

Secure File Exchange SFX

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Table of Contents

1	Introduction.....	3
2	Service Overview	3
3	SFX Application and Usages.....	3
4	Implementation and Operations.....	4
4.1	Registration Process.....	4
4.2	Administration & Roles	4
4.3	SFX Transactions.....	6
4.4	Service Assurance.....	7
5	Billing.....	8
6	Conditions and Limitations	8

1 Introduction

- This Service Description describes the services offered by Swisscom in connection with the Secure File Exchange Service.

2 Service Overview

- The Secure File Exchange (SFX) Service shall serve the Customer for the following purposes:

 - to manage the peer to peer exchange of documents in a digital format using secure encryption features that limit access to the documents and data to only the participants involved.
 - the Service leverages Confidential Computing approaches which govern that information can be processed, managed and accessed in a secure environment and only authorized participants will have access to the content being exchanged.
 - SFX leverages Smart Contract logic to facilitate the synchronized exchange of documents by making them accessible for both parties simultaneously, in case this is desired.

Specifically, SFX shall serve companies and industries to help them digitalize their business processes as outlined in the next section.

3 SFX Application and Usages

- The Secure File Exchange (SFX) Service enables fully secure transfer of documents between trading and business partners. The SFX Service also includes complementary support functionalities and enhanced options through the exchange process.
- Documents can be uploaded to SFX by starting a transaction and selecting the parties that should have access to the transaction, uploaded files and additional functionalities.
- SFX supports two types of transactions: Exchanges and Transfers which are described in section 4.3.
- The SFX Service is fully secured through Confidential Computing technology and approaches, which ensures peer to peer encryption of the transaction and files that are uploaded and subsequently exchanged with another user of the system.
- The SFX Service may only be used for legally permitted business purposes, e.g.:

 - Exchanges of Assay certificates in the commodity trading industry
 - Transfers of sensitive information (e.g. payment instructions) between business partners

The Customer must disclose the intended use of SFX when registering. Swisscom can refuse registration in accordance with the SFX Terms and Conditions of Use.
- The SFX Service does not include a virus check for the uploaded documents. SFX Customers must take all necessary precautions to protect themselves from viruses and other kind of malware.
- The SFX Service is provided on Swisscom infrastructure, hosted at Swisscom data centres in Switzerland. However, Swisscom has no access to the data stored and exchanged by users over SFX.
- The SFX Service supports PDF as well as most popular file formats such as JPEG, GIF and PNG. The maximum file size for an uploaded file is 20MB.
- The SFX Service supports the latest versions of Chrome, Microsoft Edge (Mac, Windows, iOS, Android) and Safari (Mac and iOS). Other combinations of operating systems and browser versions may also work but are not officially supported.

4 Implementation and Operations

4.1 Registration Process

1. Users log in to the SFX Service via the SFX website, using their Email address and password.
2. Users have to accept the SFX Terms & Conditions of Use when log in to SFX for the first time.
3. Users must be member of an SFX Organisation to be able to use all SFX functionalities (see section 4.2). A User can either create a new Organisation or join an existing Organisation. Alternatively, SFX can be used in a passive Guest User role.
4. Create a new SFX Organisation
Users can apply for the creation of a new Organisation online by providing specific company information (e.g. company name, address, contacts, billing address etc). Swisscom will validate the information and decide if the Customer (or more precisely the company) is eligible to use the SFX Service. The Customer signs a contract before his Organisation is added in SFX. The User who registers the new Organisation becomes Administrator of the Organisation.
5. Join an existing SFX Organisation
Only Administrators can invite additional Users by Email to join the Organisation. Members of an Organisation can apply for membership in Teams. These requests will be forwarded to the Administrator of the Organisation who decides if access is granted or not.
6. Once the User is member of an Organisation (Registered User -> see section 4.2), he can start to use the full range of SFX functionalities, especially start Exchanges and Transfers.

