

**A Internet for Companies****1 About the Service**

- 1.1 The Service may be referred to by other names (e.g. "Fast City Net, FCN" or "Metro") in previous versions of the Bahnhof's terms and conditions and in other Bahnhof documentation.
- 1.2 Bahnhof shall inform the Customer of the planned activation date for the Service. The activation date may change depending on agreements with third parties (e.g. owners of Real Estate Networks and Access Networks) and other circumstances beyond Bahnhof's control. The time between the signing of an Agreement and the activation does normally not exceed ninety (90) days.

**2 Delivery via Open Network/City Network**

- 2.1 The Customer must have a valid network agreement with the relevant open network.
- 2.2 If the open network applies split invoicing, the part to be invoiced by the open network is outside of Bahnhof's responsibility.
- 2.3 The Customer is responsible for providing Bahnhof with all information from the open network that is necessary to deliver the Service, and for ensuring that there is not an active agreement with another operator for the network port that is to be used. If this is not met within a reasonable time, Bahnhof is entitled to invoice the contract in its entirety even if the Service has not been delivered.
- 2.4 No service level applies, other than what is stated in the Agreement.

**3 Delivery via Fibre**

- 3.1 The Service is delivered to a neutral ODF (Optical Distribution Frame) in the Property, and the Service is deemed delivered from the time it is activated in the ODF.
- 3.2 The Customer shall, at its own expense, ensure that the necessary permits are in place for the construction and maintenance of the connection and ducts from the Connection Point to where the Service is to be delivered within the Property.
- 3.3 In the absence of such permits, Bahnhof is entitled to invoice for all Services until such permits are obtained and the necessary works are completed. If permits are still missing after three (3) months, Bahnhof has the right to terminate the Agreement immediately and to invoice for the remaining contract period.
- 3.4 Bahnhof is responsible for the supply of cable from Bahnhof's Network to the Connection Point. In the event of a fault in the underground cable up to the Connection Point, Bahnhof is responsible for excavation, fault rectification and backfilling, provided that the fault was not caused by the Customer or another person for whom the Customer is responsible. Prior to such work, the Property Owner shall be contacted for consultation.
- 3.5 If the Service is to be delivered in the existing Property network, the Customer is responsible for ensuring that the Property network is functional for the delivery of the Service. If there is no functioning Property network, the Customer shall promptly and at its own expense ensure that it is remedied. If this takes more than three (3) months, Bahnhof is entitled to charge for Services as if a functioning Property Network existed.
- 3.6 The Customer is to give Bahnhof the opportunity to connect Bahnhof's Network to the Connection Point in the Property Network.

**4 Speed**

- 4.1 The specified transmission speed for the Service is approximate. Actual speed may vary depending on, among other things, the distance between the Customer's Connection Point and Bahnhof's connected equipment (at the nearest telecommunications station or equivalent) and the quality of the cable up to Bahnhof's connected equipment.

- 4.2 Bahnhof is not responsible for speed limitations attributable to networks not owned or controlled by Bahnhof.

**5 Traffic**

- 5.1 If booked traffic is not specified in the Contract, booked traffic is to be 10% of the capacity of the Service. Bahnhof has the right to charge for excess traffic.

**B Property Network Installation****6 About the service**

- 6.1 The property network installed by Bahnhof is normally standard 4-fiber cable (single mode, OS1/OS2, G.652/G.657) connected from neutral ODF, or Bahnhof's drop-off point in the property, to the Customer's designated location in the property.
- 6.2 Bahnhof has the right to charge the Customer for additional costs for the installation if Bahnhof deems it requires more work than normal, e.g. if the distance to the Customer's premises is longer than 100 metres, if the ceiling height is higher than three (3) metres, if there is no ductwork, or if a lift operator or rental of a scissor lift is necessary.

**C Transit****7 About the service**

- 7.1 The Customer is responsible for the necessary AS numbers and IP networks (at least /24 subnet, own C network).

**8 Speed and Traffic**

- 8.1 The conditions in sections 4 "Speed" and 5 "Traffic" for the Service "Internet for Companies" apply to the Service.

**D Wireless Office WiFi****9 About the Service**

- 9.1 The Service may be referred to by other names (e.g. "Office Network") in previous versions of the Bahnhof's Terms and Conditions and in other Bahnhof documentation.
- 9.2 Bahnhof is responsible for the installation, operation and maintenance of the necessary software and hardware.
- 9.3 The solution is sized for normal use by the number of users specified in the contract, with a maximum of 20 simultaneous users per access point. Normal use requires that each user has a maximum of two devices (e.g. computer and mobile phone) connected at the same time.
- 9.4 Transmission speeds over WiFi can be affected by several factors, including the number of simultaneous users and the layout, size and building materials of the premises.
- 9.5 The Service subject to the technical and other conditions prevailing at the time of deployment. Significant changes in these conditions may affect the functionality of the service, and additions to the service may be required.

**10 Speed**

- 10.1 The transmission speed of the Service is approximate. Actual speed may vary depending, among other things, on the distance between the Customer's connection point and Bahnhof's equipment (at the nearest telecommunications station or equivalent), and the quality of the cable up to Bahnhof's connected equipment.

**11 Traffic**

- 11.1 The conditions in section 4 "Speed" for the Service "Internet for Companies" applies to the Service.

**E Telephone Cloud****12 About the Service**

- 12.1 The Service may be referred to by other names (e.g. "Telephony", "IP Telephony") in previous versions of the Bahnhof's terms and conditions and in other Bahnhof documentation.

