

FPT CAMERA TERM OF USE

FPT Camera is the general name for the package of smart surveillance products (FPT Smart Surveillance or FPT Camera) of FPT Telecommunications Joint Stock Company (FPT Telecom), including video recording equipment (hereinafter referred to as "**Camera**") and service to store data recorded from cameras on a cloud computing platform (hereinafter referred to as "**Cloud**"). FPT Camera helps provide an optimal and safe storage solution compared to storing data on memory cards like traditional camera products.

This FPT Camera - Terms of Use (hereinafter referred to as "**General Terms**") governs how FPT Telecom - the developer of FPT Camera - provides products to you (users, customers), and how you use our FPT Camera products.

You should regularly check for updates to these General Terms to understand and comply with them to protect your rights and fulfill your obligations. We can update and modify the General Terms without your prior consent, the updating helps us improve the way we provide products and the conduct between us and you throughout the process on providing and using FPT Camera products. Any changes to the General Terms will be fully reflected on the websites www.fpt.vn, fptcameraiq.vn and the FPT Camera application.

By successfully registering an FPT Camera account at the FPT Camera application or confirming the contract/order to purchase FPT Camera products, you confirm that you have read, fully understood and committed to comply with the General Terms and all updates (if any).

1. FPT CAMERA METHOD OF OPERATION

- 1.1. Camera and Cloud in the package of FPT Camera product are both developed by FPT Telecom to ensure synchronization, compatibility and safety for users, therefore if you use a camera or other device not provided by us but in connection with Camera and/or Cloud, or using the Internet of other providers, you shall ensure that the device is compatible with Camera, Cloud and are solely responsible for the quality and transmission speed of images recorded from the camera and stored in the Cloud which does not satisfy with our commitments.
- 1.2. FPT Camera application is developed by us and can only be used on devices compatible with FPT Camera. This application may change by device and features may vary between devices. You acknowledge that the use of the FPT Camera application must comply with the license on using software of third party. You agree that you may automatically receive updated versions of FPT Camera's application software and related third party's software.
- 1.3. FPT Camera currently has two main forms of supply:
 - (a) used with FPT Internet (also known as FPT Camera Combo service); and
 - (b) Cloud activation code (not used with FPT Internet), also known as FPT Camera Only service.

We may develop additional uses in the future to better meet customer needs and our business plans.

FPT Camera Combo package will attach with a commitment time to use the Cloud. If you cancel or suspend the Cloud service before this time, you will be charged a fee as specified in Article 5 of the General Terms.

- 1.4. Data recorded from the Camera will be stored in the Cloud for a certain period, called storage time. When the storage time expires, the data in the Cloud will be automatically deleted, so you need to download this data to your device before the storage time expires. To download data, you will do it on the FPT Camera application.

In addition to the storage time, when using Cloud activation code (FPT Camera Only package), the Cloud will have additional usage time. Usage time is the amount of time the Cloud is active, when the usage time expires, the Cloud will automatically delete the data in it and disconnect with the camera.

- 1.5. You need to make sure the camera is fully supplied with a full, stable power source and connect with Internet so that the camera can clearly record all content and fully transmit it to the Cloud.
- 1.6. In case you (FPT Camera account owner) share the right to view Cloud data with others, the phone numbers granted access will not have full rights like you. To better understand your rights to the Cloud and shared rights, you may check the FPT Camera application installed on your device.