4.2 Administration & Roles

1. The SFX Service is designed as a self-administration Service. The individual SFX Roles and their purpose, responsibilities and duties are described below.
2. SFX User
The SFX Service supports two types of Users:
 - Registered User: member of an Organisation that has been registered on SFX
 - Guest User: User with an SFX login, but not member of a registered Organisation
Registered Users are able to use the full range of SFX functionalities while Guest Users only have limited access to SFX basic functionalities. They cannot start but only reply to Exchanges/Transfers that have been initiated by Registered Users. The differences are shown in the table below:

	SFX Login	SFX Terms of Use Acceptance	Member of an SFX Organisation	Access to SFX User Directory	Start Exchange/Transfer	Reply to Exchange/Transfer	Upload Documents	Communicate during Exchange/T	Use SFX Team Structures	Invite new Users to SFX	Contact SFX Support	Receive SFX Invoice
Registered User	X	X	X	X	X	X	X	X	X	X	X	X
Guest User	X	X	-	-	-	X	X	X	-	-	-	-

Table 1: SFX User types and supported functionalities

3. SFX Organisation
An Organisation is an SFX registered company. Organisations consist of one or more Users and require approval by Swisscom before they are authorized to use SFX.
4. SFX Administrator
The Administrator has the following tasks and duties:
 - add and remove Users to/from the Organisation
 - create and delete Teams, allocate and remove Users to/from Teams
 - appoint additional Administrators for the Organisation
5. SFX Team
A Team is a subgroup of Users of the Organisation. A single User can be a Member of more than one Team. If an Exchange/Transfer is sent out from or to a Team account, all Members of the Team can see and process it.
6. SFX Service Administrator
This role is reserved for Swisscom. Tasks and responsibilities of the Service Administrator are:
 - grant SFX access to Organisations or block them from using SFX in case of misuse
 - knows the registered Organisations but not the individual Members (Users) of an Organisation

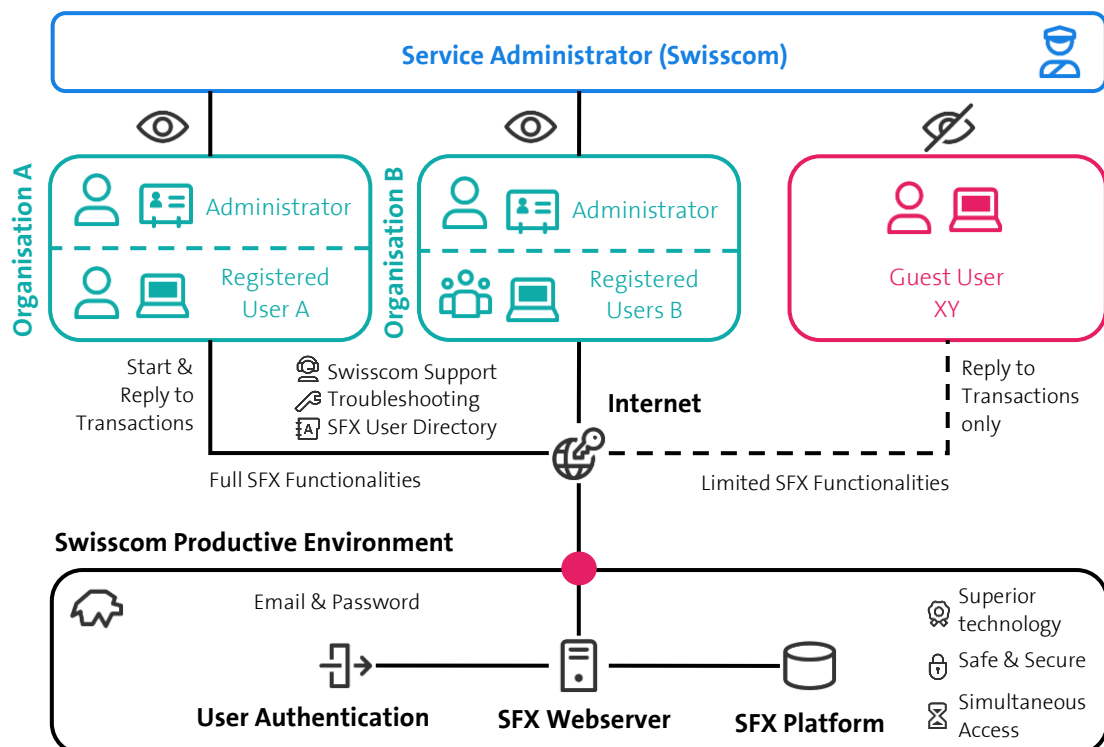


Illustration 1: SFX Service Framework

4.3 SFX Transactions

- ¹ SFX supports two types of transactions: Exchanges and Transfers.
- ² In an Exchange, two parties make their documents accessible to each other simultaneously. During the process of an Exchange, the receiving party cannot see the uploaded document of the initiating party until they also uploaded their document. The documents are released at once. An Exchange is limited to a single file and is completed as soon as the counter party has uploaded their file.

