

Special Terms for Connect

1. General

These Special Terms apply to PostNord Strålfors' Connect service.

This is subject to the condition that a Customer Agreement ("Customer Agreement") is entered into with PostNord Strålfors A/S ("PostNord Strålfors") and the customer ("Customer").

A further condition is that the Customer enters into an agreement with one or more providers of digital mailboxes if digital Shipments are to be distributed. This is not necessary, however, if only emails are to be distributed.

2. Definitions

Sender system

A system or application that sends data as Shipments to one or more Recipients via PostNord Strålfors. A Sender system might, for example, be a technical system, ESDH solution, web application or desktop application. The customer may have multiple Sender Systems associated with Connect.

Connect platform

The system solution that is the technical part of the Service. The Connect platform is described in more detail in the Customer Agreement's 'Service Description' appendix.

Recipient

Natural or legal person receiving Shipments from the Customer. A Recipient is identified as a minimum by a Civil registration (CPR) number or Business registration (CVR) number or email-address for digital Shipments, and as a minimum by a physical address for physical Shipments.

Shipments

The data and documents sent from sender to Recipient such as letters, questionnaires, notices and the like. Shipments are distributed via communication channels such as digital mailboxes and email, or via print to mail distributed letters.

Digital mailbox

A digital mailbox in which a Recipient can receive Shipments from a sender. For Shipments from public authorities, the digital mailbox called Digital Post is used, and for Shipments from private businesses/organizations, the digital mailboxes e-Boks and Mit.dk are used.

Display Clients

The user interface(s) via an internet browser or mobile app where the Recipient views their digital Shipments.

Borger.dk and Virk.dk. serve as Display Clients for Shipments from public authorities. The digital mailboxes e-Boks and Mit.dk serve as Display Clients for Shipments from both public

authorities and private businesses/organizations.

Postal Operator

The Postal Operator refers to one of the following postal distributors, dao Distribution Øst A/S (mail, parcels, etc) or PostNord A/S (parcels), which is responsible for the delivery of physical Shipments to the Recipients. Additionally, PostNord Strålfors can use Mailworld AB (mail, parcels, etc.) to ensure mail delivery according to the Service. In such cases, the selected postal distributor shall be considered an "Alternative Postal Operator", and its services, responsibilities, and liabilities etc. shall be governed like other Postal Operators according to these Special Terms and Conditions. If the Customer wishes to use a postal distributor other than the Postal Operator, this must be agreed in writing between PostNord Strålfors and the Customer.

3. Scope of service

The service consists of access to PostNord Strålfors' Connect platform, which can handle Shipments to Recipients. The Connect platform serves as a multichannel distribution tool that can distribute both digital and physical Shipments. Digital Shipments are distributed to the selected digital mailbox or to an email address, and physical Shipments are distributed as mail-distributed letters.

PostNord Strålfors operates, maintains and develops the Connect platform as fully delivered Software as a Service (SaaS) based on Cloud technology.

The customer's set-up on the Connect platform takes place via a self-service administration portal (hereinafter referred to as the 'Connect Portal').

In addition, the Customer can purchase a number of add-on services, such as support for tasks related to the Connect platform.

The detailed specifications of the Service's sub-elements, as well as the Customer's choice of any add-on services, are set out in the Customer Agreement's 'Task Specification' appendix.

4. Connection to the Connect platform

PostNord Strålfors creates the Customer's account in Connect and registers the Customer's first Sender system, Shipment type and user in the Connect platform.

The Customer can then undertake additional set-up and connections in the Connect platform via the Connect Portal. Alternatively, PostNord Strålfors can undertake the set-up against a fee.

4.1 System-to-system connection (standard connection)

In the case of direct system-to-system integration to the Connect platform, the Customer must make the required set-up in its own system (e.g. ESDH/technical system) for the REST API of the Connect-platform.

It is the Customer's responsibility to comply with the specifications in the documentation of the REST API for those of the Customer's controlled systems that are integrated with Connect.

4.2 Connection via Connect Sender applications (Add-on service)

If the Customer has purchased the Connect platform's Sender applications (Connect Direct and/or MaxiConnect) as an add-on service, it is the Customer's responsibility to install and set up the applications in the Customer's own system.

Support for this set-up can be purchased, while complete documentation of this can also be found in the Connect Portal or can be obtained from PostNord Strålfors' support.

The locally installed Connect application at the Customer's premises must hold a function certificate (FOCES private key) appropriate for the Sender system (FOCES public key) that is registered on the Connect platform.

4.3 Connection via the CloudMerger web application (Add-on service)

If the Customer has purchased the Connect platform's CloudMerger web application for merging and bulk sending of Shipments, this requires the Customer to be registered on the Connect platform.

