iP.1 Service Agreement

Introduction

Thank you for choosing iP.1.
This Service Agreement applies between iP.1 Networks AB, based in Sweden, VAT reg. No: SE556671153601, hereinafter referred to as "iP.1" and the customer, hereinafter referred to as "Customer" for iP.1 Services, hereinafter referred to as "Service(s)".

Services

iP.1 offers the following services to companies and organizations. Same account information or API key can be used for all services. Accounts are easily grouped per user, per department, or one for everyone with different permissions. Several accounts can be created automatically. A personal user account is required to be able to use our services, this can be managed by the Customer in our user portal.

Continuous development and updates of the main services are included for you as an iP.1 customer, so you always have the latest updated version. This is to guarantee you to have the smartest services for your business. For more information about how our services work visit, https://ip1sms.com

Main Services

RESTful API SMS
Integration of SMS services into existing software such as customer records, booking systems, eCommerce systems, create your own services, etc.

With two factor authentication, you can protect your own system from spam accounts and malicious robot log-ins. Together with two factor authentication from ip.1, you also receive access to our global blacklist for spam numbers.
- ✓ We offer API regardless of programming language, designed to make it easy.
- ✓ There are sample code that the customer can use to get started quickly,
- ✓ Send SMS to multiple recipients at the same time, which makes it easier to handle larger batches of messages.
- ✓ Authentication 2FA. With our smart API it is easy to connect two factor authentication to any system.

Sent SMS is deducted from the balance when SMS balance is used or billed monthly if the account has an active SMS subscription. See item: Fees and Payment terms.

RESTful API Surveys
Integration of surveys into existing software such as support systems, booking systems, e-commerce systems, CRM systems, creating custom services, etc.
- ✓ We offer API regardless of programming language, designed to make it easy.
- ✓ There are sample codes the customer can use to get started quickly.
- ✓ Support for NKI Nöjd Kund Index, Customer Satisfaction Index, with reports in One Survey.
- ✓ Get real-time SMS message if any respondent has given a low rating on a question.

- ✓ Follow the full flow from the number of sent, opened, and canceled surveys, as well as the surveys that have been answered.
- ✓ Clear real-time web-based performance reports in easy-to-share graphs.

Sent Surveys, e-mails and letters are billed monthly, see item: Fees and payment terms.
For more information to developers visit https://ip1sms.com/en/developer/

One Channel
Web-based communication tools for implementing large-format SMS messages.
- ✓ Has the ability to send large volumes of text messages to many recipients at the same time.
- ✓ It's easy to import massive files with contact information and create labels for contacts.
- ✓ There is support for sending long text messages, up to 1600 characters, foreign characters UTF-16, and emojis.
- ✓ Scheduling is a very practical feature.
- ✓ See balance and get the status of all sent SMS real-time.
- ✓ Stop features will help you to automatically opt out users who do not want SMS.
- ✓ Send personal SMS with templates that insert e.g. first name and last name automatically in the SMS text directly from contacts.

Sent SMS and e-mail or messages sent via other channels are deducted from the balance when SMS balance is used or billed monthly if the account has an active SMS subscription. See item: Fees and Payment terms.

Web SMS
Web-based communication tools for fast dispatching and incoming SMS.
- ✓ It is easy to import contact information and create groups from external files, as well as store default texts in templates for quick reuse.
- ✓ There is support for sending long SMS, up to 1600 characters, foreign characters UTF-16, as well as emojis.
- ✓ Email copy and scheduling are very convenient services.
- ✓ View balance, get status of all sent SMS, and order statistics in real time.
- ✓ Stop Features to help you to automatically opt out users who do not want SMS.
- ✓ Send personal SMS with templates that insert e.g. first name and last name automatically in the SMS text directly from contacts.
- ✓ Receive incoming SMS and receive replies via virtual recipient number (additional service).
- ✓ Collect customers' phone numbers and names automatically. Send SMS to the virtual number (additional service) and type *Save FirstName LastName Label,* then it is automatically stored in the Address Book in the specified Label.

Sent SMS is deducted from the balance where SMS balance is used or billed monthly when an SMS subscription exists on account, see item: Fees and Payment terms.

