

eArchive

Special Terms and Conditions Applicable commencing January 1st 2018

The service eArchive refers to the service provided by PostNord Strålfors (the "Service") consisting of archiving documents and deliveries sent by the Customer using PostNord Strålfors' services.

The Service is provided pursuant to these Special Terms and Conditions as well as to the provisions of the specific Customer Assignment ("Customer Assignment").

Unless provided otherwise pursuant to these Special Terms and Conditions or otherwise agreed with PostNord Strålfors, the PostNord Strålfors General Terms and Conditions (the "SGTC"), as applicable from time to time, shall apply.

Definitions

Agreement: the agreement which refers to these Special Terms and Conditions, as applicable from time to time, the SGTC, as well as the appendices included therein and other contract documents.

Business Day: a weekday, which is not a public holiday, with the exception of such days which are customarily full or partial days off in the country in which the Service is provided.

Customer Assignment: an appendix to the Agreement which defines the assignment of PostNord Strålfors and specifies the undertakings of the Customer.

SGTC: the PostNord Strålfors General Terms and Conditions, as applicable from time to time and which are available in accordance with section 8.

User Interface: an Internet-based user interface, remote web browsing, through which the Customer may administer its Users and search among its saved documents using separately defined indexes. The available functions are specified in the Customer Assignment.

Production Documentation: material provided by the Customer in physical or electronic format, which is converted to create electronic documentation, including indexes, in the eArchive service.

1 Scope of the Service

The Service consists of the basic service mentioned below. A more detailed description of the specific scope of the Service is included in the Customer Assignment.

1.1 Basic Service

1.1.1 Document storage

The documents are stored in the eArchive system in electronic format. PostNord Strålfors shall ensure that the Customer's documents which are handled for the purposes of the Service are stored in accordance with applicable legislation. Event logs are stored for 30 days. PostNord Strålfors regularly creates back-up copies of all material.

2 Options

Remote Web Browsing and Web Services

2.1.1 Display of documents

PostNord Strålfors keeps the Customer's stored documents available and searchable through an Internet-based user interface. PostNord Strålfors undertakes to keep the documents stored in the Service available to the users in the form and for the period determined in the Customer Agreement.

2.1.2 Support

PostNord Strålfors maintains a support function for the Service, to which the Customer may report any errors in the Service. Through the support function PostNord Strålfors also, to a reasonable extent, provides assistance to the Customer by answering questions regarding the Service as well as sent and received documents.

Unless announced or agreed otherwise, the PostNord Strålfors support service functions on Business Days from 8 a.m. to 4 p.m.

PostNord Strålfors is always entitled to charge compensation for time spent on support exceeding the above, as well as where PostNord Strålfors performs any special measure in accordance with an agreement on request by the Customer. If no set price has been agreed upon, the compensation in such cases shall be determined based on the time spent and in accordance with the PostNord Strålfors price appendix, as applicable from time.

2.1.3 Operation

Normally, the Service operates and is available 24 hours per day, seven days per week (24/7). During these hours the Customer is generally able to access the documents over the Internet in accordance with the terms and conditions of this Agreement. PostNord Strålfors cannot guarantee that the Service will be free from errors or available without interruption.

2.1.4 Browsing on CD/DVD

PostNord Strålfors may also create a copy of the archive on CD/DVD containing all the data set out in the Customer Assignment. The CD/DVD disc always contains a searching program, through which it is possible to search and browse the stored data.

3 Supplementary Services

Following a separate agreement thereon, the Customer may obtain certain supplemental services. Prices and other terms and conditions for the supplemental services are set forth in the PostNord Strålfors price appendix and in the Special Terms and Conditions for each supplemental service, applicable from time to time and available in accordance with section 8.

4 PostNord Strålfors's Undertakings

PostNord Strålfors shall provide the Service as described in detail in the Customer Assignment in accordance with these Special Terms and Conditions and the SGTC.

4.1 Connection to the Service

PostNord Strålfors undertakes to connect the Customer to the Service in accordance with the technical and other requirements set forward in the Customer Assignment. The Service shall be connected when the technical requirements are met and when the tests set out in the Customer Assignment have been duly performed and no material defects remain.

If PostNord Strålfors finds that the Customer had not provided information or that the Customer has not taken such measures which are necessary for connection, PostNord Strålfors shall be entitled to postpone the connection until such necessary information is provided or such necessary measures taken.