4.4 File delivery via SFTP

If the customer wishes to send shipments via files, these can be delivered on an SFTP owned by PostNord Strålfors. A standard structure/format for files delivered via SFTP has been defined by PostNord Strålfors.

5. Connect Portal

The Connect Portal is the self-service portal that the Customer must use to create and manage rights for its own users, and to configure the set-up of the Customer's registered Sender systems and various shipment parameters, including, for example, for the distribution of the Shipments for either digital distribution or physical printing, enveloping and mail delivery.

The Connect Portal also provides the Customer with access to its own statistics, reports and shipment log for all Shipments distributed via the Connect platform.

Information about operations and incidents will be communicated to the Customer via the Connect Portal.

In the Connect Portal, the Customer's users are authenticated using employee certificates (MO-CES) and/or using a registered Microsoft user account with built-in 2FA (two-factor authentication).

The Connect Portal can also be used for secure file sharing (FileShare) between the Customer and PostNord Strålfors.

6. Integration and testing before commissioning

Before using the Service in production for the first time, the Customer must have integrated, tested and verified that Shipments from the Customer's Sender system(s) to the Connect platform comply with the content of the Task Specification and adhere to the requirements in the technical documentation on the Connect Portal.

The Customer should verify and test the Customer's system communication, including test shipments to the Connect platform test environment. However, physical Shipments in the test system are neither printed, enveloped nor distributed.

The test system is not subject to service targets (SLA).

7. Requirements of Shipments' content, formats, etc.

It is the Customer's responsibility to deliver Shipments in accordance with the structure of Connect's REST API and that the submitted data is complete and correct.

It is also the Customer's responsibility to verify that the content (recipient data and the content of the actual Shipment) of the submitted Shipments matches the recipient information provided in the metadata.

PostNord Strålfors does not check and compare the content of Shipments with recipient information in metadata by default.

Digital Shipments are further distributed in the same size as they are received from the Customer, although they may be subject to a small size adjustment/margin.

In the case of physical shipments, it is the Customer's responsibility to set up the information in the address field so as to match the letter pane of the relevant envelope used (e.g. C4 or C5). A guide can be used to test this: <https://brevtest.sconnect.dk/>

8. Technical specifications

The requirements of technical specifications and security can be found in the applicable Technical

Solution Description in force at any time, which can be found on the Connect Portal or may be requested from Connect Support.

9. Communication channels

Via the Connect Portal, the Customer chooses which communication channels may be used for the distribution of the individual Shipments. Distribution to the Recipient may take place either digitally or physically.

9.1 Distribution of digital Shipments to digital mailboxes

PostNord Strålfors has integration with the Danish Agency for Digital Government's (Digitaliseringsstyrelsen's) Digital Post solution, and also with the private digital mailboxes e-Boks and Mit.dk.

If distribution in more than one of the private digital mailboxes is required, the Customer must state the order of priority of the digital mailboxes via the Connect Portal.

9.1.1 Shipments to Digital Post

Digital Post is Denmark's public digital mailbox for digital Shipments sent from authorities to citizens or companies. Borger.dk and Virk.dk are used as the Display Clients for Shipments to Digital Post.

PostNord Strålfors' distribution to Digital Post is subject to these Special Conditions for Connect. When PostNord Strålfors has handed over Shipments to Digital Post, Digital Post acknowledges with a receipt and makes the Shipment available to the Recipient. Digital Post's handling and making available to the Recipient is subject to the terms of the agreement that the Customer has entered into directly with the Danish Agency for Digital Government (Digitaliseringsstyrelsen).

9.1.2 Shipments to e-Boks

e-Boks is a commercial digital mailbox for digital Shipments sent from businesses, organizations and other parties to either persons or other businesses.

e-Boks also serves as Display Client for Digital Post from public authorities.

PostNord Strålfors' distribution to e-Boks is subject to these Special Conditions for Connect, as well as PostNord Strålfors' Special Conditions for e-Boks.

When PostNord Strålfors has transferred Shipments to e-Boks, e-Boks acknowledges with a receipt and makes the Shipments available to the Recipient. e-Boks A/S' handling and making available to the Recipient is subject to e-Boks A/S' Terms of Business for the use of e-Boks' service, as well as e-Boks A/S' Data Processing Agreement, to which the Customer must accede as an element of the establishment of the Customer Agreement with PostNord Strålfors.

A condition for making Shipments accessible in e-Boks is that the Recipient has consented to the

receipt of digital Shipments from the Customer in e-Boks.

9.1.3 Shipments to Mit.dk

Mit.dk is a commercial digital mailbox for digital Shipments sent from businesses, organizations and other parties to either persons or other businesses.

Mit.dk also serves as Display Client for Digital Post from public authorities.

PostNord Strålfors' distribution to Mit.dk, as well as handling and making available to the Recipient are subject to these Special Conditions for Connect, as well as PostNord Strålfors' Special Conditions for Mit.dk.

