



SERVICE LEVEL AGREEMENT

BUSINESS UNIT CHANNEL

1. INTRODUCTION

This Appendix to the Agreement has two primary purposes:

- To define Service Delivery Points and Service Levels for the Services under the Agreement.
- To define the Support process that shall be practised between the Supplier and the Client under the Agreement

1.1. DEFINITIONS

Term	Description
Electronic document	Processed data in Electronic document format for printing or electronic presentation for human interpretation, e.g. PDF, TIFF, AFP or HTML.
Electronic message	Structured data in an Electronic predefined message format for machine interpretation, e.g. XML, CSV or structured plain text.
Transaction	File or other information carrier containing one or several Electronic documents or Electronic messages.
Transaction Type	A pre-defined configuration that controls how the contents of a Transaction file should be processed regarding validation, conversion, archiving, transfer and other file management.
Access Time	Access Time means when the Client can send Transactions to the Service. The Supplier's staffing or the Service total Availability is not part of or related to Access Time.
Planned Down-Time	The time when the Supplier performs service and maintenance on applications and related infrastructure used to produce the Services.
Agreed Time	Agreed Time means the periods under which the Service Levels are measured.
Client Telephone Access Time	The time when the Supplier's regular support function can be reached via phone and when the Supplier's other contact points are available for other affairs initiated by the Client.
Trouble Ticket Issuing Time	When the Client can initiate Trouble Tickets to the Supplier's support function via e-mail.

Service Delivery Point	A Service Delivery Point is reached when the Supplier has performed all parts of the Services by delivering the Service to its final destination or to another actor providing other services not part of this Agreement.
Receiving VAN Operator	Third-party service operators for e-invoice B2B that the Supplier, directly or via sub-contractors, has interconnect agreements with and with which the receiving end Client has agreed shall provide the last part of the distribution of e-invoice B2B.
Peppol Accesspoint	The Supplier's integration point to distribute an E-invoice B2B directly or through a sub-contractor to the recipient.
Delivery Rate	Delivery Rate is the percentage of documents that reach the Service Delivery Points within the agreed time.
Availability for Incoming Transactions	The Services are defined as Available when the Supplier can deliver acknowledgement receipts to the Client for a correct incoming Transaction.
Change Request	A Change Request is a message issued by the Client containing a call for the Supplier to consider an adjustment of a Service.

2. OVERVIEW AND DESCRIPTION OF THE SERVICES

2.1. Communication

File communication between the Client and the Supplier is performed through the Internet using an SFTP, HTTPS, or secure API connection.

Reception of Incoming Transactions

The agreed format for incoming transactions is configured and managed in alignment with the project and implementation plan.

Upon receipt, an incoming Client transaction is automatically forwarded to the designated next step in the service process.

Unless otherwise agreed upon between the Supplier and the Client, transactions are retained for up to 90 days. This retention period allows for analysis and potential reuse in case of unforeseen disruptions in the production process.

Any changes or additions to the incoming format are handled as formal Change Requests.

2.2. Pre-Processing

Incoming transactions are routed through a pre-processing step that includes the following key functions. (Not all functions are activated for every transaction; the applicable functions depend on the incoming format and transaction type.)

Rules and Customization

- Incoming transaction files can be enriched with attributes and customisations necessary for further processing and service delivery.

Document Template Management

- Pre-processing includes the setup and management of document templates.

Client-Specific Resources

- Managed client-unique resources such as cover pages, information texts, images, and logotypes stored in the Client-specific configuration.

Client Insight and Control

- The Client is responsible for monitoring notifications and reports sent from the services or the Client is responsible for monitoring the self-service interfaces for processing errors requiring manual handling.
- The Client can configure rules and settings via the services self-service interface where applicable.

Multichannel Delivery Preparation

The pre-processing step configures rules for transactions requiring multichannel distribution to match incoming attributes with specific channels. Channel-specific attributes are also managed. For example:

- **Print and Enveloping:** Configures distribution speed (e.g., First Class vs. Economy Class) and print settings (e.g., black-and-white vs. colour and simplex vs. duplex print).
- **E-Invoice (B2C Internet Bank):** Regular invoice, Credit or Direct Debit.
- **Digital Mailbox:** Document type configurations such as payable, statement, information letter, etc.

Formatting for Specific Channels

Transactions are formatted to meet the requirements of various output channels:

- **Printing and Enveloping:** Prepared in standard AFP or PDF format optimised for industrial print production and enveloping, depending on the production facility used.
- **Email:** Attachments converted to PDF with associated metadata for distribution to the intended recipient via email server.
- **E-Invoice (B2C Internet Bank):** Prepared as a PDF with payment information according to bank network regulations. Service differs depending on the destination country.
- **Payment Apps:** Prepared as a PDF with payment details for app distribution per applicable regulations.
- **Digital Mailbox:** Prepared into a PDF with metadata for distribution to the Digital Mailbox service provider.
- **E-Invoice (B2B):** Prepared using XML-based standards (e.g., EHF, Svefaktura, Peppol BIS 3.0) for distribution via Peppol Access Point or VAN operator.
- **SMS:** Transformed into a standard text message format for mobile and data networks.