One Survey
With One Survey, you quickly collect the opinions of your customers or members. The service allows you to create and send surveys, whether it's a larger customer survey, small surveys or through a fully automated survey system via our new application and API.

- ✓ It is fast and simple to create surveys using completed questionnaire templates that are displayed in real time in a preview window.
- ✓ Choose from many different question types, mandatory answers, and anonymous answers.
- ✓ Question types with logic.
- ✓ Attach a file as replies
- ✓ A survey can contain an unlimited number of questions.
- ✓ Scheduling of SMS and e-mail messages and reminders are sent only to non-respondents.
- ✓ Follow the full flow from the number of sent, opened and canceled surveys, as well as answered surveys.
- ✓ Sendings can be combined using SMS, e-mail and letter or one of the mentioned channels.
- ✓ Static surveys for e.g. websites and social media.
- ✓ Clear real-time web-based performance reports in easy-to-share graphs.
- ✓ Export of all data to PDF and Excel.
- ✓ One Survey can be combined with Web SMS and One Channels different features such as address book and virtual number.

One Survey has a commitment period of 3 months if not otherwise agreed. Monthly fee, Sent SMS traffic, sent e-mail traffic and sent letters are billed monthly, see item: Fees and Payment Terms.

e-SMS
Add-ons in MS Outlook 2007 and later versions for sending SMS from contact lists and groups.
- ✓ Use your existing contacts and groups, as well as common global groups in Outlook.
- ✓ There is support for sending long text messages, up to 1600 characters, foreign characters UTF-16, and emojis.
- ✓ Follow the status of all sent SMS and store default texts in templates for quick reuse.
- ✓ Stop features will help you to automatically opt out users who do not want SMS.
- ✓ Send personal SMS with templates that insert the first name [F] and last name [L] automatically in the SMS text, imported directly from the address book.
- ✓ Receive incoming SMS and receive SMS response via virtual recipient number forwarded to e-mail (additional service).
- ✓ Automation of installation to multiple clients.

Sent SMS is deducted from the balance when SMS balance is used or billed monthly if the account has an active SMS subscription. See item: Fees and Payment terms.

Additional services

Virtual number
A virtual number enables the feature to receive incoming SMS and receive SMS response. There are eleven-digit numbers and five-digit numbers with alias.
Virtual numbers have a commitment period of 1 year and are invoiced in advance, see item: Fees and Payment terms.

Custom Sender ID
Select optional sender if you want to enter an optional text or mobile number as a sender.
Optional sender can be combined with virtual numbers in three different ways.

✓ Select a text as sender. The text may be up to 11 characters and contain only the characters A-z. You cannot reply to SMS that have text senders.

✓ Choose your own mobile number as a sender. All answers will then go to your own mobile device. You may not enter another person's mobile number without permission.

✓ Choose your virtual number as a sender. All answers then go directly to the application.

Custom Sender ID is a one-time fee and with an annual administration fee. see item: Fees and Payment terms.

Attach files in Web SMS
Web based communication tool that allows you to attach files when sending SMS.
✓ Files are stored in our cloud service as a link.
✓ Follow the statistics on sent and opened files and links.

The cost of attached files is deducted from the balance when SMS balance is used or billed monthly if the account has an active SMS subscription. See item: Fees and Payment terms.

Application Integrations at iP.1's Partners
Ability to send and receive SMS directly in the application. API key is provided by iP.1 for integration. For other functions in the application, contact the supplier.
✓ Evry, BeSched
✓ Lundalogik, Lime
✓ Flexapplikation, HRM
✓ Gardeco, Business System
✓ STR, Astra web
✓ Skibar system
✓ WinEasy
✓ IOL Tool
✓ WashCloud
✓ Rebnis, Jupiter

More integrations are added continuously.
Sent SMS is deducted from the balance, see item 6 Fees and Payment terms.

Agreement

This Service Agreement is approved by the Customer through the creation of an account. This confirms that the Customer has read, understood, and accepted the Service Agreement, the Privacy Policy, and the Data Processing Agreement, which are available on the iP.1 website https://www.ip1sms.com/gdpr

Contact

The Customer is bound to enter the correct information about their company and the organization number when registering as a user of our services in the web shop. The Customer designates a contact person when ordering in the web shop. This contact person shall be the authorized representative of the Customer. The Customer is responsible for those who are authorized to use the service. If a contact person

is moved or changed, iP.1 must be notified by email within 14 days. iP.1 is able to use the Customer as a reference if the Customer has not otherwise notified iP.1 in writing.