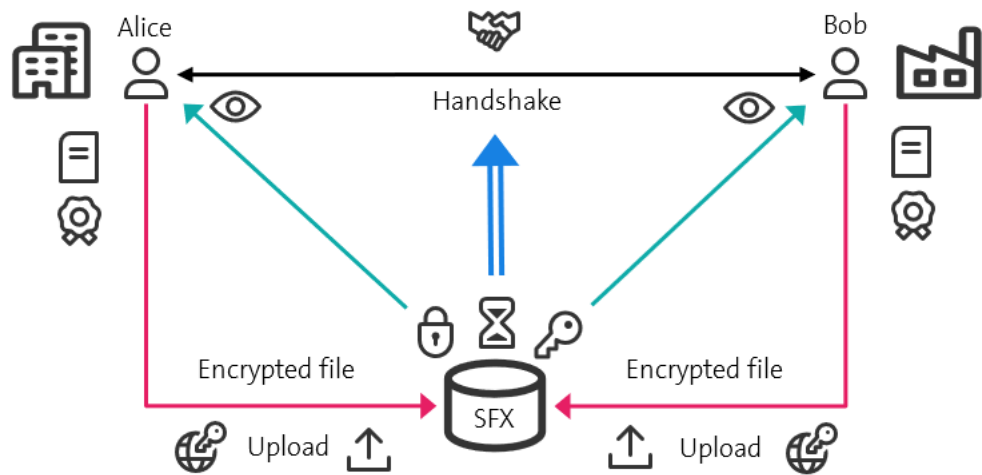


Illustration 2: SFX Exchange - access is permitted when both parties uploaded their document.

- ³ In a Transfer, documents are made accessible to the other party with immediate effect. During the process of a Transfer, the receiving party can immediately access, view and download the document(s) that have been sent by the initiating party. The receiving party can upload and send back documents or close the transfer without a reply. Both parties can upload and send up to 5 files in one Transfer.

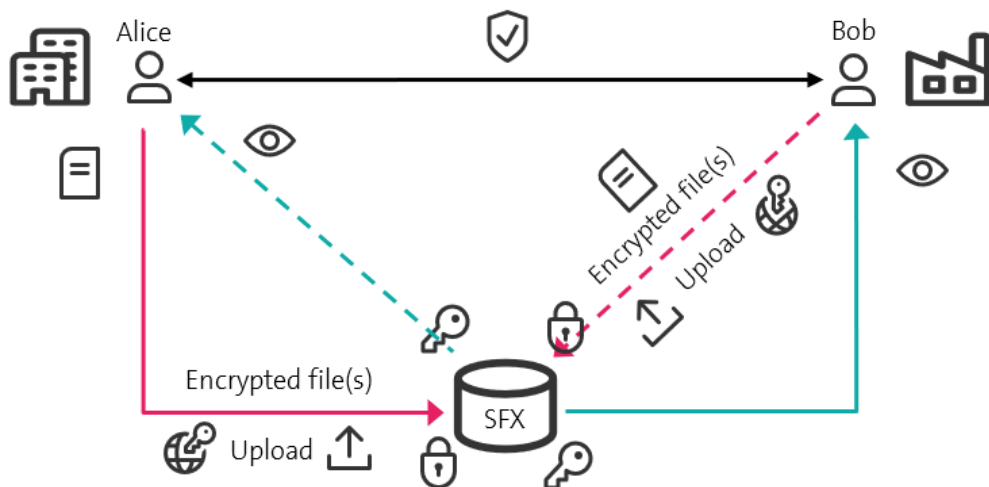


Illustration 3: SFX Transfer: immediate access to documents sent.