- **E-Archive:** Archived as a PDF with metadata for long-term storage in an electronic archive.

Print and fulfilment

Ready formatted print files sent further for print production and fulfilment. Print is performed in black and white or colour, simplex or duplex on plain white A4 paper, according to routines agreed for each Transaction Type and country of production. Enveloping is always machine-based for C6/C5-envelope and could be either machine-based or manually performed for C4 envelopes or boxes depending on volume per production as well as production country.

The Service Delivery Point for print and fulfilment is:

- when the Supplier delivers ready-enveloped letters packed according to instructions from the local postal operators to defined loading docks for collection by postal operators.

At this Service Delivery Point, the Supplier's responsibility for the letter's further distribution time is limited. As such, the general terms and conditions of the contracted postal operators are valid.

Email

Ready formatted emails with optional attachments ready to be sent to the destination.

The Service Delivery Point for Email under this Agreement is:

- when the Supplier has sent the Electronic message in email MIME format from the Supplier's SMTP server.

SMS

According to the valid SMS standard, ready-formatted text messages are sent to the SMS gateway for distribution through the mobile telephone network.

As an option, the Supplier can create and host a PDF document. The SMS message can contain a link to the document or a landing page leading to it. The landing page can optionally have integrated payment services. The link could be valid for a specific time and then deactivated, calling for the fallback distribution channel, typically print and postage.

The Service Delivery Point for SMS under this Agreement is:

- When the Supplier has sent an electronic message from the Supplier's SMS gateway.

E-Invoice B2C

After the pre-processing step, PDF files and metadata are sent to Internet banks for further processing and distribution. The E-invoices are also stored in a specific e-archive solution and made available for the recipient through their Internet bank.

The Supplier also collects and delivers standardised reports to subscribers and unsubscribed recipients in the bank network. Banks' Reports regarding E-invoices processing can also be made available to the Client.

The Service Delivery Point for e-Invoice B2C under this Agreement is:

- when the Supplier delivers electronic messages for e-Invoice B2C to the bank system and stores related electronic documents in the e-Invoice B2C e-archive solution.

E-invoice B2C, including bank fee

The Supplier provides the option to purchase the complete E-invoice B2C service, including the bank fee. The service includes distribution and the bank fee for the payment function in the Internet bank. This option is currently only available in selected countries.

Digital mailboxes

After the pre-processing step, ready formatted PDF files are sent together with meta information to the external Digital mailbox via the provider's interface.

The Service Delivery Point for eLetter under this Agreement is:

- when the Supplier delivers Electronic Messages and Electronic Documents to the Digital Mailbox service provider's designated interface.

E-Invoice B2B

After the pre-processing step, the Supplier sends the XML in a valid format through an Access point or a VAN Operator. For standard setup, the Supplier offers the standard E-invoice B2B formats. Standard formats include Peppol Bis 3.0, BGC-Invoice, Svefaktura, EHF, and Finvoice. The Supplier could convert the incoming format to a valid E-invoice format at request.

The Service Delivery Point for E-Invoice B2B under this Agreement is:

- when the Supplier has delivered the e-Invoice B2B to an Access point or a VAN Operator.

Load, Store, and present documents in an e-archive

After the pre-processing step, ready-formatted PDF files are loaded into an e-archive.

The e-archive will be available for the Client using a GUI (Graphical user interface) with login and password.

The document will be stored for the time agreed upon by the Client and Supplier.

The e-archive has a couple of predefined search indexes, such as invoice number, invoice date, and Client number. Other searchable indexes can be set up by request, sometimes at an additional cost.

A Rest API could access the e-archive and, when requested, integrate it into a Client's ERP Systems or My Pages service. The document will be stored according to the agreed-upon time and then deleted.

The Supplier is responsible for storing the documents securely with stable backup routines throughout the storage period.

As the storage period extends over a long period, the Client needs to be aware that at some point during the storage period, the Supplier may need to update and change the e-archive platform, which may include changes to the access through the REST API.

The Supplier shall try to ensure that changes and updates do not inconvenience the Client. Still, if adjustments need to be made at any point in the future, each party must bear its costs for any adaptations in working methods and/or system integrations.

The Service Delivery Point for e-Archive under this Agreement is:

- when the Supplier delivers an Electronic document that is searchable and visible in the on-line GUI.

3. TIMES AND GENERAL SERVICE LEVELS

The agreed times and general service levels for the Services are described below.

