

# Secure File Exchange SFX

<b>Version</b>	1-2
<b>Date of Issue</b>	01.10.2021
<b>Replaces Version</b>	1-1
<b>Valid from</b>	01.10.2021
<b>Contract</b>	Swisscom Secure File Exchange

## 1 Introduction

1. This document describes and regulates the tasks and responsibilities of Swisscom and the Customer in connection with the granting and management of access to the Secure File Exchange (SFX) service and the related duties of care.
2. SFX is based on the concept of self-administration by the Customer, following the principle: Swisscom knows the Customer (Know Your Customer, KYC) while the Customer knows the Users who use the service under his name.

## 2 Tasks and responsibilities of Swisscom

1. Before the Customer gets access to SFX, Swisscom does a Customer check and, if necessary, carries out a one-off check of the main contact (Administrator).
2. Customer check:
  - Commercial register check
  - Trade compliance check: Swisscom uses risk intelligence tools to fulfil KYC due diligence screening obligations and prevent from relationships with fraudulent or embargoed companies.
3. Administrator check:
  - Power of Attorney: Swisscom checks if the person is authorized to sign and act on behalf of the Customer. Swisscom may request a PoA, or in case of suspicion, clarify whether a person is the person she claims to be, but no signature comparison/check or similar is done.
4. Only after successful verification, a contract is signed, and the Customer account is activated in SFX.
5. Swisscom explicitly reserves the right to temporarily or permanently exclude faulty Customers, but also individual Users, from using SFX.
6. Users who are inactive for more than 6 months receive an email notification request to log in SFX within 36 hours. If this is not done, the corresponding User account will be locked.

## 3 Tasks and responsibilities of the Customer

1. Once the Customer account is created, extensive self-administration rights are transferred to the Customer. This results in responsibilities and duties of care.
2. The Customer appoints the Administrators who manage the Customer account and its User base independently of Swisscom and on behalf of the Customer.
3. The Customer ensures that the Administrator is an authorized and trustworthy person. The Administrator can assign administration rights to additional trusted Users.
4. The Customer ensures, via its Administrators, that only authorized Users receive access to their SFX Customer account. Administrators can add, remove and group Users into teams. They also determine the settings applying to the Customer account, e.g. security or payment settings.
5. Administrators are responsible for an up to date User base. They regularly check whether User accesses granted are still valid and remove Users which do no longer need an account or have left the company.
6. In the event of misuse or faulty behavior by individual members, Administrators must withdraw the SFX access from the relevant Users immediately.

#### 4 Customer- and User Registration Process

1. The Customer Registration process is the responsibility of Swisscom and looks as follows:
  - A User (representative of the Customer) creates an SFX User account, going through 2FA process.
  - After obtaining the login, the User submits an online request to register a new Organisation, hereby providing all required information (company information and main contact).
  - Swisscom conducts a Customer and Administrator check as described in section 2.
  - After successful verification, Swisscom will contact the Customer to sign an SFX contract.
  - Once the contract is signed, the Customer receives self-administration rights and the Customer registration process is completed.
  - A registered SFX Customer is called an "SFX Organisation".