2. ACCOUNT REGISTRATION

- 2.1. To manage the data in the Cloud and register to use FPT Camera product, you need to register an account at the FPT Camera application with only 01 phone number. This is the phone number that identifies you, associated with your FPT Camera account and only you are considered the owner of the data in the Cloud and the owner of the FPT Camera account.
- 2.2. It should be noted that if you are a legal entity, you must ensure that your representative provides us with an identifying phone number on behalf of your legal entity has full civil capacity and authority to do so. The representative provides the identification phone number on your behalf is considered (a) the legal representative of your legal entity to establish transactions with us during the registration process and use of FPT Camera product (such as sign an electronic contract, register to change contract information, purchase additional product packages, suspend or terminate services, download data in the Cloud, request data extraction in the Cloud,...); and (b) be the person authorized to administer your FPT Camera account and entitled to the rights reserved for FPT Camera administrator. You are fully responsible for transactions and operations performed by this representative originating from your legal entity's FPT Camera account.
- 2.3. You need to enter the necessary information that we request when registering for an account and ensure these information are accurate and complete. You also need to pay attention to reviewing and accepting separate service contracts and orders from FPT Camera (if any).

3. PASSWORD AND LOGIN

- 3.1. After registering your account, you have the right to access and control your FPT Camera account. Account control is achieved through the use of passwords; therefore, to maintain the exclusive control, you should not reveal your password to anyone. In addition, you should not disclose payment details associated with your FPT Camera account in any form.
- 3.2. You should access your FPT Camera account by going directly to the website www.fpt.vn, fptcameraiq.vn or the FPT Camera application without going through a link in an email or any other electronic communications, as well as only use remember login mode on devices you trust. We reserve the right to place any account on "block" situation at any time, with or without notice to you, to protect you, us and our partners from activities considered information theft or sabotage.
- 3.3. Transactions and interactions arising from your FPT Camera account are by default made by you or have been approved by you in advance. Therefore, you need to pay attention to this issue before sharing your FPT Camera account with others.

4. ORDERING AND PAYMENT

- 4.1. You can order FPT Camera product at website www.fpt.vn, fptcameraiq.vn, Hi FPT application or FPT Camera application and follow the system instructions to place an order. The price may change from time to time based on our policy and is published on Hi FPT application and FPT Camera website.
- 4.2. Details of your registration of FPT Camera package shall be shown in the contract/order. Besides complying with the General Terms, you need to comply with the contents expressed in that contract/order.
- 4.3. When you choose the form of use:
 - (a) FPT Camera with FPT Internet (FPT Camera Combo): payment method and payment term shall be according to the regulations applicable to the Internet package you purchased or are using. In case the registered prepayment period expires and you do not renew the prepayment, the Cloud service package you are using will be automatically converted to monthly post - payment. In case you need to change the payment term of the Cloud package you are using, we will support the processing if it complies with our current regulations and this change will be shown on the receipt/bill.
 - (b) FPT Camera without FPT Internet (FPT Camera Only): you shall pay in advance for this service package, unless the contract/order stipulates otherwise.
- 4.4. You can choose the payment method that FPT Camera offers depending on the service package you choose, displayed at the service package purchase interface. Payment methods may include: automatic payment on FPT Telecom's Hi FPT application; online payment on the Hi FPT application/ website www.fpt.vn/pay/ or via QR pay method on FPT Telecom's service fee notice email; Payment via bank (automatic deduction/ Internet Banking/ Mobile Banking/ ATM/ transfer/ SMS/ at bank counter...); online payment via FPT Telecom's collection partner (VNPay/ VTC365/ Momo Wallet...); payment at FPT Telecom's collection counter (FPT shop/ Payoo); Payment at FPT Telecom counters nationwide; at your address, then the service fee will be collected according to the agreement and agreed by you before we proceed to collect this fee at your address, this fee may change according to our policy and be notified in advance to you.

4.5. After making full payment, you may access the website www.fpt.vn to view and download electronic invoices. Payments made for product(s) are non-refundable.

5. COMMITMENT ON USE OF CLOUD

5.1. When choosing the FPT Camera Combo package, you commit to continuously use this service package within 24 months from the date of service activation ("**Cloud Commitment Period**").

