electronic bills after logging into the Dijnnet system. The Dijnnet Service Provider will make the bill available to the Customer before the end of the working day following the arrival date of the bill in the system, and will notify the Customer by e-mail. Were the notice unsuccessful, the Dijnnet Service Provider will notify the Customer again. Following the second e-mail, the Dijnnet Service Provider will consider the Customer notified, and the electronic bill presented.
  - 1.4. The Customer acknowledges that an electronically presented bill is only authentic in the form of electronic data.
2. The contract between the Dijnnet service provider and the Customer (registered user) will arise if the Client accepts the present GTC of Electronic Bill Presentment and he/she has entered the data in Annex 1 by finalizing the registration form and then, the electronic confirmation of the Dijnnet service provider is returned to the Customer confirming that the registration was successful.
  - 2.1. The confirmation of registration will be e-mailed to the Customer immediately by the Dijnnet service provider. The confirmation includes the Customer's accepted username and the acceptance of registration.
  - 2.2. The Customer agrees to periodically change his/her password and not to disclose it to anyone or store it in a place accessible to others. The Customer acknowledges that maintaining the confidentiality of the password is in his/her interest and the Dijnnet service provider is not responsible for any resultant damage.

3. The Dijnnet service provider and the Customer may also conclude the contract by implied behaviour - in particular, by using the service.
4. The present General Terms and Conditions are available on the [www.dijnnet.hu](http://www.dijnnet.hu) site.
5. The Dijnnet service provider reserves the right to refuse registration or revoke it temporarily or permanently at any time in the following cases:
  - Upon entering false or incomplete information.
  - Any abuse of the personal information of the Dijnnet service provider, the bill issuers and/or other users/customers or the system.
6. Data to be provided during registration
  - 6.1. During registration, mandatory and optional data may be entered. If the Customer fails to record any mandatory details, the Dijnnet service provider may refuse registration of the Customer. Required fields are marked with \*.
  - 6.2. The Dijnnet service provider is not responsible for any damage arising from entering an incorrect or inoperable e-mail address.
  - 6.3. The bill issuer will check whether the registration name and the bill recipient (e.g. consumer, fee payer, i. e. the customer name on the bill) are identical. The bill issuer has the right to reject the Customer's request - among other things - if these are different.
  - 6.4. The customer acknowledges that the bill issuer will determine the starting date of issuance of electronic bills. After successful registration, he/she will receive an e-mail notification of this fact within 15 days from the Dijnnet service provider.
  - 6.5. The Customer acknowledges that if his/her details are not accurate or they are not his/her own, he/she will bear all of the relevant legal consequences.

## **V.**

### **Bill payment method**

1. The electronically presented bill must be settled by the due date indicated on the bill which may be done
  - by bank transfer, direct debit, or if the Bill Issuer (or its Agent) makes this possible, at its customer service cashier

- By online payment supported by the Bill Issuer (or its Agent)

The date of presentment is be the date of first successful e-mail notification or the day following the second unsuccessful notification.

2. In the event of bank transfer, the Customer must ensure that the reference indicated in the bill presented electronically is shown in the notice section upon bank transfer.
3. With direct debit, the Customer shall be entitled to disable the bills viewed within 6 business day after presentment by which action direct debit can be modified. In this case, those bills that have been disabled will not be settled by direct debit, so the Customer must arrange that they are settled separately.
4. The payment methods supported/authorized per bill issuer are included in Annex 2.

## **VI.**

### **Individual cases of data modification**

#### 1. Password change

1.1. The Customer will have the option to change his/her password. The system will send an automatic e-mail system message about the changed password.

1.2. In the event of an unsuccessful password change, the Customer may contact the Dijnnet service provider's customer service, the staff member of which will identify the Customer by verifying at least three personal particulars specified during registration and then help said Customer to change his/her password.

#### 2. Modification of client data

2.1. The Customer may modify his/her personal details entered during registration. The Customer is required to inform the Dijnnet service provider of any changes concerning his/her details up to 8 days after the occurrence of such change. The Dijnnet service provider shall not be liable for damages resulting for failure to report the relevant information; however, it may claim compensation from the Client for damages arising from such failure.

