

IPOST

SERVICE DESCRIPTION

Including additional services and features

Portals and Track&Trace

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This Service description presents Posti Messaging's (hereafter referred to as "Posti") iPost service (hereafter referred to as "Service") and respective provisioning to customer ("Customer"). Customer specific service configuration and adaptation is not described in this document and is agreed separately.

Posti reserves the right to change the Service features and this description. The latest versions are published in the Service Portal or can be received from Posti Messaging Customer Service.

1 SERVICE

In this chapter, general functionality, applicable for all Services, is defined.

1.1 Main functionality for the Services described in this Service description

The following functions are part of the Services and are described below.

- Data reception
- Formats
- Transformation (conversion)
- Channeling
- Visualization
- Media storage

The standard Service functionality consists of the always included features and respective standard/default settings. Within the base functionality there may be mandatory selections, which shall be agreed, also the included optional features (options) shall be mutually agreed. Selections and options will affect the pricing of the Service, and is stated in the price list, applicable from time to time.

Production characteristics specified here cover the standard version of the Service. Service quality described applies only to correct data and use according to Posti Messaging's instructions.

1.2 General information of the Services

1.2.1 Data reception

The Customer will be provided with a user ID and password to establish a data communication connection and to transfer files from the Customer to Posti. The Customer is the active sending party in the data transfer. Files can be sent to Posti 24 hours a day. Other communication methods than FTP/SFTP can be provided, if needed, for an extra fee.

The Customer is responsible for the data transfer method and that secure connections and encryption technologies are used when needed. Posti Messaging is recommending using only secure connections when transferring data including personal data.

Data files for letter recipients in more than one country: Customer shall add a country code as a separate tag in the document file.

1.2.2 File name standard

The maximum length of the file name including file extension is 90 characters. Characters a-z, A-Z, 0-9 and -._ (dash, dot and underscore) are allowed. However, character sets “_.” and “-.” are prohibited. The limitation applies to all type of files (such as *.AFP, *.EPL, *.PDF, *.XML, *.ZIP) and filenames inside the ZIP file.

One ZIP file may only include two files, one XML and one PDF file. ZIP, PDF and XML is recommended to have the same filename. Different file batches received during the same day should be named individually.

Example:

Sample1.zip: Sample1.pdf and Sample1.xml

Sample2.zip: Sample2.pdf and Sample2.xml

1.2.3 File size

iPost PDF*

- The maximum file size: 1GB
- The maximum page size: 4MB. Average pages size (file size/pages).
- The maximum number of pages per a letter: 2000 pages in black-and-white printing.
- The maximum number of sheets per a letter: 60 sheets in color printing.
- The maximum number of documents per a file: 20 000 documents.

iPost EPL*

- Maximum number of pages in one EPL file: 30,000 pages.
- Maximum size of one letter: 1 MB, corresponding to approximately 500 pages.

*) If the maximum values are exceeded, we kindly request splitting the file into smaller parts.

1.2.4 Advance notices for large mailings

iPost
24.7.2024

If the total volume of the customer's same-day documents is 50,000 sheets or more / day, the sender must notify Posti Messaging's customer service in advance no later than two working days before the transfer of the materials.

The prior notice must mention

- the estimated material transfer date
- customer ID
- number of sheets
- number of pages
- letter class
- duplex or simplex printing
- whether the material is specified for color or black and white printing

Any additional days required for production will be agreed on a case-by-case basis based on the information provided in the prior notice. The shipment must comply with Chapter 2.2.3. said file size limits, in which case the sender must divide the file into several parts if necessary.

1.2.5 Channeling

By default, channeling is made by iPost service based on mandatory Recipient information listed in iPost and Customized Print Technical specification available from Posti Messaging Customer service. Channeling is made according to Sender and Recipient preferences. Electronic delivery is enabled by default and letter is delivered in electronic format if the Recipient ID is available in data and Recipient is an user of the Portal in question. Sender can change the preference for electronic delivery according to iPost EPL/XML Design guide FI. If electronic delivery is not possible, letter will be always delivered as paper letter to the recipient.

1.2.6 Channeling decision hierarchy

Letter can be delivered as a paper letter or as an electronic letter. By default, channeling decision-making hierarchy is following:

- Portal: OmaPosti (for consumer recipients),
- Portal: Suomi.fi Messages (for consumer and business recipients),
- iPost: Paper letter to the recipient (all recipients)

It is possible for the Customer to use an alternative order.