5.2. In case the Cloud is suspended/terminated before the expiration date of the Cloud Commitment Period, you must return the Camera that was suspended/terminated to the Cloud in its original condition within our requested time; and:

- (a) in case of suspension/termination of Cloud on all Cameras of the FPT Camera Combo package, you shall compensate for a fee of (i) 550,000 VND, and (ii) 550,000 VND for each lost or damaged Camera (if any). All fees include VAT.
- (b) in case of suspension/termination of Cloud on one or more Cameras of the FPT Camera Combo package, you shall compensate for a fee of 550,000 VND for each lost or damaged Camera (if any). Fees include VAT.

6. FORM OF USE, OWNERSHIP, RISK TRANSFER

6.1. Forms of Camera use:

- (a) Depends on our policy from time to time, Camera will be available for purchasing or renting.
- (b) Unless otherwise specified in the contract/order, when using:
 - In the FPT Camera Combo package, the form of using the Camera is renting with the rental period also being the Committed Time to Use the Cloud as specified in Article 5.
 - In the FPT Camera Only package, the form of using the Camera is purchasing it.

6.2. Ownership:

- (a) For Camera:
 - When the Camera is rented, ownership of the Camera will be transferred to you when the Cloud Usage Commitment Period terminates and you have paid all the Cloud fees incurred during this commitment period.
 - When the Camera is purchased, ownership of the Camera will be transferred to you immediately when you have paid the full purchase price for the Camera.
- (b) For Cloud: You only own your data which is stored in the Cloud. FPT Telecom does not transfer any ownership of Cloud resources to anyone under any circumstances.

6.3. Transfer the risk related to Camera: The risk of loss or damage of Camera will transfer to you right after we have delivered it to you.

7. CAMERA WARRANTY

7.1. Camera is guaranteed under our customer care policy at the time you sign a contract or place an order successfully with us. Warranty policy is published on website fptcameraiq.vn, FPT Camera application and/or warranty information labelled on the device.

7.2. We are only responsible for warranty (a) due to technical errors in the device, (b) the device has not been opened or disassembled (except for the opening of the lid or disassembling by our technicians), and (c) is still within the warranty period (depending on the type of use of the Camera, there will be different warranty periods as specified in Clause 7.1). The warranty excludes equipment errors that occur in operation, storage, natural wear and tear, water penetration (excluding outdoor cameras), breakage, dents, cracks, fires, and other causes.

7.3. To prevent misunderstanding, when using the FPT Camera Combo package, the time using the Camera during the Cloud Commitment Period is taken into account in the Camera warranty period.

8. CASES OF DATA DELETION FROM THE CLOUD

8.1. You understand and agree that data stored in the Cloud will be deleted by us when one of the following events occurs:

- (a) The time of data storage in Cloud packages has expired;
- (b) The time of using Cloud package has expired;
- (c) You transfer Cloud package are currently using to third party;
- (d) You change the registered phone number or Cloud administrator mentioned in the contract/order;
- (e) You delete data that you previously downloaded from the Cloud through the FPT Camera application;
- (f) You have not paid the Cloud service fees in full and on time;
- (g) Cloud services are terminated;
- (h) Upon the request of a competent state agency.

8.2. Except as specified in Point (h), we will not inform prior to data deletion and will not be responsible for data deletion or failure to provide notice. Before we delete your data in the Cloud as mentioned above, you must proactively back up your data. You further agree that when making a transaction specified in Point (c) or (d) above, you shall comply with our regulations at the time of transaction. You can contact us according to the information in Article 17 or via Hi FPT application, FPT Camera application to be supported with implementation procedures.