Term	Times and other service levels
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Calendar Time	All times in this contract are defined in Swedish local time GMT + 1
Access Times	24/365
Weekdays	Weekdays mean Monday to Friday, except Nordic Public Holidays. Midsummer Eve, Christmas Eve and New Year's Eve are considered full-day Public holidays. Twelfth Night, Holy Thursday, Walpurgis Night, the day before Ascension Day, and the day before All Saints Day are Public holidays after 12.00.
Agreed Time	Weekdays Monday - Thursday 00:00 – 24:00 and Friday 00:00 – 18:00
Client Telephone Access Time	Swedish office time Weekdays Monday to Friday 8.30 – 17.00
Trouble Ticket Issuing Time	24/365
Planned downtime	Typically nights between Saturday and Sunday or when needed to secure the performance and security of the platform. The Supplier shall try to notify Client on planned downtime.
Minor planned downtime for the Addoro platform	The Addoro platform is a cloud-based SaaS platform and will have at least two minor upgrades per month. This may cause a shorter service interruption between 1 - 15 minutes. Such upgrades usually take place on the night between Saturday and Sunday or at another time when access to the platform is at its lowest. There is no information requirement put on the Supplier for these recurring minor planned interruptions.
Availability for Incoming Transactions	The agreed Availability for Incoming Transactions is 99.6 %. The measuring period for Availability is Agreed Time per calendar month. Planned downtime is excluded in the measuring period.
Client Transaction Delivery Deadline (outside the Addoro platform)	This means the latest time a Transaction needs to reach the Supplier for the Transaction to be included in the measurement of the Delivery Rate for the next weekday. The Client Transaction Delivery Deadlines under this contract are: - All Transactions: 06.00

<p>Client Transaction Delivery Deadline - for transactions through the Addoro platform</p>	<p>In the Addoro platform, the Client can control when files are delivered to the system.</p> <p>The Client can have different rules as preview/control before the document is sent to the delivery point.</p> <p>In the case that preprocess is set to automatically, that will define the delivery point as the latest time that a transaction needs to be sent to the Supplier to include the transaction into the measurement of the Delivery Rate for the next coming weekday.</p> <p>In case, that preview/control is used that will define the latest delivery point of time that a transaction needs to leave the Addoro platform to be included in the measurement for the delivery rate the next coming weekday.</p> <p>The agreed delivery point of time from the Addoro platform under this agreement is:</p> <p>Using automatically pre-processing</p> <ul style="list-style-type: none"> - 06.00 <p>Using rules for preview/control:</p> <ul style="list-style-type: none"> - 06.00 <p>The processing time in the Addoro platform is dependent on volumes. If the Client's daily volumes should increase significantly during the contract period, the agreed delivery point of time may be adjusted. The Supplier and the Client are both responsible for initiating the dialogue if it becomes relevant.</p>
<p>Delivery Rate</p>	<p>Given that a Transaction has reached the Supplier within the Client Transaction Delivery Deadline, the following Delivery Rates shall apply under the contract.</p> <p>For all digital services:</p> <ul style="list-style-type: none"> - <u>100% the same weekday</u>, given that a correct incoming transaction reaches the Supplier and that the postal operator accepts the letters. <p>For print and fulfilment:</p> <ul style="list-style-type: none"> - <u>For daily volumes up to 50 000 letters, 100% on the same weekday</u>, given that a correct incoming transaction reaches the Supplier and that the postal operator accepts the letters into their production process. - For daily volumes over 50,000 letters, 100% latest one weekday after a correct incoming transaction reaches the Supplier and that the postal operator accepts the letters into their production process.

	<p>The delivery rate for print production is based on the Supplier's standard print production service and not customised or ad-hoc print production.</p> <p>The Supplier and the Client agree that the delivery rate depends on the Client regularly updating the Supplier regarding the forecast of future volumes. For clarity, under no circumstances shall a change in volume +/- (30%) affect the delivery rate.</p> <p>Clients who change file structures, design, format, volumes, sending frequency, or other issues affecting production must be notified reasonably before the changes occur. The Supplier need to be able to plan the production.</p>
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3.1. General terms for the calculation of Availability and Delivery Rate

Any action time or delay resulting from the Client's defects in its obligation of responsibilities under this Agreement shall be excluded from the Availability and Delivery Rate calculation. The Client has, in addition or complementing what may be described in other parts of this Agreement, the following areas of responsibilities:

- Client's applications, systems, and networks are where the Supplier does not own the equipment and/or the corresponding service agreement, support agreement, or maintenance agreement.
- Communication in networks during the Client's file transfer.
- Client's correct delivery of Transactions (format, content, time etc.)
- The Client's general responsibility is to meet the prerequisites to the processes between the parties described in the Agreement.