A condition for making Shipments accessible in Mit.dk is that the Recipient has consented to the receipt of digital Shipments from the Customer in Mit.dk.

9.2 Distribution of Digital Shipments to email addresses

Emails are digital Shipments that are transported via the Internet between sender and recipient. The email infrastructure is open to everyone and does not have built-in security measures for correct addressing and control of content.

PostNord Strålfors' distribution to email addresses is subject to these Special Conditions for Connect.

On distribution to email addresses, it cannot be validated whether an email address is correct, and no valid receipts are provided for whether the email shipment is received or rejected.

9.3 Distribution of physical Shipments

PostNord Strålfors' handling of printing and enveloping as well as sorting, transport, delivery and preparation of the physical Shipments is subject to these Special Conditions for Connect, as well as PostNord Strålfors' Special Conditions for We Mail Stand or Print & Enclosing.

PostNord Strålfors chooses the Postal Operator for the mail delivery of the physically printed and enveloped Shipments, unless the Customer has entered into an agreement with another post distributor, and it has been agreed in writing with PostNord Strålfors.

PostNord Strålfors will add postage to the printed and enveloped letters with a dao PP stamp before transfer to the Postal Operator. PostNord Strålfors is listed as the sender to the Postal Operator. PostNord Strålfors will invoice the Customer for the postage used including VAT.

The distribution of the physical Shipments will adhere to the Postal Operator's terms and business conditions for mails or other used services, including in relation to e.g. delivery times, shipment types and delivery points. Thus, PostNord Strålfors has no responsibility for the delivery, see section 16.

10. Prices

Prices for the Service are stated in the 'Prices' appendix to the Customer Agreement.

Subject to one (1) month's prior written notice, PostNord Strålfors may at any time change prices or introduce new surcharges and fees as a consequence of changes in taxes, VAT, customs tariffs and other public duties. The same applies to price changes and the introduction of new surcharges and fees due to price increases for materials from paper mills or other raw materials, electricity or other costs beyond PostNord Strålfors' control.

The price consists of a monthly subscription and settlement per transaction via the Connect platform. In addition, there may be add-on services and consulting hours used, see section 11.

Furthermore, the Customer must pay for the handling of the digital Shipments in the digital mailboxes. Handling in Digital Post is invoiced directly by the Danish Agency for Digital Government in accordance with the Customer's agreement with this Agency. Handling in the private digital mailboxes is invoiced by PostNord Strålfors in accordance with the 'Prices' appendix.

On the distribution of physical Shipments, the Customer will also pay for printing and enveloping, see the 'Prices' appendix. PostNord Strålfors invoice the Customer for the postage in accordance with the Connect Price list based on the Postal Operator's current prices at any time for minimum volume.

11. Add-on services

The Customer may purchase a number of Add-on services for the Service. These are settled in accordance with the prices set out in the 'Prices' appendix.

- **Support subscription**
Support by phone or email to handle incidents due to the Customer's use of Connect, help with technical set-up of the solution via the Connect Portal, or general queries and advice.
- **Archive**
Archiving of Shipments in Connect.
- **Digital signing**
Digital signing with PostNord Strålfors, e-Boks and/or Mit.dk or other signing provider.
- **Payment**
Payment options via PostNord Strålfors' service e.g. MobilePay, via e-Boks or mit.dk
- **FreeFiles**
Option to send large digital attachments as links without reaching any size limitation towards the digital mailbox.

- **Accessibility**
Improvement of the accessibility (readability) of digital Shipments.
- **Connect Sender applications**
The Sender applications Connect Direct and MaxiConnect, as well as the Cloud-Merger web application.
- **Consulting services**
Various consulting services, such as handling of data that deviates from standard formats, merging of data, user instruction and training etc.

12. Service targets

PostNord Strålfors must comply with service targets for settlement and the production time for services delivered via the Connect platform. These service targets are set out in the Customer Agreement's 'Service targets' appendix.

13. Operation and development

PostNord Strålfors operates and develops the Connect platform.

13.1 Service window

PostNord Strålfors is entitled to one monthly service window for the ongoing maintenance service.

Unless otherwise agreed, the service window will be the first Sunday of the month, from Sunday 21:00 to Monday 06:00. See also the information in the Connect Portal for selected service windows for the production of physical Shipments.

If there is downtime during an announced service window, this is not included in the SLA calculation for Service uptime.

Extraordinarily planned service windows may be subject to one (1) week's notice to the Customer, if this has a significant impact on the production schedule.

13.2 Downtime

PostNord Strålfors has the right to shut down the Service in connection to maintenance and updates of critically necessary nature, which might, for example, concern accessibility, operational stability or security. As far as possible, any such downtime must be at times that do not affect the use of the Service, and the Customer must, as far as possible, be notified of such interruptions before these are made.