Portal Suomi.fi Messages available only by separate activation process, more information from Posti Messaging Customer service.

1.2.7 Visualization

The Customer decides the document's layout for both print and electronic delivery. However, all layouts needs to be prepared in accordance with the guidelines stated in the iPost and Customized Print Technical specification, available upon request from Posti Messaging Customer service, and the iPost layout design instruction document. Customer can create the letter layout by themselves according instructions mentioned above or Posti Messaging creates the letter layouts from the Customer's data by using a template that defines the positioning and the rules of

visual and data elements, Templates may also include graphical items (e.g. logos, pictures, and barcodes) stored at Posti Messaging or sent by the Customer. Some combinations of markets, formats, and chosen Complementary Service can offer or require fixed layouts and rules. For more information, see iPost and Customized Print Technical specification.

1.2.8 Data storage

Posti will keep electronic data in production files and reports no longer than 90 days (required by billing and for support and quality control) and after that it will be deleted permanently from the production systems .

Customers can have on-line access to documents by adding the Posti's eArchive service. The visualized data, normally a PDF + searchable index data, are stored in the service.

1.2.9 Media storage

Posti Messaging stores layout templates, images, logos, fonts, etc. for delivery and back-up purposes.

1.3 GDPR

Posti is processing personal data received from Customer based on commercial contract for the services (legitimate purpose). Posti's role is a Processor of personal data processing.

Posti commits to respect and protect as confidential any personal data located on received documents, protect the data in a defined environment, use only computer systems and their connections which are designed to deliver appropriate security features, delete all non-needed data, use only approved sub-contractors, and fulfill all agreed services related to personal data. During processing, Posti will not interfere with the content of the received material. However, if agreed with the Customer, enrichment of data can be done.

All processes and related activities with the Customer's documents, data and files are performed by trained personnel who have received sufficient data protection education and whose background was verified with locally relevant security checks (according to available local regulations).

Posti has built dedicated IT platforms for handling documents (images and data), hosted in professional Data Centers, within EEA, with the necessary and required security measurements like physical and environmental security, access control, backups, encrypted data transfer, tested Business Continuity Plans and Disaster Recovery Plans.

Posti has no direct contact with Customer's users (data subject) nor receiving direct data subject requests, and due to short time of processing, most of the data subject services are not relevant for Services described in this document.

2 SERVICE SPECIFIC INFORMATION

2.1 iPost

iPost is an all-inclusive service and is only sold as such; parts of the Service cannot be bought separately. Postage for physical distribution always constitutes an integrated part of the Service if anything else is not separately agreed. The Service consists of the following functions:

- Printing monochrome (black & white) or color – layout based on Posti Messaging standard envelope. (See iPost layout design instruction)
- Enveloping
- Standard material: one (1) sheet of paper in one (1) standard envelope
- Additional pages can be printed as extra pages
- Sorting according to the rules of postal provider(s)
- Packaging and submission according the rules of the postal provider(s)
- Postage: Domestic Economy, Domestic Priority or International mail
 - Also Registered letter, Letter with Advice of Delivery or Addressed Direct Mail if separately agreed and activated for use.

iPost includes postage cost for distribution by Posti Messaging's postal providers decided from time to time. If the Customer wants to exclude one or several postal providers, it will affect the unit price per letter.

2.1.1 Delivery Time

If the Customer has submitted the data file to the receiving function designated by Posti Messaging no later than the time specified for each country (see Cut-off times table below), on a business day, delivery to the Distributor shall normally be made during the same, next, or another defined business day. The production time of iPost letters is affected by the format of the data file (EPL or PDF) and whether the material is monochrome or color printed. Delivery to the recipients shall be made according to the Distributor's terms and conditions for the chosen postal service. Posti Messaging's receiving function is available 24/7. Posti reserves the right to set a delivery time or change the delivery date for pre-announced mailings (for more information, see section 1.2.4). If the material is produced contrary to instructions and/or is unsuitable for the printing process, Posti Messaging will inform the sender as soon as possible upon detection of the error. In such cases, Posti Messaging is not bound by the service commitment.