9. USER CODE OF CONDUCT

9.1. When using FPT Camera products, you agree to:

- (a) respect our intellectual property rights for FPT Camera products;
- (b) pay in full and on time the fees for using FPT Camera products, including the time of waiting for complaint resolution;
- (c) be responsible for electronic transactions performed with us in any form (regardless of location, time and person making the transaction);
- (d) preserve and use FPT Camera equipment for its intended purpose until ownership of the equipment is transferred to you (applies to form of Camera renting);
- (e) secure information about accounts related to Cloud services that we have granted (such as Cloud access password, authentication password, administration package account), email, phone number and member account; If this information has been revealed in any form at your fault, you must accept the risks, losses and damages arising and exempt us from liabilities;
- (f) compensate for all damages in case you breach the contract, General Terms, or the law which causes damage to us;
- (g) do not destroy, delete, alter, deactivate, impair or otherwise interfere with any content protection mechanism in the Cloud;
- (h) do not use any robot, spider, scraper or other automated means to access other users' FPT Camera accounts;
- (i) do not translate, reverse, redesign or separate any software or other products or processes that you may access through the FPT Camera application;
- (j) do not store, copy, distribute, modify, slideshow, perform, publish, license, create derivative works, offer for sale or otherwise use (except as expressly permitted in these General Terms) the content and information contained in or obtained from or through the FPT Camera application and Cloud service;
- (k) do not harm or threaten other users in any way, or interfere or attempt to interfere with the access of any other user, server or network to the website www.fpt.vn, fptcameraiq.vn or FPT Camera application, including through virus spreading, overloading, and spamming activities;
- (l) do not use any illegal methods to exploit, collect or extract data;
- (m) do not impersonate or steal other user accounts;
- (n) do not take advantage of FPT Camera products to collect user information, publish information and documents about the private lives of other users;
- (o) do not engage in any behavior or attitude that damages the reputation of FPT Camera products or the parent company in any form or method;
- (p) do not share the account owner's FPT Camera account with other users without the account owner's consent; and
- (q) do not allow or assist any other person or entity to take any of the actions mentioned above.

9.2. If you breach the General Terms, or we reasonably suspect that you have breached the General Terms, we will stop to provide the Cloud, other related products and services, and/or block Account Information, at our discretion. We also reserve the right to block the receipt of information transmitted from cameras to the Cloud as part of our efforts to enforce the General Terms. We are exempted from liability for damages you may incur because of taking measures under this Article.

- 9.3. In case you commit acts that negatively affect the Cloud system, we or other users who may be not specified in these General Terms, we may consider the violation level, the impact level and the damage occurs to provide solutions as stated in the General Terms and/or according to the laws.

10. SUPPLIER CODE OF CONDUCT

As a service provider, we always do our best to provide customers with the best experience. Therefore, when providing FPT Camera products to you, we commit:

- (a) ensure service quality as committed in the General Terms, terms of use on websites www.fpt.vn, fptcameraiq.vn and FPT Camera application;
- (b) support users in the quickest way while using FPT Camera products;
- (c) comply with regulations on collection, use and processing of user information in accordance with the provisions of the General Terms and the laws;
- (d) apply necessary technical measures to Cloud resources to minimize the risk of user information theft, virus intrusion, and network attacks;
- (e) receive and resolve user complaints in cases that arise during product use, however, to facilitate effective complaint resolution, we are only obliged to support, receive and resolve for FPT Camera account owners; The registered account is complete, truthful and accurate information for the requests, including but not limited to the information required at the registration stage and payment confirmation on the payment gateway. In some necessary cases, we may require users to provide additional information and documents within a certain period of time to serve the purpose of resolving complaints, and in this case users Commit to cooperate in providing such information and documents on time as requested by us.

11. PROTECT THE PRIVACY OF PERSONAL INFORMATION

- 11.1. Data which is protected in this General Terms will include: (a) data recorded by camera (of FPT Camera or camera equipped by Customer) and stored in Cloud (“**Cloud Data**”); and (b) other data which are not Cloud Data (“**Account Info**”), such as log-in account of Service and App, username, phone number, history,...Cloud Data and Account Info hereinafter referred to as the “**Data**”.
- 11.2. You shall be responsible for protecting its own Data. In case any third party, whether or not is authorized by you, through Service, App, FPT Camera, other website, app or device, accesses, follows, uses, retrieves, copies, uploads, downloads, publishes or does other similar acts which may impact on the Data, or interact with FPT Telecom, then you shall be solely responsible for information, act, transaction carried out by such third party. We will only be liable for damage incurred by you due to our failure to perform its privacy measures.
- 11.3. Data Collection