2.2. If the Customer wishes to record a data modification which is relevant to the bill issuer, as well, he/she must also communicate the change to the relevant bill issuer simultaneously with the notification sent to the Dijnnet service provider. The Dijnnet service provider shall not be liable for damages resulting for failure to report the relevant information; however, it may claim compensation from the Client for damages arising from such failure.

## VII.

### Cases and conditions for termination of the legal relationship

#### 1. Rules for termination of the contract by the Client

1.1. The Client is only authorized to terminate his/her legal relationship with regard to the service if he/she has indicated to the bill issuers his/her withdrawal of bill issuer selection in the Dijnnet system or by direct contact and this has also been confirmed by the bill issuer to the Dijnnet service provider. The Customer may terminate the contract by a 30-day notice.

1.2. In the event of a severe breach of contract of the Dijnnet service provider, the Customer is entitled to terminate the contract with an immediate effect if in spite of the Customer's prior written notice, the Dijnnet service provider fails to remedy the breach of contract within 15 days of receipt of such notice.

#### 2. The Dijnnet service provider is entitled to terminate the contract with an immediate effect in the following cases:

##### 2.1. If the Customer impedes or jeopardizes regular operation of the service, especially if

###### 2.1.1. The Customer sends an e-mail which:

- intentionally falsifies or conceals the e-mail address of the sender,
- contains a virus infected attached file,
- contains such an executable file as an attachment which gives rise to an effect that is contrary to the interests of the recipient(s) or the Dijnnet service provider and this effect may even occur against the bona fide intentions of the recipient,
- the contents are detrimental to social values and human dignity. Such are for example e-mail messages with misleading, obscene, sexual, violent contents or those inciting to commit illegal acts or arousing religious or political conflicts.

###### 2.1.2. By using the service provided, the Customer attempts or commits unauthorized data acquisition or transmission or penetration to other computer systems, in particular:

- unauthorized access, acquisition of non-public data or files of those considered to be business secrets used while utilizing electronic services and stored on the service provider's or users' personal computers or servers or an attempt to do so,
- unauthorized modification of data or files stored on the personal computer or server of the Dijnnet service provider or users of the service or an attempt to do so,
- unauthorized uploading (or an attempt thereof) of such data or files to the personal computer of the Dijnnet service provider or those utilizing the service which may negatively affect the subscriber's reputation or the computer's operation.
- using other people's computers and their resources (e.g. proxy, e-mail servers,

printers, network gateways and related hardware) for their own purposes without permission.

## **VIII.**

### **Management and security of personal information**

1. The Díjnet service provider is entitled to store and process the personal information provided by the Customer as well as to use it in connection with the service and disclose it for data processing purposes to Díjbeszedő Holding Zrt.
2. The Díjnet service provider is entitled to record the Customer's personal information in its registry system after the contractual relationship has been established. The objective of managing personal information in such a way is to make possible for the Díjnet service provider to exercise its rights set out in the General Terms and Conditions and to perform its obligations.
3. The Customer agrees that the Díjnet service provider will use his/her personal details to improve and develop the quality of the service, moreover to monitor and assert the interests of the users and to implement the relevant communication activities related to provision and utilization of the services as well as to assert complaints.
4. Díjnet service provider is entitled to the following:
  - processing data received from bill issuers,
  - to notify the Customers regarding the emergency of new bill issuers and services.
5. In addition to cases covered in this contract, the Díjnet service provider may not use the Customers' personal information without their consent and it will not allow others to use said information.
6. The Díjnet service provider is entitled disclose the Customer's personal information to the bill issuer to facilitate identification and collect the relevant charges.
7. The Díjnet service provider is entitled to process the Customer's personal information received from the bill issuer to ensure fulfilment of the contract.
8. The Díjnet service provider ensures that in the course of data transmission and data storage, no persons other than the bill issuers, the Díjnet service provider or the Customer may legally access the data.
9. The Customer must take all expected measures to protect his/her personal data, especially the login identifier and password(s) required for using the services provided by the Díjnet service provider. The Customer is responsible for any event or activity which took place by using

his/her login identifier and password except that this event takes place due to a reason attributable to the Díjnet service provider.