- 12.2 The Service is not intended for so-called "operator operations" in which incoming calls represent more than 75% of total call time per calendar month. If the Service is used in this way, Bahnhof is entitled to charge a surcharge of 30% of the total monthly fee as well as 15 cents per incoming call minute.
- 12.3 The Customer is responsible for the necessary connections and other necessary equipment not specified in the Contract.
- 12.4 The Customer may only connect equipment and software that meet the requirements specified in laws, regulations, and technical standards.
- 12.5 The service may not be used with equipment that may interfere with Bahnhof's platform and/or other Customers, e.g. SMS gateway devices.
- 12.6 If the Customer is unable to use the Service due to the Customer's equipment, the Customer is not entitled to compensation.
- 12.7 Bahnhof is not liable for damage caused by the Service being unusable or made more difficult because of technical, maintenance or operational measures.
- 12.8 Requests to transfer telephone numbers from another operator to Bahnhof (porting) must be made in accordance with Bahnhof's instructions.
- 12.9 Except for possible switching functionality, the Customer may use the Service in mobile networks of Swedish and foreign operators to the extent that Bahnhof has roaming agreements with them. The Customer is to verify the conditions, laws, and regulations with relevant operators.

## F Cloud services

### 13 About the Service

- 13.1 Bahnhof has the right to store the Customer's data located on so-called virtual servers in more than one physical location at the same time.
- 13.2 Bahnhof shall notify the Customer by email at least seven (7) days before updating software that affects the Service.

### 14 Speed and Traffic

- 14.1 The conditions in sections 4 "Speed" and 5 "Traffic" for the Service "Internet for Companies" apply to the Service.

## G IT Consultant

### 15 About the Service

- 15.1 Prior to installing software updates that affect the Customer's system or solution, Bahnhof and the Customer are to agree on response times in consultation where possible. If this is not possible, Bahnhof has the right to decide and is to notify the Customer, if possible, at least seven (7) days in advance.
- 15.2 If the Customer chooses to take over the username and password for the Service, the Customer shall also be deemed to have taken over the legal responsibility for the Service, and Bahnhof then disclaims all responsibility for the software and all information contained in the Service.

## H Colocation

### 16 About the Service

- 16.1 The Customer may only use contracted space in Bahnhof's data centre for the installation, storage and maintenance of rack-connected hardware and associated equipment.
- 16.2 Bahnhof is entitled to charge the Customer for abnormally high electricity consumption.
- 16.3 Work carried out or commissioned by the Customer must be carried out professionally. The Customer shall be liable for any damage in connection with such work.
- 16.4 The Customer may access the agreed space during Regular Service Hours as communicated on bahnhof.se. The Customer shall notify Bahnhof well in advance if the Customer wishes access during other times. Bahnhof is then entitled to charge a

fee for additional work in accordance with Bahnhof's price list valid from time-to-time.

- 16.5 At Bahnhof's request, the Customer must provide details of persons who are to have access to the space. Bahnhof has the right to check the identity of visitors and ensure their authorisation.
- 16.6 Visitors must comply with Bahnhof's security procedures and instructions, otherwise Bahnhof is entitled to refuse them access.
- 16.7 Bahnhof has the right to refuse access to Customers who are late with payment to Bahnhof.
- 16.8 Bahnhof has a right of retention in the Customer's Equipment and is not obliged to return it until the Customer has settled any overdue invoices.
- 16.9 Visitors who leave the facility last and after Regular Service Hours are responsible for ensuring that the facility is alarmed. Otherwise, Bahnhof is entitled to charge the Customer for costs incurred and damages, as well as for extra work according to Bahnhof's price list valid from time-to-time.

## 17 The Customer's Equipment

- 17.1 The Customer must provide Bahnhof with full details of the Customer's Equipment in the agreed space at Bahnhof's request.
- 17.2 The Customer's equipment must be marked at Bahnhof's request to show that it complies with the applicable laws and Bahnhof's instructions.
- 17.3 Bahnhof is entitled to inspect, uninstall and carry out other measures on the Customer's Equipment to ensure the safety of Bahnhof's or other Customers' systems and equipment. The Customer shall be notified in advance if possible, and otherwise as soon as possible thereafter.
- 17.4 Any connections to the Customer's Equipment beyond what has been agreed shall be paid for by the Customer.
- 17.5 The Customer is not entitled to install connections between rack cabinets.

## 18 Speed and Traffic

- 18.1 The conditions in sections 4 "Speed" and 5 "Traffic" for the Service "Internet for Companies" apply to the Service.

## I Backup

### 19 About the Service

- 19.1 Backup is saved by Bahnhof in machine-readable form on disk.
- 19.2 When restoring the Backup, Bahnhof is entitled to charge for work according to the Agreement, and otherwise according to Bahnhof's price list valid from time-to-time.
- 19.3 Bahnhof shall not be liable for any consequences of Backup data being unreadable at the time of copying.
- 19.4 If rented storage capacity is exceeded, Bahnhof is entitled to charge the Customer for additional storage capacity and necessary additional work according to the Agreement, and otherwise according to Bahnhof's price list valid from time-to-time.

## J TV

### 20 About the Service

- 20.1 The Service is provided with Bahnhof's from time-to-time applicable channel selection.
- 20.2 Bahnhof has the right to change, add and remove additional services associated with the Service.