- (a) To increase customer safety and ensure interactions between you and us are received timely, we may collect your Account Info. This collected Account Info will be kept confidential by us in accordance with Vietnamese laws. We only collect, use, and disclose Data within the permitted scope.
- (b) In addition, collecting Account Info will help us:
 - (i) provide services to secure customer networks and devices and the confidentiality and availability of data therein;
 - (ii) to assist Customer receiving information on promotion and offering programs;
 - (iii) to receive complaints and reports from Customer;
 - (iv) to contact Customer for urgent, special circumstances in relation to FPT Telecom's provision of products and services;
 - (v) to manage usage histories of FPT Telecom's products and services;
 - (vi) to prevent infiltration, hack of account or impersonating;
 - (vii) to verify the personal identity of those who are interacting with us;
 - (viii) to survey product usage requirements, advertise for our products and services;
 - (ix) to improve quality of products and services;
 - (x) to develop new products and services; and
 - (xi) to comply with the laws.
- (c) We commit not to track users' Cloud Data unless consented by users or as required by law.

11.4. Data Storage

- (a) Time to view and download Cloud Data will depend on storage package purchased by you.
- (b) Account Info is stored during the using period of FPT Camera product until completion of collection purpose of data collection presented in Article 11.3 or expiration of storage period stated by the laws, whichever comes later.
- (c) All Data will be stored at:
 - Company name: FPT Telecom Joint Stock Company
 - Head office: Floor 2, FPT Building, No. 17 Duy Tan Street, Dich Vong Hau Ward, Cau Giay District, Hanoi, Vietnam
 - Tel: (84-4) 73002222 Fax: (84-24) 7300 8889

– Hotline: 1900 6600 Email: Hotrokhachhang@fpt.com.vn

11.5. Data Protection

- (a) We apply security measures strictly to protect the confidentiality, integrity and availability of Data when transferring, storing or processing such data.
- (b) We use physical, administrative and technical security measures to reduce the risk of loss, misuse or unauthorized access, disclosure or modification of Data.
- (c) All Data is stored on safe servers operated by us or our partners with access limited to authorized persons only.

11.6. Data Disclosure

- (a) We take the security of user information very cautiously, we commit to absolutely not arbitrarily use (i) Account Info for purposes that do not bring benefits to yourself and (ii) Data Cloud. We commit to only disclose user information in cases permitted by users and the law and in the cases stated in Point (b) of this Clause 11.6.
- (b) We may share Account Info to:
 - (i) our branches and subsidiary companies to provide FPT Camera products to you on our behalf;
 - (ii) or software manufacturers, service providers, agents - organizations and individuals who distribute services to you on our behalf;
 - (iii) competent governmental body in accordance with the laws.
- (c) We may share, provide the Account Info in reliance on:
 - (i) with your consent;
 - (ii) set forth in Point (b) Clause 11.6;
 - (iii) to protect our legal rights. We only share information when we are sure that the information can protect the Company's rights and property, and this information will be shared to the extent necessary and in accordance with the law; or
 - (iv) at the legal request of a competent state agency.
- (d) Cloud Data will only be disclosed by us with the consent of the data owner or at the legal request of a competent state agency.

12. SUSPENSION AND TERMINATION OF CLOUD SERVICES

12.1. For using Cloud activation code (FPT Camera Only service): Cloud will automatically terminate when the usage period expires.