10. The Díjnet service provider is not subject to any liability for using personal data in a manner different from the provisions of the present regulations if the damage arose from the Client's intentional or careless conduct and the Díjnet service provider acted according to the provisions set forth in the present regulations.
11. By proper technical, organizational and structural measures, the Díjnet service provider shall guarantee the security of data management, under the scope of which the relevant level of protection shall always correspond to a level always corresponding to the risk related to say data management.
12. The Díjnet service provider will protect the personal customer information process by implementing adequate organizational and technological (IT) measures against unauthorized access and use. Within the context of data security, information systems managing certain personal information may only be operated by persons with the right level of access privileges.
13. Upon expiry of the data processing period, Díjnet service provider must delete the Customer's personal data in a manner preventing identification of the party involved. The period for data processing will expiry one year after termination of the contract.

<b>IX.</b> <b>Supervisory body</b>
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To settle disputes related to provision of the service, the Client may refer the case to the following consumer protection authority or the competent court with relevant territorial jurisdiction. Central Hungarian Regional Administration Office Consumer Protection Inspectorate 1052 Budapest, Városház u. 7.; Phone: (1) 318-2681. E-mail: [fogyved\\_kmf\\_budapest@nfh.hu](mailto:fogyved_kmf_budapest@nfh.hu)

<b>X.</b> <b>Force majeure</b>
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Neither the Customer nor the Díjnet service provider will be responsible for meeting their contractual obligations if such unforeseeable circumstances (force majeure) unrelated to either party occur which prevents fulfilment of the contract or using the service. Such circumstances are in particular: acts of war, rebellion, sabotage, bombing, severe energy shortages or natural disasters, strikes, action taken as ordered by bodies authorized by the Act on National Defense (Act CV of 2004), the Act on Police (Act XXXIV of 1994).



**XI.**  
**Availability**

1. The Dijnnet service provider will guarantee 98% availability of the service for the Customer. Availability will only apply to full calendar months, but not to partial months.
2. When calculating availability, those periods can be disregarded in which the service outage:
  - for a reason arising in the Customer's scope of interest,
  - due to force majeure,
  - for other reasons unrelated to the Dijnnet service provider (in particular: weather conditions, accident, fire, severe energy supply disruption, vandalism, theft), and
  - due to announced maintenance occurred.

**XII.**  
**Miscellaneous**

1. Any issues not covered in this contract shall be governed by the relevant provisions of Act V of 2012 on the Civil Code, Act CXII of 2011 on the right to informational self-determination and freedom of information, Act XXXV of 2001 on electronic signatures, Act CXXVII of 2007 on Value Added Tax, Act LXXVI of 1999 on copyright.
2. To settle any disputes that may arise from this contract, the parties hereby stipulate the exclusive jurisdiction of the competent court according to the headquarters of the Dijnnet service provider.

## **1. Annex**

### **Díjnet registration**

Data requested during online registration

Díjnet registration

- Login name (unique identifier in the Díjnet system)
- Password
- E-mail address
- Name
- Contact address
- Telephone number (optional)

## **2. Annex**

### **Bill issuer registration**

#### **A. Allianz Hungária Zrt.**

Information requested during bill issuer registration

For private consumers:

- Policy number
- Name of contracting party
- Bill/Accounting document number
  - Mother's maiden name
  - Place of birth
  - Date of birth
- Address

For business organizations:

- Policy number
- Company name
  - Company registration number
  - Tax number
- Bill number
- Headquarters

Supported payment methods:

- Bank transfer
- Direct debit by control in the Díjnet system
- Cashier payment
- Bank card payment in the Díjnet system (VPOS)
- Payment via internet bank
- Mobile payment

Reporting account balance information: NO

### **B. Dél-Dunántúli Hulladékkezelő Nonprofit Kft.**

Information requested during bill issuer registration

- Consumer name
- Consumer identifier
- Bill number

Supported payment methods:

- Bank transfer
- Direct debit
- Bank card payment in the Díjnet system (VPOS)
- Payment via internet bank
- Mobile payment

Reporting account balance information: YES

### **C. Díjbeszedő Holding Zrt.**

Information requested during bill issuer registration

- Payer identifier
- Eligibility
- Alias name (optional)
- Number of a charge summary not older than six months