PostNord Strålfors shall be entitled to charge a separate fee for reasonable time expended in conjunction with the connection of the Customer or in conjunction with delays attributable to the Customer, such as late deliveries, or in the event of any other activity or measure which PostNord Strålfors takes according to a separate agreement with the Customer or at its request. The compensation shall be payable per hour pursuant to the hourly rate stated in the PostNord Strålfors price appendix.

If the Customer wishes to make changes which entail that the connection, in whole or in part, needs to be remade, PostNord Strålfors shall be entitled to compensation pursuant to the hourly rate applied by PostNord Strålfors from time to time. Changes must be agreed in writing between the parties to the Customer Assignment.

4.2 Time of Delivery

PostNord Strålfors shall make the Service accessible over the Internet no later than at the time set out in the Customer Assignment.

5 The Customer's Undertakings

The Customer shall perform the obligations set out in these Special Terms and Conditions as well as any other undertakings which may be required of the Customer and are stated in, for example, the Customer Assignment or the SGTC.

5.1 The Customer's Equipment: System Requirements

Before starting to use the Services, the Customer shall verify, test and ensure that the network and protocol communication meets the requirements set out in the Customer Assignment.

5.2 Qualification

The Customer is responsible for the use of the User Interface of the Service. The Service is used by means of an access code or another agreed access parameter provided by PostNord Strålfors to the Customer.

The Customer undertakes to maintain certain procedures intended to prevent unauthorised use of the provided access codes and to apply such procedures in the handling of the access codes.

The Customer is responsible for all use of the Service and its interface as well as for the content of any message sent using the code. If the Customer suspects that the code has been used without authorisation the Customer must immediately, through the appointed liaison, contact the PostNord Strålfors customer service to close or change the access code. If PostNord Strålfors suspects unauthorised use, PostNord Strålfors is also entitled to shut down the Service according to Section 6.

5.3 Entry into Production

A test connection to the Service is carried out at the entry into production. The Customer shall ensure that the products, programs and connections which are required pursuant to the Customer Assignment have been connected and tested on at the time of entry into production, and that the Customer's employees having the necessary competence are present and available to PostNord Strålfors for the connection of the Service.

The Customer may begin using the Service only when PostNord Strålfors has received a complete Agreement, the Customer Assignment has been made and the given tests have been performed and approved.

If the Customer does not fulfil its obligations pursuant to the production plan, PostNord Strålfors shall be entitled to full compensation for reasonable spent time in accordance with the PostNord Strålfors price appendix, as applicable from time to time.

5.4 Connection to PostNord Strålfors

5.4.1 Changes to the Connection

The Customer shall be entitled to demand amendments to the Customer Assignment to the extent the amendments concern the supplementary services or amendments pursuant to the Customer Assignment and which are in accordance with the PostNord Strålfors price appendix, as applicable from time to time. The parties shall agree upon any changes in writing. If so required by the parties or when the extent of the amendments so necessitate, a new Customer Assignment shall be drawn up. PostNord Strålfors confirms the amendment by implementing the amendment and by informing the Customer of the amendment.

If the Customer wishes to change its connection to the Service, PostNord Strålfors must be informed of the change in sufficient time before the entry into force of the change for PostNord Strålfors, providing that PostNord Strålfors accepts the change, to be able to perform the necessary measures. PostNord Strålfors shall be entitled to full compensation for the time spent in connection with the change in accordance with the PostNord Strålfors price appendix, as applicable from time to time.

PostNord Strålfors reserves the right to implement changes to operating methods, technical specifications, systems, hours of business, structures etc. after having informed the Customer of the changes. The Customer shall be given reasonable notice of such changes, taking into account the nature of the change.

5.5 Production Documentation

The Customer shall provide the Production Documentation as provided in the Customer Assignment and other documentation provided by PostNord Strålfors. The Customer shall ensure that the Production Documentation is complete and correct and that it is provided on the agreed time.

The Customer is responsible and carries the risk for delivering the Production Documentation to PostNord Strålfors.

If the Production Documentation is incomplete or inaccurate to the extent that PostNord Strålfors deems production to be impossible, PostNord Strålfors shall contact the Customer in order to allow the Customer to supplement the Production Documentation or to provide new Production Documentation.