- 12.2. For using with FPT Internet (FPT Camera Combo service):
- (a) Cloud will be suspended or terminated according to the provisions of the FPT Internet contract with the cases mentioned in Clause 12.4 of the General Terms.
 - (b) Suspension/termination of FPT Internet shall not lead to suspension/termination of Cloud and vice versa.
 - (c) If FPT Internet service is suspended or terminated, Cloud service will still be provided and Cloud fees will still arise during this suspension or termination period. However, data recorded from the camera may not be stored in the Cloud because there is no transmission line to push the data to the Cloud, and we shall not be responsible to you for the Cloud not storing the data in this case.
- 12.3. In the event you use Internet of another network provider to connect the camera and Cloud, if this network's Internet is suspended or terminated, the same provisions in Point (c) Clause 12.2 shall apply.
- 12.4. In addition to the cases mentioned in Clauses 12.1 to 12.3:
- (a) Cloud Services are terminated when:
 - (i) Both Parties agree on the termination in writing or through electronic transaction methods as prescribed of FPT Telecom;
 - (ii) We cease to do Cloud business;
 - (iii) Due to the impact of a force majeure event according to Article 13;
 - (iv) You violate the General Terms, relevant contract/order but do not remedy the violation within 10 days from the date of receiving notice of violation from us;
 - (v) You do not pay for Cloud services in full and on time;
 - (vi) There is a denial-of-service attack (DDoS);
 - (vii) Upon request from a competent state agency;
 - (viii) Other cases as prescribed by the General Terms or the laws.
 - (b) Cloud services are suspended when:
 - (i) Subject to Cloud termination as specified in Clause 12.4;
 - (ii) We carry out maintenance of the Cloud service system;
 - (iii) You violate the General Terms and relevant contracts/orders.

- 12.5. When Cloud is suspended, Cloud will not store data recorded from the camera and we will not be responsible to you for this issue. The Cloud Service will be restored after the event leading to the suspension is terminated or eliminated and you have compensated for the damages caused by your breach (if any).
- 12.6. Termination of Cloud services for any reason will not (a) relieve any obligations of one party incurred prior to termination; and (b) loss or affect the rights of one party to other party that (i) arose before the time of termination; or (ii) in connection with or which may in the future arise from a breach that was committed before the time of termination.

13. FORCE MAJEURE EVENTS

- 13.1. A force majeure event is an event that occurs objectively, is unknowable, unpredictable and beyond the control of the affected party, including but not limited to: floods, strikes (not a strike by employees of the affected party), riots, fires, wars, terrorism, epidemics and Government policies arising during the performance of the contract that impact and lead to delay in contract performance by the affected party.
- 13.2. If the performance of a party's obligations is prevented or delayed due to a force majeure event, that obligation will be postponed to execute equivalent to the duration of the force majeure event and the affected party must not compensate the other party for damages caused by the force majeure event. However, the affected party shall (a) after the event of force majeure occurs, immediately notify the other party of the force majeure event, the date and expected duration of the event, and the effects of the force majeure event on the performance of the affected party's obligations; and (b) immediately take necessary measures to limit or reduce the damage caused to the parties.
- 13.3. If the affected party does not comply with the provisions of Clause 13.2 above, the affected party is not entitled to exemption from liability under this Article 13.
- 13.4. Right after the force majeure event ends or is eliminated, the affected party shall immediately notify the other party and continue to perform its obligations.
- 13.5. In case a party's obligations are hindered by a force majeure event for more than 30 consecutive days or more than 60 cumulative days, either party has the right to unilaterally terminate the service by a notice prior to 10 business days.

14. SUBCONTRACTORS

FPT Telecom may be supported in operation by our partners. During such product development or operational support, user's Data may be provided to such partner to improve service quality and security. We will also require these partners to strictly secure and protect user's data collected during operational support to the same extent as our commitment to protecting the privacy of your personal information in these General Terms.

15. EXTERNAL LINKS

- 15.1. Links to websites and applications which are not under FPT Telecom management

Under some unexpected circumstances, App may link to other websites or resources. Customer acknowledges that it shall be solely responsible for using such links. FPT Telecom shall neither appraise nor verify the contents, accuracy and opinions shown on such linked websites and resources. FPT Telecom disclaims any legal responsibility related to the accuracy, displayed contents, safety and displaying or hiding of such contents presented on said websites and resources.

