

Summary of recent changes made to Hosting Services Agreement

The following is a summary of modifications made to the Clara Online Hosting Services Agreement as of February 23, 2018. Please refer to the agreement itself to fully review the changes.

Before	After (February 23, 2018 onward)
<p>Article 29 Suspension of Service</p> <p>The Company may suspend the provision of service in the event of any of the following.</p> <ol style="list-style-type: none"> 1. Unavoidable maintenance or construction on Company telecommunications equipment. 2. Fear of disclosure of personal information. 3. Changes to location of Service provision. 4. Damages, or fear of damages, to the Subscriber or other third party due to third party intrusion or third party attack on Company telecommunications equipment. 5. Failure or loss of Company telecommunications equipment such that repair or restoration according to Article 18 is not possible. 	<p>Article 29 Suspension and Temporary Interruption of Service</p> <p>The Company may suspend or temporarily interrupt the provision of service in the event of any of the following.</p> <ol style="list-style-type: none"> (1) Unavoidable maintenance or construction including movement or relocation on Company telecommunications equipment. (2) Fear of disclosure of personal information. (3) Changes to location of Service provision. (4) Damages, or fear of damages, to the Subscriber or other third party due to third party intrusion or third party attack on Company telecommunications equipment. (5) Failure or loss of Company telecommunications equipment such that repair or restoration according to Article 18 is not possible.

Before	After (February 23, 2018 onward)
<p>Article 31 Notifications to the Subscriber</p> <p>In the event of enacting measures set forth in the preceding three articles, the</p>	<p>Article 31 Notifications to the Subscriber</p> <p>In the event of enacting measures set forth in the preceding three articles, the</p>

<p>Company shall notify the Subscriber of said measures in advance (at least one month in advance for the preceding article). However, this shall not apply in the event of emergency or as circumstances require.</p>	<p>Company shall specify the date as much as possible and notify the Subscriber of said measures in advance. However, this shall not apply in the event of emergency or as circumstances require.</p>
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