5.6 Customer Assignment

The assignments covered by the Agreement are set forth in the respective Customer Assignment as appended to the Agreement. If the Customer wished to amend the Customer Assignment during the term of the Agreement in a manner which

PostNord Strålfors deems to have an impact on the basis for agreed prices and the terms and conditions of the Agreement, a written supplemental agreement shall be prepared on the matter.

5.7 Liaison

The Customer shall appoint a person to function as responsible liaison in the communication with PostNord Strålfors. The customer shall immediately inform PostNord Strålfors of any change of liaison.

6 Shutdown

PostNord Strålfors shall be entitled to shut down its production system for maintenance and upgrades which are endeavoured to be scheduled at times that do not affect performance of the Service. If possible, the Customer shall be notified in advance of any planned shutdown.

The Customer is aware that the Service may, from time to time, be unavailable due to planned and/or unplanned shutdowns for necessary service and maintenance of the Service or PostNord Strålfors's systems. PostNord Strålfors shall have no liability whatsoever for any errors or delays due to such shutdowns.

To avoid obstructions to the production process, PostNord Strålfors shall ensure that procedures for back-up copying are in place.

To the extent that the Customer's use of the Service would cause technical or other problems for PostNord Strålfors or another customer, PostNord Strålfors reserves the right to limit the use of, or alternatively shut down, the Service with immediate effect.

7 Liability for errors and delays

The SGTC contain applicable liability terms and conditions.

PostNord Strålfors's liability with respect to any error, deficiency or delay which occurs in the production of the Service shall be limited to the part of the compensation paid by the Customer which corresponds to the part of the Service affected by the error, deficiency or delay.

Any possible liability of PostNord Strålfors is limited to such renewed production which is necessary to achieve the agreed result. Except for in cases of wilful misconduct or gross negligence, PostNord Strålfors shall not be held liable for any injury or damage incurred by the Customer or any third party.

If the Customer demands renewed production or investigation of an error the Customer suspects to be attributable to PostNord Strålfors, but which proves to be attributable to the Customer or where there is no error at all, PostNord Strålfors shall be entitled to compensation for the additional measures pursuant to the price appendix applicable from time to time.

PostNord Strålfors's responsibility for the Service begins when PostNord Strålfors has received the Production Documentation and signed for it to the Customer.

PostNord Strålfors's responsibility ends when upon request by the Customer or upon the expiry of the agreement the access over the Internet to the documents has been closed and when, if the Customer so requests, the archives have been transferred to/burned on CD/DVD media in

accordance with the wishes of the Customer and delivered to the address indicated by the Customer. If the Customer has not given any notices regarding the delivered material within 30 days from the date of the covering note PostNord Strålfors shall be entitled to remove the material from its servers and destroy the material.

7.1 Correction Right

If an assignment is not carried out in accordance with the Customer Assignment and this is due to an error in the Service and is caused by PostNord Strålfors, PostNord Strålfors shall, upon complaint by the Customer and at its own discretion, be allowed to correct the error.

If for some reason PostNord Strålfors does not correct the error, the Customer shall be entitled to a reduction in the amount of the compensation paid for the faulty documents. If PostNord Strålfors's correction of the error causes a delay of the concerned document, the section 7.2 on delays below shall not apply.

If the Customer reports an error, and it thereafter becomes clear that there are no errors attributable to PostNord Strålfors, PostNord Strålfors reserves the right to charge compensation for the provided Services in accordance with the PostNord Strålfors price appendix, as applicable from time to time.

7.2 Delay

In the case of any deviation from the agreed time of delivery (delayed delivery) due to a reason which is attributable to PostNord Strålfors, the Customer shall be entitled to a reduction in the amount of the compensation paid for the delayed documents. However, compensation will be paid only providing that the delay is regarded to cause significant damage to the Customer and providing that the Customer is not already entitled to compensation pursuant to the section 7.1 above.

8 Publication of Documents Related to the Service, Including Customer Terms and Conditions

On the websites listed below are published the technical manuals for each country and other service-related documents, applicable from time to time as well as the Customer Terms and Conditions, i.e. the Special Terms and Conditions for each individual service and the SGTC. The service-related documents and Customer Terms and Conditions, which are published in accordance with the list below, are applicable in the country in which the Service is provided by PostNord Strålfors and in the language in which the Agreement is drafted.

Denmark: www.stralfors.dk/vilkaar

Finland: www.stralfors.fi/ehdot

Norway: www.stralfors.no/vilkar

Sweden: www.stralfors.se/villkor