15.2. Links from websites and applications which are not under FPT Telecom management

FPT Telecom gives no permission to any Internet service provider to “place” or “dip” all or any part of any website like www.fpt.vn, fptcameraiq.vn, FPT Camera app to other pages or to use technical measures to change background/default display of web/app without FPT Telecom’s consent.

16. LIMITATION OF LIABILITY

- 16.1. We do not make any warranties about fully satisfying the intended use or effectiveness of FPT Camera products. Except to the extent that it cannot be excluded or limited under applicable laws, we do not provide any warranties, conditions, descriptions or terms (expressed or implied) to anything, including but not limited to, the availability and absolute safety of FPT Camera products, FPT Camera products always promptly meet information security regulations, or are suitable for specific purposes. Hereby, the user agrees to be responsible for choosing FPT Camera products to achieve the desired results and for the results obtained from using FPT Camera products.
- 16.2. We are not responsible for (a) the risks of all your transactions with third parties while using FPT Camera; when you transact with a third party, you understand and agree to take sole responsibility for the arising risks; and (b) cases where the camera cannot record data or connect to the Cloud, including but not limited to loss of network connection, intermittent network connection, power outage, insufficient bandwidth to download data from the camera to Cloud.
- 16.3. In case there is a third party, whether authorized or not authorized by you, through the Cloud service, FPT Camera application, website, application or other device to access, monitor, use, extract, copying, posting, downloading, storing, publishing or other similar acts with respect to your data stored in the Cloud and/or FPT Camera application, or otherwise interacting with us, you will take sole responsibility for the information, actions, and transactions that third party has performed. We are only responsible for damages that occur to you due to our information security errors.
- 16.4. In all cases, our compensation liability to you regarding the Camera, Cloud will not exceed the purchase/lease price of the equipment, corresponding Cloud fee that you have paid to us in the 6 months immediately prior to the date of violation occurs. In no event we shall be liable to you for loss of revenue or profits, costs of downtime, loss or damage on data or costs or damages which is indirect, incidental, random, special or consequent, whether based on contract, warranty, indemnity or tort (including negligence).
- 16.5. Not contradict with Clause 16.4, complaints or requests for compensation regarding FPT Camera products must be sent to us within 03 months from the date of the incident leading to the complaint or compensation. Exceed above time, we have the right to refuse and waive our responsibility to resolve your complaints and compensation requests.
- 16.6. We shall not be responsible for resolving complaints or compensating users who are not FPT Camera account owners.

- 16.7. Except as clearly provided in the General Terms, the websites www.fpt.vn, fptcameraiq.vn and the FPT Camera application, we do not make any other commitments regarding any issue related to the FPT Camera products which we provide to you.

17. INFORMATION TO SUPPORT QUESTIONS AND COMPLAINTS

We receive complaints from FPT Camera users through the following methods:

- Hotline 19006600;
- Email: Hotrokhachhang@fpt.com.vn;
- Website: fptcameraiq.vn;
- FPT Camera Application

18. OTHER TERMS

- 18.1. In case there is a contradiction in the same content between the General Terms and the FPT Camera contract/order, the apply order will be FPT Camera contract/order, General Terms.
- 18.2. If any part of the General Terms is declared invalid or unenforceable in whole or in part, the validity of the other parts of the General Terms shall not be affected.
- 18.3. General Terms are governed by Vietnamese laws. Any dispute between the two parties that cannot be resolved through negotiation, one party has the right to request a competent authority to resolve it.
- 18.4. The electronic transaction method between FPT Telecom and you includes email and phone number registered in the contract/order, request and notification on website fpt.vn, fptcameraiq.vn, Hi FPT application and FPT Camera application.