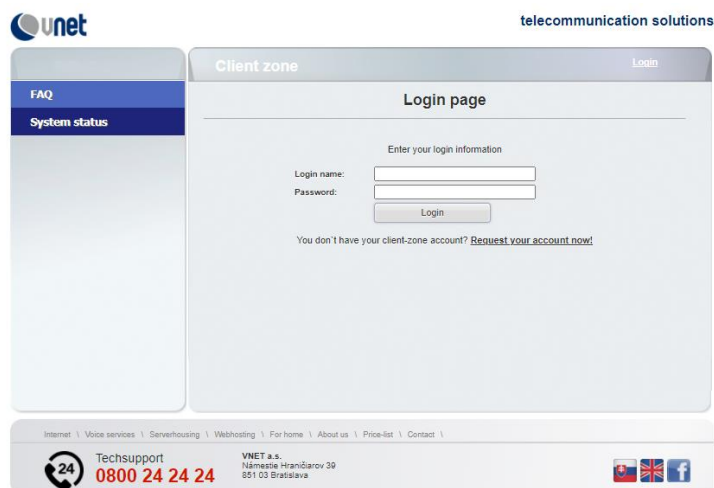


To set up a direct debit, it is necessary to log in to the VNET Customer Zone at [www.vnet.sk](http://www.vnet.sk).

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

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

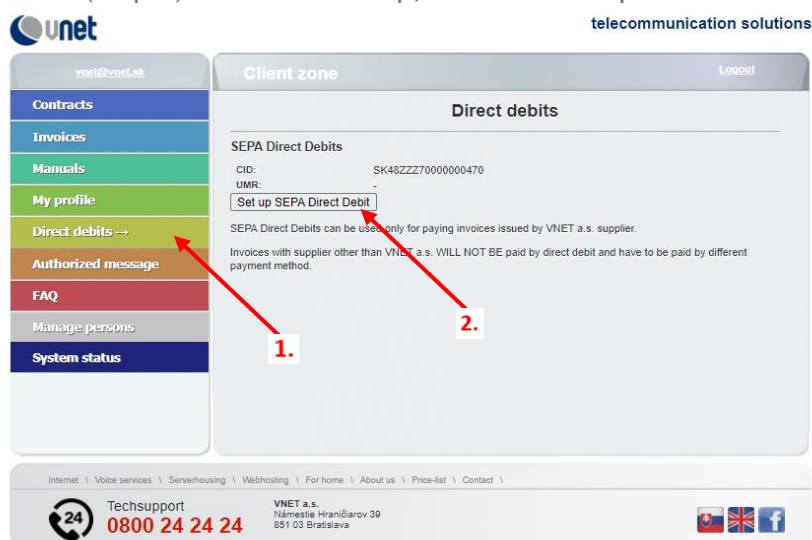


The screenshot shows the VNET Client zone Login page. On the left is a sidebar with links: FAQ, System status, and a 24-hour Techsupport number (0800 24 24 24). The main area is titled 'Client zone' and 'Login page'. It contains a form with fields for 'Login name' and 'Password', and a 'Login' button. Below the form, it says 'You don't have your client-zone account? [Request your account now!](#)'. The footer includes navigation links, contact information for VNET a.s., and social media icons.

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).



The screenshot shows the VNET Client zone Direct debits page. The left sidebar is expanded, showing the 'Direct debits' tab selected (marked with a red arrow and '1.'). The main area is titled 'Direct debits' and shows 'SEPA Direct Debits' with fields for 'CID' (SK48ZZZ70000000470) and 'UMR'. A button labeled 'Set up SEPA Direct Debit' is highlighted with a red arrow and '2.'. Below this, it states: 'SEPA Direct Debits can be used only for paying invoices issued by VNET a.s. supplier. Invoices with supplier other than VNET a.s. WILL NOT BE paid by direct debit and have to be paid by different payment method.' The footer is identical to the previous screenshot.

Continue by confirming the "Continue to TrustPay" option (step 3.).


Language ▾

### 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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3.

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


You are in a secure area.
English ▾

### Merchant information

Name and address  
**VNET a.s.**  
**Nám.Hraničiarov 39, 851 03 Bratislava, SK**

Creditor ID  
**SK48ZZZ70000000470**

### 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

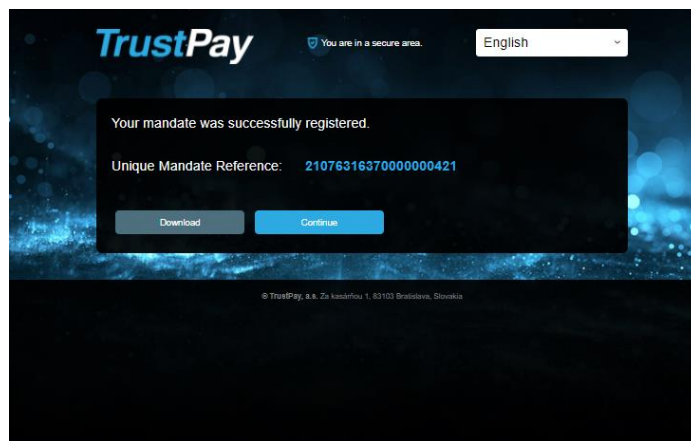
Signing city

☐ 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

Cancel

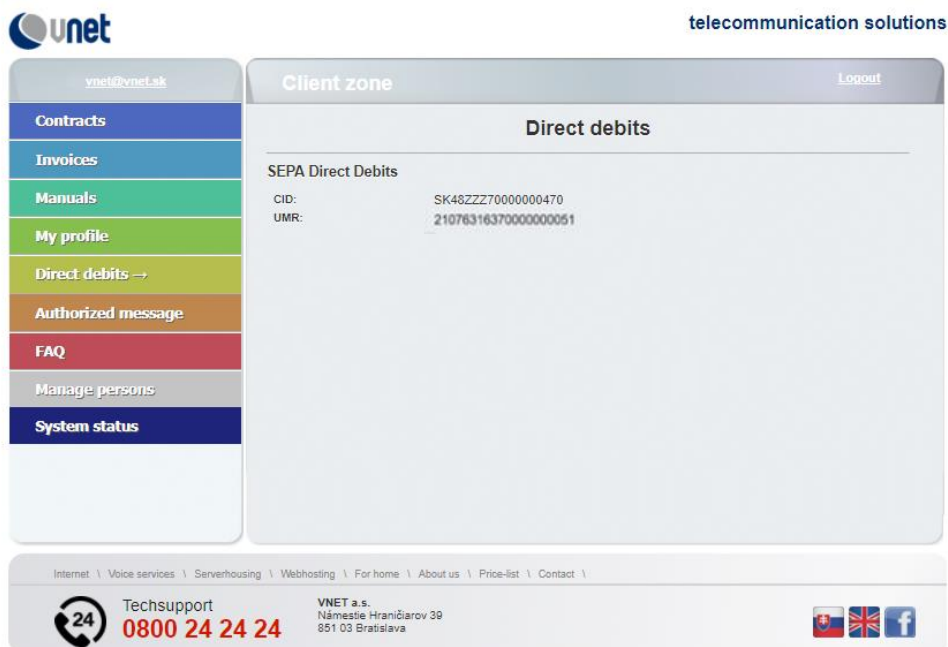
Sign mandate

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](http://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.



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