When measuring Availability, Delivery Rate and Resolution time, the following is permanently excluded:

- Interruption in external networks (WAN) created by a third party, e.g. the effects if someone physically cuts a network cable during construction or other digging activities

4. SUPPORT PROCESS AND CATEGORISATION OF ERRORS

4.1. Supplier's support time

The Supplier shall staff its support function during regular Swedish office hours on weekdays, 8:30 and 17:00.

4.2. Registration of support issues and contact points

To officially register and start a support issue at the Supplier, the Client shall send an e-mail to the following e-mail address:

- For processes through the Addoro platform: support@addoro.com
- For processes outside the Addoro platform: helpdesk@21grams.com

The Supplier's support could also be reached by the following telephone numbers:

- For processes through the Addoro platform: +46 (0)31 652 000.
- For processes outside the Addoro platform: +46 (0)8 600 37 21.

4.3. Categorisation of support issue

Each support issue shall be classified in any of the below four levels:

Level	Definition
Level 1, Critical	Services are experiencing complete downtime, and the supplier cannot process transactions. Actual and/or forecasted delay to Delivery Points is more than 24 hours compared to regular operation.
Level 2, Serious	Significant disturbance relating to the function and/or regular operation of a Service. The disturbances may cause delays to delivery points of up to 24 hours compared to regular operations.
Level 3, Minor	Minor disturbance relating to the function and/or regular operation of a Service. This may cause limited delays to Delivery Points compared to regular operations.
Level 4, Cosmetic	No significant disturbance of the function and/or the regular operation of a Service.

When registering a support issue, the Client shall categorise the perceived error in one of the four categories above.

The Supplier always has the right to change the category to a higher (more serious level) vs. what the Client defines during registration.

If the Supplier and Client disagree on which category level a support issue belongs to, this shall be solved through an escalation defined by Operation Managers at both Parties. Before the Parties have solved the categorisation issue, the Supplier shall work with the support issue, such as if the higher (more serious) category was decided.

4.4. Response time and Target Resolution time

The Supplier shall confirm and work with the incoming support issues according to the Response time, Error Correction Activities and Target Resolution time defined in the table below:

Level	Response Time	Error Correction Activities	Target Resolution Time
Level 1, Critical	Inside office time: no later than two (2) hours from the issue has been registered. Outside office time: no later than two (2) hours after the issue was registered the following weekday.	Work to identify, analyse, correct, and resolve the issue is ongoing and continuous during office hours. The Supplier shall use reasonable efforts to continue error correction outside office time.	As soon as possible. Target Resolution Time within twenty-four (24) hours.
Level 2, Serious	Inside office time: no later than four (4) hours from the issue has been registered. Outside office time: no later than 4 hours the following weekday after the issue was registered.	Work to identify, analyse, correct, and resolve the issue is ongoing and continuous during office hours if the Parties disagree otherwise.	As soon as possible. Target Resolution Time within forty-eight (48) hours.
Level 3, Minor	Within five (5) working days, the issue was registered.	Work to identify, analyse, correct and resolve the issue during office hours.	As soon as possible. Target Resolution Time within 10 working days.
Level 4, Cosmetic	Within twenty (20) working days, the issue was registered.	Work to identify, analyse, correct and resolve the issue during office hours.	As soon as possible. Target Resolution Time within forty (40) working days.

For clarity, the above-described Target Resolution Time is not a strict requirement for the Supplier to solve the error but a time frame within which the Supplier aims to solve the error.

4.5. Escalation process

The following escalation process shall apply for support issues categorised as Level 1 and Level 2.

Level	Time for escalation	Who shall be notified
Level 1, Critical	Inside office time: no later than five (5) hours from the issue has been registered. Outside office time: no later than five (5) hours the following weekday after the issue was registered.	The Supplier's Operation Manager The Customer's Operation Manager
Level 2, Serious	Within two (2) working days after the issue has been registered.	The Supplier's Operation Manager The Customer's Operation Manager

4.6. Change Request process

If the Client wants the Supplier to change a Service, the Client must create a Change Request for the Supplier.

The Change Request shall be sent to the Supplier via e-mail to:

- For processes through the Addoro platform: support@addoro.com
- For processed outside the Addoro platform: helpdesk@21grams.com

The Supplier will assign each incoming Change Request a specific Case Ticket ID in the Supplier's case management system.

The Supplier will contact the Client and, if needed, ask for more information to analyse the request.

When the analysis is done, the Supplier will respond to the Client if the Change Request can be delivered, the estimated cost involved and an estimated delivery time. The response will be sent through the Supplier's case management system.

If the Client and Supplier further agree upon the suggested scope and cost involved for the Change Request, the Supplier shall formally accept the Change Request by again sending an e-mail to helpdesk@21grams.se or support@addoro.com stating the Case Ticket ID in the subject field.

Once the Change Request is delivered to the Client, the Supplier will close it in the Supplier's case management system.