Supported payment methods:

- Bank transfer
- Direct debit by control in the Díjnet system
- Cashier payment
- Bank card payment in the Díjnet system (VPOS)
- Payment via internet bank
- Mobile payment

Reporting account balance information: YES

#### **D. DMRV Zrt.**

Information requested during bill issuer registration

- Payer name
- Number of contractual account
- Date and number of a bill not older than six months

Supported payment methods:

- Bank transfer
- Direct debit
- Bank card payment in the Díjnet system (VPOS)
- Payment via internet bank
- Mobile payment

Reporting account balance information: YES

#### **E. DRV Zrt.**

Information requested during bill issuer registration

- Customer name
- Business partner identifier
- Number of contractual account
- Billable name (if different from the Customer)
- Billable address

Supported payment methods:

- Bank transfer
- Direct debit
- Bank card payment in the Díjnet system (VPOS)
- Payment via internet bank
- Mobile payment

Reporting account balance information: NO

#### **F. E.ON Energiaszolgáltató Kft.**

Information requested during bill issuer registration

- Consumer identifier
- Number of contractual account
- Customer name
- Customer address

Supported payment methods:

- Bank transfer

- Direct debit
- Bank card payment in the Díjnet system (VPOS)
- Payment via internet bank
- Mobile payment

Reporting account balance information: NO

### **G. Érd és Térsége Víziközmű Kft.**

Information requested during bill issuer registration:

- Consumer name
- Consumer identification number
- Number of a bill not older than six months

Supported payment methods:

- Bank transfer
- Direct debit
- Bank card payment in the Díjnet system (VPOS)
- Payment via internet bank
- Mobile payment

Reporting account balance information: YES

### **H. ÉRV Zrt.**

Information requested during bill issuer registration:

- Partner code
- External identifier
- Payer name
- Date and number of a bill not older than six months

Supported payment methods:

- Bank transfer
- Direct debit
- Bank card payment in the Díjnet system (VPOS)
- Payment via internet bank
- Mobile payment

Reporting account balance information: YES

### **I. FŐTÁV Zrt.**

Information requested during bill issuer registration

- Customer name
- Client identifier
- Date and number of a bill not older than three months

Supported payment methods:

- Bank transfer
- Direct debit
- Bank card payment in the Díjnet system (VPOS)
- Payment via internet bank
- Mobile payment

Reporting account balance information: YES

## **J. FŐGÁZ**

Information requested during bill issuer registration

For private consumers:

- Customer Reference Number
- Contract Account Number
- Customer Name
- Date of birth, or
- Mother's maiden name

For business organizations:

- Customer Reference Number
- Contract Account Number
- Customer Name
- Company registration number or
- Tax number

Supported payment methods:

- Bank transfer
- Direct debit
- Bank card payment in the Díjnet system (VPOS)
- Payment via internet bank
- Mobile payment

Reporting account balance information: by presenting the next current bill

## **K. INVITEL Távközlési Zrt.**

Information requested during bill issuer registration

- Customer name
- Client identifier
- Consumer identifier

Supported payment methods:

- Bank transfer
- Direct debit
- Bank card payment in the Díjnet system (VPOS)
- Payment via internet bank
- Mobile payment

Reporting account balance information: YES

### **L. Kaposvári Önkormányzati Vagyonkezelő és Szolgáltató Zrt.**

Information requested during bill issuer registration

- Consumer name
- Consumer identifier
- Bill number

Supported payment methods:

- Bank transfer
- Direct debit
- Bank card payment in the Díjnet system (VPOS)
- Payment via internet bank
- Mobile payment

Reporting account balance information: YES

### **M. KAVÍZ Kaposvári Víz- és Csatornamű Kft.**

Information requested during bill issuer registration

- Consumer name
- Consumer identifier
- Bill number

Supported payment methods:

- Bank transfer
- Direct debit
- Bank card payment in the Díjnet system (VPOS)
- Payment via internet bank

- Mobile payment

Reporting account balance information: YES

#### **N. MVM Partner Zrt.**

Information requested during bill issuer registration

- Payment identifier
- Alias name (optional)
- Customer/Payer name
- Number of bill received prior to registration