- ⁴ The SFX Transaction process works as described below:
1. open a new Transfer/Exchange and define the subject
 2. select the initiating party (choose Organisation or Team from the dropdown)
 3. select the receiving party (choose Organisation or Team, from the dropdown)
 4. define additional recipients on both sides of the transaction (optional)
 5. check the sponsoring box if you like to take over the transaction fee for the counterparty (optional)
 6. push "next" and upload the file(s) you want to exchange with or transfer to the counterparty
 7. send the Exchange/Transfer
- The receiving party is now notified by Email and able to process and complete the Transaction:
8. In an Exchange the receiving party uploads a file to complete the Exchange. The documents will now be accessible to each other.
 9. In a Transfer the receiving party may close the Transfer without reply or – alternatively - upload and send back their own files.
- ⁵ SFX supports Transactions with Guest Users (see section 4.2.2). for this purpose, leave the "with" field blank and insert the Email address in the "counterparty recipients" field instead. The Guest User will receive an Email notification and is able to process and complete the Transaction after creating an SFX login.
- ⁶ SFX supports Sponsoring of Transactions. In a sponsored Exchange/Transfer, the initiating party takes over the transaction fee for the counterparty by checking the box "this is a sponsored exchange/transfer". Sponsoring is mandatory for Transactions with Guest Users and voluntary in all other cases.
- ⁷ SFX offers further support functionalities that ease the Exchange/Transfer, especially the communication between the parties during the Exchange/Transfer process.

4.4 Service Assurance

- ¹ SFX is available 24x7 with a target availability of at least 99% per month (excluding pre-announced maintenance windows). Due to the innovative nature of the SFX Service, uptime cannot be guaranteed.
- ² Technical Support: Issues and malfunctions can be addressed to the SFX Support Desk. The Support Desk can be contacted by Email or Phone:
 - Email: SFX.support@swisscom.com
 - Phone: +41 (0)800 817 110
- ³ The Support Desk will categorize the Issue, open a ticket and regularly update the customer about the progress and resolution of the reported issue.
- ⁴ Support for the SFX application is provided during Swiss office hours (8am to 5pm CET on weekdays excluding bank holidays).
- ⁵ Service Interruptions will be communicated on the SFX website whenever they are known in advance (e.g. for maintenance etc.).

5 Billing

1. Two billing models are available for SFX:
 - Transaction based billing: The Customer pays a fee per transaction.
 - Monthly subscription: The Customer pays a monthly flat fee for an included number of transactions. Transactions above the limit will be charged extra.
2. Exchanges are counted and billed to both, the initiating party and the receiving party, as soon as the Exchange is completed.

Transfers are counted and billed to the Initiating party as soon as the Transfer is sent. Transfers are counted and billed to the receiving party only if a document is uploaded.
2. The customer receives a monthly invoice from Swisscom. Alternative payment options may be offered at a later time.
3. Monthly transaction reports/records will be available together with the invoice.
4. The prices are agreed in the contract document.

6 Conditions and Limitations

1. The file size of exchanged documents is limited to 20MB for the purpose of usability. Supported file formats include PDF and all common formats.
2. The uploaded documents are stored on the SFX platform for a limited period of 6 months after which the ability to download expires. After the expiry period Swisscom will permanently delete the uploaded files. These files will not be available nor retrievable anymore. Users and their Organisation must take own measures to ensure documents remain available beyond this time if needed.
3. Swisscom cannot guarantee the use of the SFX Service at any time and with any desired counterparty. The introduction of new local taxes or the imposition of sanctions or trade embargos against specific organisations or countries, among other reasons, may cause Swisscom to stop providing the service to individual Organisations or in specific countries.
4. The Guest User concept is not intended for regular Use but for specific purpose only:
 - do Exchanges/Transfers with counterparties who want to try and test SFX
 - do Exchanges/Transfers with counterparties doing a limited number of Exchanges/TransfersOrganisation who want to use SFX on a regular basis must register an Organisation and sign a contract. Swisscom can restrict the Guest User functionality or limit the number of transactions for Guest Users.
5. Swisscom exclusively provides a solution for the Exchange/Transfer of documents between two parties and holds no liability for trades facilitated by SFX.