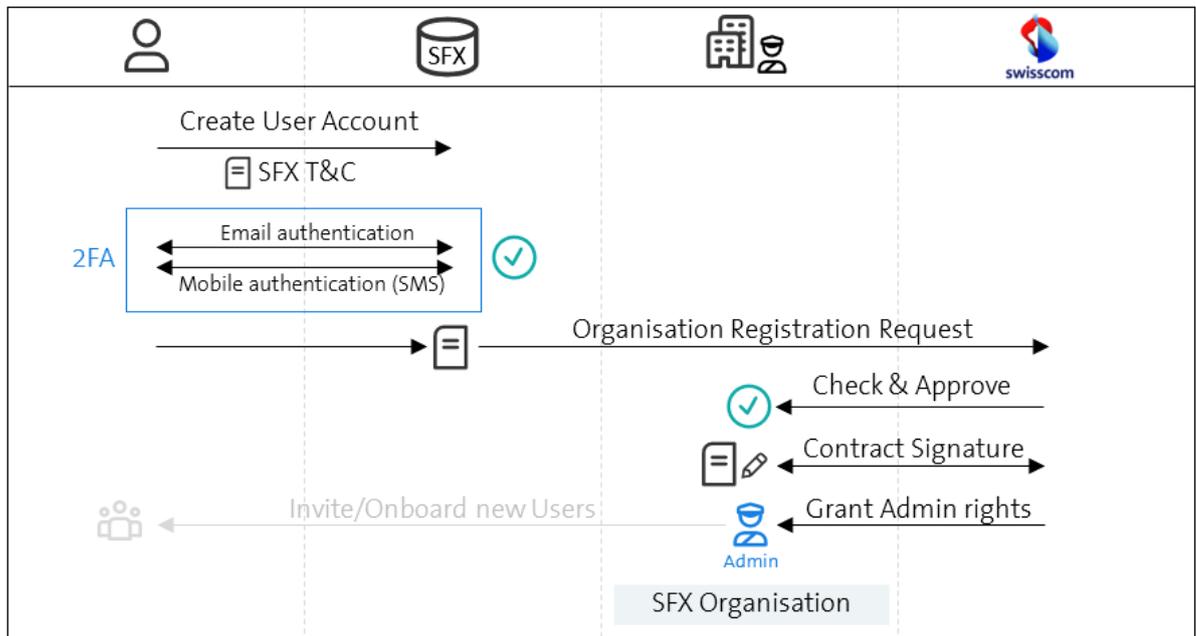


Illustration 1: SFX Customer Registration.

2. The User Registration process is the responsibility of the Customer and looks as follows:
  - The User registration process starts where the Customer registration process ends.
  - The Administrators of the Organisation may invite additional Users from their SFX account.
  - Invited Users receive an E-mail notification and can follow the link to create an SFX User account (going through 2FA process) and join the Organisation.
  - Every new User must be approved by an Administrator before being appointed a member of the SFX Organisation. After final acceptance the User becomes a member of the Organisation and is ready to use SFX on behalf of the SFX Organisation. The User registration process is completed.
  - A member of an Organisation is called an "SFX Registered User".
  - The administration of the SFX Organisation is exclusively managed by the Customer (respectively its Administrators) as described in section 3.

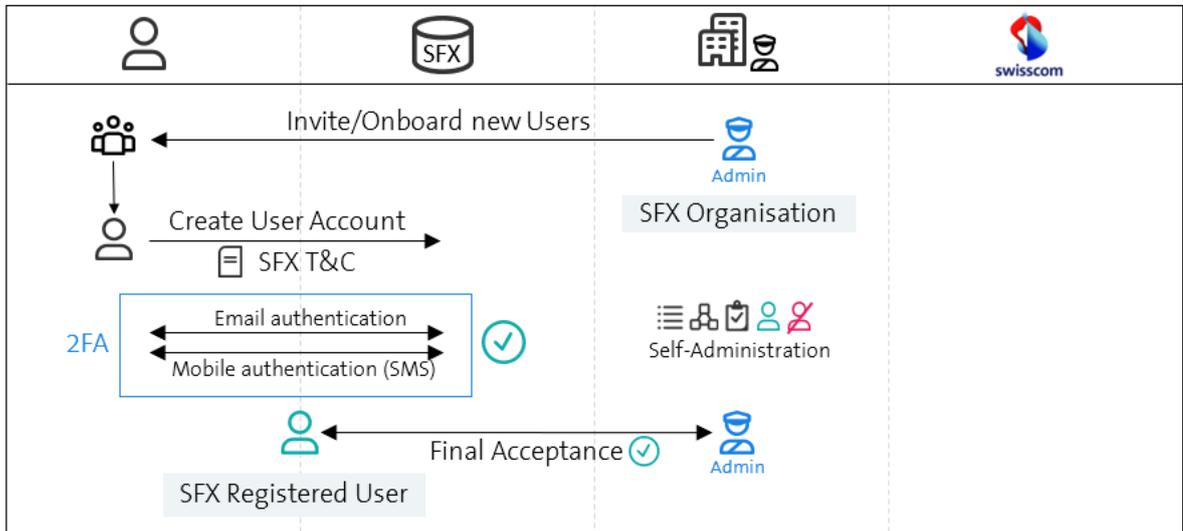


Illustration 2: SFX User Registration.

## 5 Limitations

1. The checks described in section 2 are carried out once when the contract is signed. The use, transfer and control of administration rights within the Customer Organisation (after the initial check by Swisscom) is the sole responsibility of the Customer.
2. Swisscom is not liable for any direct or indirect damage arising from the improper use of SFX caused by individual Users that have been registered by the Customer. Otherwise, the liability provisions in accordance with the General Terms and Conditions OTT Customers apply.