Supported payment methods:

- Bank transfer
- Direct debit
- Bank card payment in the Díjnet system (VPOS)
- Payment via internet bank
- Mobile payment

Reporting account balance information: YES

#### **O. Nyírségvíz Zrt.**

Information requested during bill issuer registration

- Consumer name
- Consumer identifier
- Number of bill received for registration

Supported payment methods:

- Bank transfer
- Direct debit
- Bank card payment in the Díjnet system (VPOS)
- Payment via internet bank
- Mobile payment

Reporting account balance information: YES

#### **P. NYÍRTÁVHŐ Kft.**

Information requested during bill issuer registration

- Consumer name
- Consumer identification number



- Number of a bill not older than six months

Supported payment methods:

- Bank transfer
- Direct debit
- Bank card payment in the Dijnet system (VPOS)
- Payment via internet bank
- Mobile payment

Reporting account balance information: NO

### **Q. PANNON-VÍZ Zrt.**

Information requested during bill issuer registration

- Customer name
- Consumer identifier
- Bill number

Supported payment methods:

- Bank transfer
- Direct debit
- Bank card payment in the Dijnet system (VPOS)
- Payment via internet bank
- Mobile payment

Reporting account balance information: NO

### **R. Szegedi Vízmű Zrt.**

Information requested during bill issuer registration

For private consumers:

- Account number:
- Client identifier
  - Name
  - Date of birth
  - Mother's maiden name

For business organizations:

- Account number:
- Client identifier
  - Name

- Company registration number
- Tax number

Supported payment methods:

- Bank transfer
- Direct debit
- Bank card payment in the Dijnet system (VPOS)
- Payment via internet bank
- Mobile payment

Reporting account balance information: YES

### **S. Tettye Forrásház Zrt.**

Information requested during bill issuer registration

- Customer (Payer) name
- Customer (Payer) identifier
- Bill number

Supported payment methods:

- Bank transfer
- Direct debit
- Bank card payment in the Dijnet system (VPOS)
- Payment via internet bank
- Mobile payment

Reporting account balance information: NO

### **T. TIGÁZ**

Information requested during bill issuer registration

- Consumer name
- Customer (payer) identifier
- Consumer identifier

Supported payment methods:

- Bank transfer
- Direct debit
- Bank card payment in the Dijnet system (VPOS)
- Payment via internet bank
- Mobile payment

Reporting account balance information: NO

#### **U. Union Vienna Insurance Group Biztosító Zrt.**

Information requested during bill issuer registration

- Mode of bill payment
- Applicant's entitlement
- Policy number
- Alias name (optional)
- Name of contracting party
- Previous bill number (for check and bank transfer payment)

More information to be provided

For private individuals:

- Place of birth of contracting party
- Date of birth
- Home address
- Bank account number (for direct debit payment mode)

For representatives/authorized agents of business organizations:

- Headquarters of business organization

Supported payment methods:

- Bank transfer
- Direct debit
- Bank card payment in the Díjnet system (VPOS)
- Payment via internet bank
- Mobile payment

#### **V. UPC Magyarország Kft.**

Information requested during bill issuer registration

- Customer number
- Billing name
- Billing address
- Number of a bill not older than six months (new customers not yet having a bill need not provide this information)

Supported payment methods:

- Bank transfer
- Direct debit

- Bank card payment in the Dijnet system (VPOS)
- Payment via internet bank
- Mobile payment

Reporting account balance information: YES

#### **W. UPC DTH S.á.r.l.**

Information requested during bill issuer registration

- Customer number
- Billing name
- Billing address
- The number of a bill not older than six months (new customers who do not yet have a bill need not provide this information)

Supported payment methods:

- Bank transfer
- Direct debit
- Bank card payment in the Dijnet system (VPOS)
- Payment via internet bank
- Mobile payment

Reporting account balance information: YES

#### **X. VERTIKÁL Nonprofit Zrt.**

Information requested during bill issuer registration

- Consumer name
- Consumer identifier
- ZIP code
- TAX number

Supported payment methods:

- Bank transfer
- Direct debit
- Bank card payment in the Dijnet system (VPOS)
- Payment via internet bank
- Mobile payment

Reporting account balance information: YES