

SWEDAVIA AB – SERVICE SPECIFIC TERMS AND CONDITIONS – TELEPHONY

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1. Introduction

These service-specific terms apply when Swedavia AB ("Swedavia") provides the Telephony service (the "Service"). The Service is delivered in accordance with the terms below and the agreement to which these terms are appended (the "Agreement"). Definitions used in these terms shall have the same meaning as in the Agreement. Swedavia's counterparty under the Agreement is referred to as the "Customer".

2. Swedavia's Provision of the Service

Delivery and installation of the Service are carried out by Swedavia, where applicable, up to a handover point ("HP") as close as possible to the connection point ("CP") at the Customer's premises where the Customer intends to use the Service. The distribution network between the HP and CP is not included in the Service. Where unused distribution network is available between the HP and CP, cross-connection is included. By agreement, the CP may be located in Swedavia's technical facilities. The Customer is responsible for all other equipment required to use the Service, such as fixed telephones, mobile phones, modems, fax machines, etc., and for all costs associated therewith. The Customer is entitled to use the Service for transmission of files, messages, data, calls, fax, e-mail and similar ("Information") in accordance with these terms. In certain cases, connection of the Service requires installation of equipment at or in connection with the CP or HP outside Swedavia's premises ("Customer-Premises Equipment"). Swedavia is responsible for the installation of such Customer-Premises Equipment, which then forms part of the Service. Customer-Premises Equipment remains the property of Swedavia unless otherwise agreed and may not be transferred, leased or otherwise disposed of without Swedavia's written consent.

2.1 Use of Equipment

Only equipment that complies at all times with applicable legislation and any instructions issued by Swedavia may be connected to the Service. The Customer is responsible for its own equipment used in connection with the Service. Upon request, the Customer shall allow Swedavia to inspect equipment connected to the Service where there is justified cause due to disturbances in the Service or suspicion that equipment has been connected in breach of these terms. The Customer is obliged to immediately disconnect equipment that interferes with the Service. The Service may not be used in such a way that significant inconvenience is caused to Swedavia or third parties. The Customer may not make modifications to, changes to, or additions to the Service without Swedavia's approval. The Customer is responsible for any loss of or damage to Customer-Premises Equipment unless such damage is attributable to Swedavia. Costs for repair, replacement, dismantling and installation in the event of such loss or damage shall be charged to the Customer at actual cost plus labour with a 15% surcharge.

2.2 Delivery Confirmation

Swedavia sends a delivery confirmation after the connection has been completed. The Service is deemed delivered five (5) business days after the confirmation has been dispatched, unless the Customer notifies Swedavia of any delivery issues within this period.

2.3 Disclaimer of Liability

When using the Service, Swedavia is not responsible for:

- (i) functionality or content of any website or service accessible while the Customer is connected via the Service;

- (ii) damage arising due to the content of Information transmitted using the Service;
- (iii) damage caused by computer viruses, intrusion or similar events;
- (iv) delay, distortion or loss of Information;
- (v) handling, storage or transmission of card data in accordance with PCI DSS or other card data standards.

3. Customer Obligations**3.1 Permits**

Where special permits from property owners, authorities or other entities are required to install equipment necessary to connect to the Service, Swedavia is entitled to require the Customer to obtain such permits at its own expense. Placement of Customer equipment in Swedavia's technical facilities is subject to special terms and pricing. Swedavia exercises no control over the Information accessed by the Customer as a result of using the Service. The Customer may not distribute internet access to the public (e.g. internet café, hotspot, etc.) without Swedavia's written consent.

3.2 Improper Use of the Service

The Customer is responsible for complying with applicable legislation and generally accepted moral and ethical standards for internet and email use. Swedavia is entitled to suspend or restrict the Customer's access to or use of the Service if it is used in an inappropriate, offensive or unlawful manner.

3.3 Customer IT Environment

Where the Customer uses the Service within its own IT environment and/or via its own connection to a network operator, Swedavia is not responsible for faults or disruptions caused by defects in the Customer's IT environment or the network operator's service. The Customer is responsible for complying with Swedavia's instructions regarding configuration of its IT environment and for ensuring that its IT environment or network service is compatible with the Service and has sufficient capacity. Swedavia's Telephony service does not support connections over ADSL or radio links.

3.4 Customer Responsibility for Correct Information

The Customer is responsible for providing relevant and accurate information regarding contact details for operator and call-handling services. If Swedavia is unable to perform such services due to incorrect, misleading or missing information, Swedavia is entitled to charge a service fee.

4. Service Hours

Service hours ("Service Hours") are the hours during which the Service may be reported as faulty and during which fault investigation and fault rectification are performed. Service Hours depend on the service level agreed for the Service and are set out under "Service Level" below.

5. Fault Reporting

Faults may be reported during Service Hours by telephone at +46 770 111 538. Fault investigation is carried out in accordance with the agreed service level and, where necessary, qualified personnel will attend the Customer's premises during Service Hours to rectify faults on site. A completion report is issued once the fault has been remedied. User support is not included in the Service.

6. Fault Rectification

If the Service cannot be used due to a fault, Swedavia shall remedy the fault following notification by the Customer and subsequently issue a completion report. Fault rectification is carried out during agreed Service Hours. By agreement, fault rectification may also take place outside Service Hours, in which case Swedavia is entitled to charge documented labour costs. Where fault reporting reveals that the fault is not

attributable to equipment for which Swedavia is responsible, the Customer shall reimburse Swedavia for costs incurred in connection with fault reporting and troubleshooting.