Use of Service

It is forbidden to forge a message by entering a mobile number as a sender without the consent of the person or company or to use the message to conduct illegal activity, commit fraud, etc. The Customer and its users are fully responsible for information in the messages transmitted through the Service. The Customer must comply with applicable laws, government regulations and the general ethics that apply to messages. The customer must comply with the Code of Conduct rules applied by the industry organization, MORGAN https://morganforum.se/en/rules/. The customer and their users are responsible for the information that is spread using the Service. The customer may not pirate the software or single features and offer them in their own trademarks (so-called brand counterfeiting). If the Customer uses the Service in violation of the Service Agreement, the Customer shall reimburse iP.1 for the resulting damage.

The Customer shall hold iP.1 harmless for third party claims against iP.1 due to the Customer's use of the Service. iP.1 is entitled to terminate the Service with immediate effect in case of abuse. Remaining "balance" credits pass into iP.1 ownership. The customer is responsible for ensuring that information that gives access to the account (Passwords, API keys, verification codes, etc.) is kept protected from unauthorized individuals or systems.

Fees and Payment Terms

The customer fills their balance in the web shop and then the money is deducted from the balance when the Customer sends SMS and Surveys, just like a prepaid card. When the balance begins to expire, the Customer may add more balance in the web shop. The customer can also turn on or off automatic refill of the balance. The balance is non-refundable. iP.1 offers an SMS subscription that is billed retrospectively with an additional monthly fee. The commitment period is 3 months. If the Customer has not cancelled the Service at least one month in advance of the commitment periods end, the Service is automatically extended 3 months at a time. Cancellation must be in writing.

Other Services have a commitment period of 1 year. Unless the Customer or iP.1 has terminated the Service at least 3 months before the end of the initial term, the Service will automatically be extended for one year at a time. The commitment period begins when the Customer places an order in the web shop or activates the service. Cancellation must be in writing.

The customer pays iP.1 via payment system, according to the current price list in the web shop unless otherwise agreed. All prices are exclusive of VAT in Swedish kronor SEK for "Swedish accounts", or Euro € for "International accounts". When paying by invoice, the Customer shall pay the fee within 20 days as shown in the iP.1 invoice. iP.1 can bill an individual account, or a single invoice for all accounts. If the payment is delayed, iP.1 is entitled to a delay fee of 450 SEK, and compensation for collection costs as well as an annual interest rate of 24% from the due date. The Customer shall promptly notify iP.1 in writing if an invoice is deemed to be incorrect. Failure to do so within 14 days of the invoice date, the Customer's right to make such an objection expires. iP.1 is entitled to raise SMS rates immediately if the increase is due to changed or new legislation, tax, telecom operators, currency change or other circumstances beyond the control of iP.1. iP.1 has the option to change the price for Services prior to a new contract period. Prices are announced via the web shop and e-mail.

The customer has a payment obligation for the account's entirely used balance when post-invoicing is active, as well as for the orders placed in iP.1's system by users connected to the account with authorization to refill balance and order services. The customer is also liable for payment for orders and use of the service that generates costs on the customer's accounts in cases where negligence on the part of the customer led to unauthorized access to password information and/or API keys. The customer is also fully

liable for costs generated on the customer's account as a result of functionality built by the customer or a third party through iP.1's APIs.

If the Customer, despite a reminder, has not paid the fee within the specified time or is in insolvency, reconstruction or bankruptcy, iP.1 is entitled to terminate the Service with immediate effect. If the Customer has not used the Service within 12 months, the Service is terminated. This does not relieve the Customer from payment obligation. Remaining "balance" credits pass into iP.1 ownership.

An individual SMS consists of 140 bytes which is a maximum of 160 characters in GSM-7 or 70 characters in UTF-16. With more than 160 characters in the same message, individual text messages are combined with a maximum of 152 characters in each SMS in GSM-7, and each SMS is charged. Some special characters are counted as more characters in SMS, such as Japanese characters, see GSM 03.38 for more details.