2.1.2 Cut-off times

| | Cut-off time Priority Mail | Delivery to postal distributor | Cut-off time Economy Mail | Delivery to postal distributor |
|---------------|---|---|---------------------------------|--------------------------------|
| EPL-format | 12:00 on business day (Monochrome) 24:00 on business day (Color) | The same business day The following business day | 24:00 on business day | The following business day |
| PDF-format | 24:00 on business day | The following business day | 24:00 on business day | The following business day |
| Other formats | The cut-off times are 2 hours less than the hours stated above. | | | |

Posti delivers the Service as postal deliveries with the Posti Messaging sender-ID. Posti ensures that the letters are sorted according to the Distributor's terms and conditions for the relevant type of delivery. The delivery time will be extended by one business day if the data is submitted after the defined cut-off time.

2.1.3 Suspension of the Service

Once Posti Messaging has started the production pursuant to the Agreement and the data files are submitted by the Customer, suspension of the production is not possible.

2.1.4 Print

Posti Messaging processes the Customer's data file, which is followed by sorting, printing, enveloping, and submission of the mail items to the Distributor, delivery, and postage. The Service includes white standard paper (80–90g/m²), monochrome print (simplex/duplex) 1/0 or 1/1, alternatively color print > 20% color coverage (simplex/duplex) 4/0 or 4/4 enveloping in a standard service specific envelope with the postal provider's postage paid-information, postage, submission of the mail items to the Distributor, and distribution. For country specific details regarding printing and material options, see the table below

| Print Simplex (1/0 or 4/0) | Print Duplex (1/1 or 4/4) | Paper | Envelope |
|-------------------------------|------------------------------|---------------------------|-------------------------------|
| X | X | A4 80–90 g/m ² | Standard C5, one large window |

Materials are PEFC-certified (Program for the Endorsement of Forest Certification Schemes) and Posti Messaging considers environmental aspects in procurement. Posti Green delivery is used: carbon dioxide emissions caused by the deliveries have been neutralized entirely. iPost is a Posti Green labeled service and companies can cut the

carbon dioxide emissions caused by their delivery chains, thus actively contributing to the climate effort. The paper is approved for OCR reading.

Assignments that shall be color printed need to be prepared in accordance with the color management guidelines stated in iPost and Customized Print Technical specification document applicable from time to time.

2.1.5 Enveloping

iPost prints the enveloping marks according to the customer's material, and the letters are enveloped into iPost standard envelopes.

In the service

- 1–9 sheets are enveloped into C5 envelopes
- 10–60 sheets are enveloped into C4 envelopes
- Long letters containing more than 60 sheets are enveloped according to the number of sheets either in a bag envelope or in a box.
- The maximum number of sheets is 2,000 per letter.
- Letters using premium paper, registered and proof of delivery letters have their own maximum number of sheets described below

Except for the window area, the transparency of the envelope is prevented by security rasterizing on the inside of the C5 envelope and by using a stronger enveloping material for letters of more than 9 sheets.

When enveloping, physical attachments cannot be added to letters, possibly additional pages should be attached to the sent data.

2.1.6 Address field requirements

The customer ensures that the background of the address field is white. For registered letters and proof of delivery letters (chapter 2.2.), the iPost service whitens the window area of the envelope and prints the sender's, recipient's, and mail's delivery information in this area on behalf of the customer.

iPost prints the postage marks, the letter's 2D tracking code and the production check in the area reserved for production marks in the address field (see the iPost layout guide). Text or graphics under the production area are whitened. The customer may not bring other postage labels to the window area.

Sender's address information

- the sender's address must be a domestic address in the country where the letters are produced. Foreign addresses of the sender are not allowed.
- the sender can use the Posti information service's i-ID and barcode in the empty area between the sender's and recipient's information

Recipient's address information

- the customer ensures that the recipient's address is correct and easily readable through the address window of the envelope, and that the address markings do not go outside the edges of the window. Posti has the right to charge for manual processing according to the price list if it is due to incorrect

address information.

- if the recipient's address is abroad, the ISO 3166 country code of the destination country must be indicated in the metadata of the material.
- the customer is responsible for following the address rules of the local postal service provider. The postal service provider can charge an additional fee if the addresses are in the wrong format, and Posti will charge the fee from the customer.

2.1.7 Reserved areas

Letters must be produced in such a way that areas reserved for production marks are left blank. Any additional pages must also take note of the areas reserved for production marks. Posti is whitening the reserved areas on the sheet. It is the Customer's responsibility to make sure that there is no actual text in the reserved areas. For more information, see guidelines in the iPost and Customized Print Technical specification and iPost layout design instruction, available upon request from Posti Messaging Customer service.

2.2 Registered letter and Letter with Advice of Delivery

Registered letter: The service includes a confirmation of mailing, tracking and delivery from Posti's service point.

