

General conditions and requirements for data migration

We are happy that you have decided to entrust your projects to Keyweb. We would be delighted to support you in making the switch to us as easy and convenient as possible.

In order to be able to migrate your data and systems from your previous provider to our system once free of charge, it is necessary to check and define the implementation requirements in advance. For this purpose, we need a detailed list of all data and systems to be migrated.

If a migration cannot be carried out free of charge after the review – due to very complex technical systems, for example – we will discuss possible options and support services with you. You can then decide whether you would like to migrate your data to us independently or whether we can support you for an agreed fee.

Requirements for the acceptance of a free data migration by the Keyweb Support

- » The customer provides a detailed list of all data and systems to be migrated.
- » The customer provides the administrative access data to the relevant systems.
- » The customer creates a backup to the extent of his/her current data inventory before the agreed date for the data migration. On request, the Keyweb AG can be commissioned to create a current data backup.
- » Once the data migration has been completed, the customer is responsible for checking the data for completeness. The Keyweb AG does not guarantee the completeness of the transferred data.
- » The migration of data and systems is carried out by the Keyweb AG during business hours.
- » A free data migration is carried out once and exclusively for new customers. This involves moving the customer's data from another provider's system to the new system at Keyweb, so that the customer is then provided with an operational system.
- » All necessary preparatory work from the new customer, which is required in advance for the data migration, must be provided to Keyweb Support within three months of ordering/commissioning the data migration. Otherwise, a free execution can no longer be guaranteed.

I hereby confirm that I have read and accept the conditions for the free data migration by the Keyweb AG. In addition, I will provide the Keyweb AG with the necessary access data and detailed lists of all data to be migrated for the purpose of the data migration.

Furthermore, the General Terms and Conditions of the Keyweb AG apply.

City, date

Customer number and signature

as of: 2025-06-03