SMS can be sent with normal priority 1 or with high priority 2, with high priority the charge is increased with SEK 0.10 and €0.01 respectively per SMS based on currency selection. Priority 2 takes precedence in iP.1s software. The attached files service and landing pages service increases the SMS-cost charge by SEK 0.10 or €0.01 per file/landing page based on currency selection.

If SMS is sent to countries outside of Sweden, you are charged different unit prices for SMS per country, see price list on the website or in the Webshop.

Service level

iP.1 strives to provide the Service professionally with a goal of 99.95% (or higher) availability per year. If malfunction occurs, iP.1 will promptly correct the error. The Customer shall inform iP.1 as soon as possible of any errors that the Customer becomes aware of in the use of the Service. Error reporting can be done 24 hours a day by email. iP.1 is not liable for errors in the Service caused by Customer's changes or interventions in the Service, or by viruses, or any other incidental attack, or things otherwise outside of iP.1s reasonable control. Any time when the Service is down, caused by iP.1 or other operator, is not usually compensated.

iP.1 is under no circumstances obliged to compensate the Client for any financial or other damage due to any loss of revenue, business, expected savings, profits, damages, costs or other claims. The Customer agrees that iP.1 uses operators or third parties to process personal information to help iP.1 to deliver SMS on behalf of the Customer.

iP.1 undertakes to acknowledge the status of sent SMS to operators. iP.1 announces any interference and technical information via SMS and e-mail to the Customer's specified mobile phone number or e-mail.

iP.1 continuously performs preventive maintenance actions.

iP.1 offers support for how the Services can be used by email, website, and phone support Monday-Friday, 08: 00-17: 00 with lunch 12: 00-13: 00.

Log in to the user portal (https://portal.ip1.net) for statistics of sent and received SMS in new services. For older services and APIs (Now deprecated), statistics are available in Web SMS 3.10 (https://app.ip1.net). For access to older APIs (SOAP, HTTPS and SMS REST v1) and web services (Web SMS 3.10 and Survey SMS), it is required that you activate support for older APIs and services via the user portal before 2025-03-01.

Subcontractors

iP.1 Networks AB engages Microsoft Azure's cloud services withing the EU/EEA as a subcontractor for the processing of personal data for the services in this agreement.

Limitation of Liability

iP.1 is not responsible for any damage caused to the Customer if iP.1 has been prevented from fulfilling its obligations due to law enforcement, government action, war event, cyberattack, strike, blockade, boycott, lockout or other similar action beyond iP.1's reasonable control. If iP.1 is prevented from performing its obligations due to circumstances mentioned above, iP.1 is entitled to postpone performance until the interference has passed. If the performance of the obligation is delayed by more than 3 months due to any of the above circumstances, the Customer is entitled to, in writing, cancel the Agreement.

Changes

The service agreement may be amended by notification via the website or e-mail. iP.1 may change and improve the Services and install new releases and versions. If a change is a material disadvantage for the Customer, the Customer has the right to terminate the agreement from the date the changes take effect. Termination must be done in writing and no later than 1 month after the Customer has received information about the change.

Disputes and applicable law

This agreement shall be governed by Swedish law. Any disputes and disagreements, alleged breach of the Service Agreement or claims arising or termination in connection with this Service Agreement, shall first be resolved by the Parties through mutual consultation. Disputes arising from this agreement shall be finally reviewed by a public court with Skaraborg District Court, Skaraborgs Tingsrätt, in Skövde, as the first instance.

Transfer and migration

The Customer does not own the right, without the written consent of iP.1, to transfer its rights and obligations under the Agreement. However, iP.1 reserves the right, without the Customer's consent, to transfer the Service Agreement to another company within the same group.

Secrecy

Customer may not disclose to third parties any documents or otherwise disclose information about iP.1's activities that may be considered as a business or professional secret or incidentally related to iP1's internal circumstances, to a degree other than that required for the service implementation. The confidentiality obligation does not apply to publicly known information.

Welcome as a customer! We at iP.1 look forward to working with you!

Visit the home page to place orders and register users at https://shop.ip1sms.com .

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