Proof of delivery letter: The service includes confirmation of mailing and delivery to the recipient, shipment tracking and delivery from Posti's service point. The service is suitable for example for sending collection documents, official decisions and notifications. You will receive an individualized receipt for handing over the shipment.

The registered letter and delivery certificate service is only available if the recipient is in Finland.

The maximum number of sheets per envelope is 60.

2.3 Portals

Portals are web-based electronic services provided to the Customers by various vendors depending on the market. Invoices and documents can be received electronically on portals rather than being distributed in printed form. The portals offer, among other functionality, an archiving option, according to the receivers wishes. These documents can often be stored for extended periods of time in the portals and printed by the receiver themselves. Base functionality provided by Posti Messaging includes:

- Format conversion
- Connection and delivery of documents to the portal

Currently, Posti Messaging provides a connection to OmaPosti and Suomi.fi Messages.

Base functionality provided by the Portal provider:

- Electronic mailbox available to Recipients
- Recipient personal electronic archive

For more information about the functionality and support provided by the portal providers, see: Country Portal Information link

- OmaPosti <https://oma.posti.fi/welcome/fi/>
- Suomi.fi Messages <https://www.suomi.fi/viestit>

2.3.1 Conversion

The documents are converted to applicable presentation format.

2.3.2 Connection and delivery of documents to the portal

OmaPosti: OmaPosti is an online electronic service provided by Posti Group Corporation. It allows consumers and organizations to securely receive and archive electronic letters from companies and organizations registered for the service.

Suomi.fi Messages: Suomi.fi Messages is an electronic portal provided by the Digital and Population Data Services Agency for sending documents to authorities, cities and municipalities. The use of the portal as a distribution channel requires the conclusion of a separate agreement with the Digital and Population Data Services Agency. Consumers can receive and archive letters from registered senders in electronic form. It is also possible to forward corporate letters to this channel.

2.3.3 Optional feature to the OmaPosti portal - iSalary

The OmaPosti portal offers an optional feature called iSalary. Ordering the Service iPost is a prerequisite to be able to use this feature.

iSalary is a feature of the OmaPosti portal for sending pay-slip documents in electronic format to OmaPosti. iSalary maximizes the number of the payslips which are distributed electronically. iSalary requires that XML-scheme associated with iPost be used. The received payslips look the same as the printed ones; however, a hyperlink pointing at the Customer's payroll web services can be attached. The payslips will be stored in OmaPosti, free of charge for seven (7) years. Registered OmaPosti users will receive their payslips in the OmaPosti inbox, and unregistered OmaPosti users will receive their payslips in the passive user's archive in the OmaPosti service, where they will be stored for seven (7) years. When the user registers, the archived payslips will be waiting for him/her.

The Customer will get a receipt with information about which delivery method has been used, registered users (OmaPosti only) or unregistered users (forced OmaPosti). If the pay-slip recipients, for some reason, need to receive their pay-slips on paper, the Customer shall change the file, either by leaving out the identity code or by separately marking in the XML-data the letters that should be sent physically. When implementing iSalary, it is the Customer's responsibility to inform its employees and payroll of the change.

2.4 Track&Trace

Track&Trace is an additional service for monitoring sent documents. Status of the documents can be followed using the web-based user interface or with automatically generated reports. Usage of the Track&Trace is agreed separately.

From the web user interface, the status of sent files can be seen in batch or individual document level through the process until the documents are delivered to defined channels. Original file name, timestamps and delivery channel information is always available and depending on the service in use, additional information can be presented (e.g. sender, recipient and document number).

Automatically generated basic reports can be executed by schedule or when the file is in certain phase of the processing (e.g. delivered to channels). Based on Customer's needs also more complex reporting is available depending on the service in use. Reports are delivered by email, FTP/SFTP file transfer method or through Web service interface. Reports are available in different formats depending on the report type (e.g. xml, csv).

Tracking information for files and documents is stored in Track&Trace service for six months, but information related to personal data is deleted after three months.

