

APPENDIX 3 - SERVICE COMMITMENT FOR MOBILE/DIGITAL SERVICES

This appendix describes the service commitment that applies to ClearOn's mobile/digital services that ClearOn AB provides to customers in the Swedish market.

1. SERVICES COVERED

Production of digital coupons and value vouchers and their distribution via SMS and email (collectively, the "Service").

2. SERVICE OPENING HOURS AND ACCESSIBILITY TARGETS

The service is normally available to customers and consumers from 24 hours per day, every day of the year, except for planned maintenance as described in point 7. ClearOn's goal is for the Service to be available to customers at least 99.5%¹ of scheduled business hours (the "Accessibility Goal").

There are features of the Service that rely on third parties or partners outside of ClearOn. ClearOn is not responsible for interruptions caused by other suppliers, partners or factors beyond ClearOn's control, such as Internet availability or hardware failure. ClearOn is also not responsible for errors resulting from a campaign being incorrectly set up, configured, or otherwise created or used in an incorrect manner.

If the Customer considers that ClearOn does not meet the Availability Target, the Customer shall inform ClearOn in writing within 30 days of the Customer's experience of the shortcoming.

3. SERVICES

ClearOn offers support by telephone and e-mail. Support cases are handled as follows:

User Support

ClearOn's Customer Success function handles user issues during our opening hours on weekdays from 9 am to 5 pm.

User Support handles issues that can be resolved directly with the user by telephone or e-mail in the first instance. This includes issues such as how to use the Service, access problems, identifying things that don't seem to work as intended in a service, etc.

ClearOn's ambition is to answer support calls within a minute and to answer emails within two hours during business hours. However, ClearOn cannot guarantee these response times in the event of major disruptions or ~~preventable~~ circumstances beyond ClearOn's control.

Technical Support

Technical support is primarily handled by ClearOn's IT operations or partners of ClearOn. The support handles outages or other technical failures with significant impact on the Service. The technical support is available by e-mail and telephone from 6 am to 11 pm every day. Outside office hours, technical support can be reached via a telephone answering service.

ClearOn's ambition is to start troubleshooting/repair within one hour after notification. In the event of a serious fault, repairs may also be carried out outside office hours.

¹ 99.5% accessibility is equivalent to about 4 hours of unplanned downtime per month.

4. INFORMATION WHEN CONTACTING CLEARON SUPPORT

The parties will work together to achieve the Accessibility Goal. This includes, *inter alia*, an obligation for the Customer to provide ClearOn with the necessary information to enable it to take the necessary action in relation to the cases received. When Customer contacts ClearOn's support (both user support and technical support), Customer needs to be prepared to provide the following information:

- Information on the client company;
- Contact person: name and position;
- Contact details;
- Campaign number in the case of a campaign; and
- Clear description of the case.

(The data will be recorded in ClearOn's case management system.)

5. CONTACT DETAILS FOR CUSTOMER SUPPORT

Telephone: 08-588 340 59

E-mail: kundsupport@clearon.se

Website: www.clearon.se

6. ORDERING ADDITIONAL SUPPORT

In special situations, such as a major campaign launch during an evening or weekend, the customer may feel comfortable having access to user support or monitoring outside regular office hours. Such support can be ordered for an additional charge. This needs to be planned together with ClearOn with at least 10 days' notice and documented by written order.

7. PLANNED MAINTENANCE AND OPERATIONAL INFORMATION

Important information relating to the operation of ClearOn's services is communicated by e-mail to the contact persons provided by the Customer.

Planned maintenance is normally carried out on weekdays between 11 pm and 6 am. Planned maintenance is announced one week in advance through the same channels.