PostNord Strålfors does not hold any responsibility for errors or delays during such downtime.

To avoid production disruption, PostNord Strålfors must ensure that backup routines are established.

If the Customer's use of the Service should have technical or other adverse consequences for

PostNord Strålfors or other customers, PostNord Strålfors reserves the right to limit the use, or alternatively to close the Customer's access to the Service with immediate effect.

13.3 Product development

PostNord Strålfors continuously develops the Service based on customer and market requirements, as well as commercial conditions. PostNord Strålfors reserves the right to make changes to the Service without the Customer's consent. This might, for example, be in connection with the ongoing development/updates, mitigation of errors, for security reasons, or as a consequence of third parties changing their solutions that are integrated with PostNord Strålfors' services under the Customer Agreement.

If a change in the Service requires action/updates on the Customer's own system, the Customer will be informed with 90 days' notice. However, changes of a critical security nature may be made at shorter notice.

14. Change request

The Customer may request a change to the Task Specification with respect to the Service or add-on services and in accordance with the provisions of the relevant Task Specification. PostNord Strålfors will charge the Customer for the selected Services or add-on services in accordance with the 'Prices' appendix of the Customer Agreement. The change must be agreed in writing between the Parties by the creation of a new Task Specification, if the Parties or the scope of the changes require so. PostNord Strålfors will confirm the change by actually making the change and by notification to the Customer.

If the Customer requires other changes to the Service, this must be agreed between the Parties.

15. Notifications and Contact persons at the Customer

The Customer must appoint both a technical Contact person and a contractual contact person, who will be responsible and hold the necessary authority in the cooperation relationship with PostNord Strålfors.

The Customer can create Contact persons in the Connect Portal at any time. It is the Customer's own responsibility to maintain information about their contact persons.

The Contact persons registered in the Connect Portal receive important information about updates to the Service, as well as any changes requiring action by the Customer.

Information about ongoing operations and updates etc. is communicated to the Customer via the Connect Portal, and it is the Customer's responsibility to stay informed on this basis. However, particularly critical and urgent information

will also be sent directly by email to the registered Contact persons.

16. Responsibility

PostNord Strålfors' General Conditions (PNSGB) contain the applicable terms of liability.

PostNord Strålfors' liability regarding the Service enters into force when PostNord Strålfors has received the Shipments from the Customer and acknowledged these with a technical receipt.

PostNord Strålfors' liability for the Service ends when the Shipment has been transferred to the distributor that is to ensure that the Shipment is delivered to the Recipient, see section 9.1.1 (the Danish Agency for Digital Government), section 9.1.2 (e-Boks A/S), or section 9.3 (the Postal Operator or other self-selected post distributor). In the case of distribution via Mit.dk, PostNord Strålfors' liability will not cease until delivery to the Recipient, see section 9.1.3. In the case of distribution of emails, PostNord Strålfors' liability will cease when the email has been sent from PostNord Strålfors, see section 9.2.

PostNord Strålfors' liability for errors, defects or delays is limited to the amount paid by the Customer deducted for any postage during the billing period in which the damage occurred. PostNord Strålfors can under no circumstances be held liable for indirect or consequential damages, such as loss of profit, loss of market share or similar loss or damage.

16.1 Right to rectification of errors

If the task is not performed in accordance with the Task Specification and this is due to errors in the Service caused by PostNord Strålfors, PostNord Strålfors will have the right to rectify the error, after the Customer has pointed it out, and at its own discretion. If, for any reason, PostNord Strålfors does not rectify an error, the Customer will be entitled to a reduction in the price of the Service corresponding to the payment for the defective Shipments. If PostNord Strålfors rectifies an error and this leads to a delay in Shipments, the provisions of section 16.2 below concerning Delay will not apply. If the Customer has reported errors and it turns out that there are no errors for which PostNord Strålfors is liable, PostNord Strålfors reserves the right in certain cases to charge a fee according to PostNord Strålfors' applicable price list for the service performed.

16.2 Delay

In the event of deviations from the agreed delivery time (delayed delivery) attributable to PostNord Strålfors, the Customer will be entitled to a reduction in the price of the Service corresponding to the payment for the delayed Shipments. However, the price reduction may only be claimed if the delay can be deemed to be a significant drawback for the Customer and provided that the Customer has not already received a price reduction in accordance with section 16.1 above.

17. Publication of service-related documents including Customer Terms

On the website(s) listed below, the respective country's applicable technical handbooks and other service-related documents, and Customer Terms, are published, i.e. the Special Terms for any individual service and PNSGB.

Service-related documents and Customer Terms that are published according to the following list are applicable in the country in which the Service is provided by PostNord Strålfors, in the language in which the agreement is drawn up.

Denmark: www.stralfors.dk/Om-os/Vilkar-og-betingelser

In addition, guides and manuals concerning the Service are available on the Connect Portal.