3 IMPLEMENTATION OF THE SERVICE

3.1 Prerequisites – Common and specific formats

The following formats are considered common if they also provide the necessary information needed for the chosen Service. If the format is not listed below, if there are mandatory fields missing, or others are added, the format is considered specific. A specific format demands a separate Design Project before the implementation, where the scope, content, and cost of the implementation are defined and agreed.

| Format | Delivery product | Comment |
|-------------------------------|------------------|--|
| PDF+xml, EPL or EPL+XML | iPost, Portals | By Customer, visualized PDF document with defined metadata. See iPost layout design instruction and/or iPost XML/EPL Design Guide FI at www.ipost.fi |

3.1.1 Metadata for PDF

In addition to PDF-file customer must provide metadata in XML-format as defined in iPost XML Design guide FI. Metadata in XML-file defines how the PDF-file is handled in iPost service.

3.2 Implementation and deployment

Implementation will start when the Agreement is signed. Depending on the scope, an implementation project can be required, which will be headed by a project manager from Posti. After approval from the Customer the

implementation will be considered as finalized and deployed to production.

Prerequisites:

For the implementation of the Service, Customer must provide:

- A contact person coordinating all activities and participants on the Customer side
- Technical information about the systems and applications to be interfaced/connected
- Information about Customer relevant data communication networks and systems
- Specifications and sample data
- Expertise and implementation and testing resources for the application interface, IT systems and data communications at Customer's end.
- A resource to test the Service before accepting it into production.
- Providing any other assistance that may be needed for enabling and finalizing the implementation.
- Test Material - Posti is committed to treat all test data as Confidential, with same requirements as for production data.

3.3 Change management

After the implementation of the Service, requests for changes must always be ordered separately. Changes must be ordered from Posti Messaging well in advance, at least ten (10) business days beforehand, depending on how extensive the changes are, to enable Posti Messaging to make the changes in time and to ensure that there is enough time for testing.

Changes and/or amendments after the implementation of the Service has started will be considered as new development and will be priced separately.

All change request orders should be placed in Posti Messaging's Service portal, where Customers can register and follow their orders, changes and claims. The Customer is responsible for making sure that the right contact information is available in the portal. When the Agreement is signed the Customer needs to appoint a Key User, who will be responsible for the Customer's users in the Posti Messaging's Service portal. All matters will get feedback within five (5) business days. Orders for changes outside Posti Messaging's area of authority, are to be placed by the Customer's contact person. Orders within Posti Messaging's area of authority will be processed on the initiative of the operational support of the Service.

3.4 Testing

The Customer is responsible for delivering test material and necessary resources, on time and in agreed format. When testing, either during initial implementation or after changes, it is ensured that the agreed Service works in the desired manner. For example, if changes are made to input data, new tests must take place and the Customer must approve the results of the tests before the changes can be transferred to the production environment. For more

information about testing procedures please see the iPost and Customized Print Technical specification available from Posti Messaging Customer service.

- Test data will only be used for the purpose of the project
- All Customer data is treated as Confidential, according to information classification guideline
- Customers are informed that all test data sent to Posti needs to be pseudonymized and will be treated as such.
- It is the customer's responsibility to provide Posti with pseudonymized data, if any customer chooses to provide Posti with personal data, this is the customers decision and responsibility. In such case the customer must clearly state that they are not able to provide us with pseudonymized data.
- Customers are instructed to send all data to Posti through secure channels.
- All test data used during Customer Implementation project testing is deleted or returned at project end, record of this shall be made in Project minutes.

3.5 Duplicate files check

This service is designed to warn the customer if it resubmits the same iPost files. When an iPost file is received from a customer, a unique md5 checksum will be calculated for it. This checksum is formed on the basis of the file content, not e.g. the file name. Customers can order this service from Posti Messaging's Customer Service. The service is intended for customers using the FTP or SFTP transfer protocol. Use of the service is free of charge and setup charges are as per the Tariffs and Rates. The md5 checksum will be stored for a year.

3.6 Automatic e-mail confirmation

This service informs the customer of the time of receipt of an iPost file. File receiving receipts are stored to the data transfer user's folder in the Posti server for review by Sender or/and sent via email to a maximum of three e-mail addresses. Customers can order this service from Posti Messaging's Customer Service. The service is intended for customers using the FTP or SFTP transfer protocol. Use of the service is free of charge, setup charges as per rates. Storage time in the Posti server for the file receiving receipts is 6 months.

4 PRODUCTION

The planned maintenance breaks applied for the Service's systems are:

1. Standard maintenance window: Every Saturday from 10:00 to 18:00.
2. Data communication maintenance. The operators have reserved one two-hour interruption per month for service of data communication connections. The data communication networks are maintained by a third party independently of Posti.
3. Planned interruptions due to maintenance are eight (8) hours. Effect to the data receiving and customers is always minimized and usually shorter than eight (8) hours. Notification will be given by Posti at least two (2) weeks in advance and may be used a maximum of four (4) times yearly. The above planned and/or pre-informed maintenance breaks do not affect the calculation of the availability of the Service. Service jobs are usually performed at times when usage of the Services is reduced, e.g. during weekends and holidays.