7. Availability

7.1 Downtime

Downtime is the period during which the Service cannot be used due to faults ("Downtime"). Downtime forms the basis for any service credit under "Service Credits" below. Measurement of Downtime begins when the Customer reports the fault and ends when Swedavia issues a fault completion report.

The following shall not constitute Downtime:

- (i) modifications or changes initiated and agreed with the Customer where resulting interruptions have been communicated to the Customer;
- (ii) faults resulting directly from defects in equipment provided by the Customer;
- (iii) faults due to Swedavia not being granted access to time elapsed after fault notification during which Swedavia has attempted but failed to contact the Customer; Swedavia is deemed to have attempted contact after two (2) telephone calls and one (1) e-mail;
- (iv) planned work agreed with the Customer;
- (v) interruptions not reported by the Customer;
- (vi) interruptions caused by events specified in SWEDAVIA AB GENERAL TERMS AND CONDITIONS – TELECOM SERVICES, Section 8, paragraph 3 (Force Majeure).

7.2 Availability

Availability ("Availability") means the time during which the Service is available to the Customer. Availability is calculated per fixed twelve-month period ("Measurement Period"). The Measurement Period commences upon completion of an installation or upon execution of a new agreement for existing connections. Availability is based on 365 days per year with 24 hours per day, i.e. 8,760 hours per year, and is calculated in accordance with the following formula:

$$\frac{8760 - (\text{total Downtime per year})}{8760}$$

8. Service Level

Swedavia offers the following service level for the Service:

Service Hours		Fault investigation initiated	Availability
Weekdays	08:00-17:00	Within six (6) hours	99%

9. Monitoring

The central system function in Swedavia's telephony solution is monitored twenty-four (24) hours per day, every day.

10. Service Credits

If guaranteed Availability is not achieved, the Customer is entitled to a reduction of the periodic fee, calculated based on the actually achieved Availability during the Measurement Period, as follows:

Credit in % of the annual fee	Availability
1% av årsavgiften	<99,0%
3% av årsavgiften	<98,9%
5% av årsavgiften	<98,8%

Any service credit shall be calculated based on the affected customer connection(s). Service credit under this clause constitutes the Customer's sole remedy for faults. The Customer is therefore not entitled to any further compensation, such as damages.

No service credit shall be granted if the fault is attributable to circumstances specified under "Use of Equipment", "Downtime" or "Planned Work".

Subject to the limitations set out in SWEDAVIA AB GENERAL TERMS AND CONDITIONS – TELECOM SERVICES, the Customer may be entitled to compensation for damage caused by Swedavia's negligence.

Claims for service credits must be submitted within a reasonable time, and at the latest two (2) months after the fault was reported or after the damage was, or should have been, discovered. No service credit shall be granted for amounts below SEK 500.

Where equipment has been connected in breach of "Use of Equipment", the Customer shall be liable for resulting damage unless the Customer can demonstrate lack of negligence.

11. Fee

Fees are charged in accordance with Swedavia's current price list for the Service unless otherwise agreed. Fees may consist of fixed fees, variable fees and one-off fees.

If the Customer postpones an agreed delivery date and this results in additional costs directly attributable to the Customer's installation, Swedavia is entitled to charge such costs as a one-off fee.

Swedavia reserves the right to increase fees one (1) month after written notice to the Customer. Fee reductions need not be notified. All fees are exclusive of VAT.

12. Contract Term

Unless otherwise agreed in writing, the Agreement applies for three (3) months from the establishment of the last connection under the Service and thereafter until further notice, subject to thirty (30) days' mutual written notice of termination.

13. Planned Work

The Customer shall be informed in writing, via Airport Information ("AI"), fax or e-mail, as far in advance as reasonably possible of planned work required for technical, maintenance or operational reasons that affects the Service's Availability. The Customer shall be deemed to have received Airport Information on the day it is published on Swedavia's extranet (www.swedavia.net).

Planned work shall be carried out promptly and in a manner that limits disruptions. For each planned work activity, a schedule for service interruption is provided. Interruption beyond the scheduled time constitutes Downtime.

14. Suspension of the Service

Swedavia may temporarily suspend the Service if the Customer breaches its obligations under "Swedavia's Provision of the Service" or if equipment has been connected in breach of "Use of Equipment".

15. Specific Provisions for the Telephony Service

- (i) Swedavia assigns telephone numbers to the Customer's connection from Swedavia's numbering plan, unless otherwise agreed, in which case the Customer may retain existing telephone numbers. Assigned numbers are always registered to Swedavia as the current contractual party with telecommunications operators.
- (ii) Billing and itemisation of international traffic and premium services may be delayed by up to twelve (12) months.
- (iii) Any usage exceeding the included call, message and/or data allowances is charged in accordance with the

- current price list.
- (iv) Swedavia is entitled to disclose name, address and telephone number details for directory assistance purposes unless the Customer has requested confidentiality in writing.

16. Miscellaneous

Swedavia reserves the right to amend the content of, and agreements relating to, the SLA. Internal process changes may be implemented without further action; however, changes affecting the Customer's Service Level shall be carried out in consultation between the parties.

Swedavia reserves the right to shut down the Customer's Service if the Customer's traffic negatively affects Swedavia's network and/or other customers' services, for example due to DDoS (Distributed Denial of Service) attacks.

In addition to the above limitations of liability, SWEDAVIA AB GENERAL TERMS AND CONDITIONS – TELECOM SERVICES apply unless otherwise agreed or stated above.