Target uptime of the Service is 24/7 minus planned and pre-informed maintenance breaks. However, specified availability is measured within the below stated service hours only.

| Item | Value | Notes |
|--------------------|---|---|
| Availability | Target uptime 24/7 | Data receiving target uptime 24/7 |
| Maintenance breaks | When needed and customers informed as stated above. | Not included in availability mentioned above |
| Technical support | Contact Customer service | https://www.posti.fi/fi/asiakastuki/ota-yhteytta/posti-messaging |

Posti service systems are under monitoring for 24 hours all days and errors and proactive alerts are reported to a tracking system.

Hardware Monitoring: The function of the hardware is monitored, e.g. general function of machinery, system load, and sufficient disk space.

Software: The function of the programs is monitored for e.g. processes that have frozen and operational error situations.

Data traffic: The functioning of Posti Messaging connection interface is checked, so that any disruptions in the server network can be remedied before having an effect on file traffic.

Control: All data, together with log details, are securely archived. Data is stored both on a mirrored hard drive and on robot-controlled security tapes. Even if a hard drive malfunctions, data does not disappear nor is the function changed. The malfunctioning hard drive is replaced without the need of interrupting the Service.

Operational support monitors successful replacement without data loss with the aid of software.

The support services cover only technical problems related to the Service, and is not related to user help, user guidance, training, remote consulting, or business consulting. Usage guidance, training, remote consulting, and business consulting may be available for an additional fee if separately agreed between the parties.

Posti is prepared and constantly testing Business Continuity Plans and Disaster Recovery Plans to ensure service availability remains within agreed SLAs.

4.1 Incidents and data breach handling

Posti has implemented special incident management processes, including data breach handling, including support from the ticketing system.

In the event of a Personal Data Breach, Posti will immediately after having obtained a reasonable degree of certainty that Personal Data is compromised, notify the Customer. Posti commits to actively participate in incident resolving.

5 SERVICE RELATED RESPONSIBILITIES

5.1 General service-related responsibilities

In addition to the responsibilities described in Posti Messaging General terms, the general responsibilities and obligations of the Parties in producing or using the Services are as follows:

5.1.1 Posti's responsibilities

Posti shall:

- Be responsible for the data connection on Posti's end and items thereof managed by Posti.
- Notify the Customer without delay in case of not being able to produce the Services
- Be responsible for not altering any of the meanings or semantics of the data exchanged via the Services

5.1.2 Customer responsibilities

The Customer shall:

- Be responsible for following all written specifications, User Instructions, Guides, and any other information delivered by Posti, whether part of the Agreement documents or otherwise
- Be responsible for the data connection on the Customer's end and items thereof managed by the Customer
- Notify Posti without delay of any abuse of the Services and of any changes in contact information
- Be responsible for the legal, contractual, commercial, and trade procedures related to the content and consequences of the data exchanged via the Services, including ensuring that no information violating data protection is visible through the window of the envelope
- Be responsible for the presentation of the output, print or e-presentation, or any delay of Customer's material, if the input material (data file and templates) has been produced in violation of the specifications and instructions available to the Customer (Configuration Overview, User Instruction, and other documents provided by Posti)
- Establish and maintain data communication with Posti. Unless otherwise agreed, the Customer is responsible for the provision of a communication connection between the Customer and Posti up to Posti Messaging's server-/communication port.

5.2 Customized Print and iPost

The Customer shall provide information regarding volumes for, among other things, Posti Messaging production planning. Changes in volume will affect prices during the term of the Agreement. For each assignment, the

production plan shall state, among other things, the production day as well as the number of letters and pages. In the event of production changes, the Customer must provide Posti Messaging with an updated production plan. Deficiencies in, missing or not updated production plans may result in Posti Messaging not being able to fulfill its undertakings, for example to carry out any production at all, to deliver on time, or on agreed terms and conditions, pursuant to the agreement.

5.3 Portals

The Customer shall register with the applicable Portal that will activate the Service.

5.4 Unused user IDs

Posti has the right to close iPost user IDs and service connections if the service has not been used for three (3) years. After closure, the service can only be used again by subscribing as a new customer.