

To be filled in by Netnod

Contract No:

To be filled in by customer(optional)

Customer Reference:

CONTRACT

Netnod Internet Exchange i Sverige AB

Company No. 556534-0014,

and Company No.

Franzégatan 5, 112 51 Stockholm, Sweden

hereinafter referred to as *Netnod*hereinafter referred to as *the Operator*

have on this day entered into an agreement regarding connection to Netnod's exchange points for Internet in accordance with this Contract and pertaining appendices.

§ 1. The Service

At the location set forth in section 2.2, Netnod shall provide the Operator with connection according to the Specification set forth in section 2.1.

§ 2. Specification of the Service

2.1 Type of connection			
Checkbox	Type of	Specification	Location
	100 Gigabit Ethernet	Two separate GE switches. Each connection consists of two single mode GE connections. The connections require full-duplex and have a maximum capacity of 100 GE per connection.	Stockholm
	10 Gigabit Ethernet	Two separate GE switches. Each connection consists of two single mode GE connections. The connections require full-duplex and have a maximum capacity of 10 GE per connection.	Stockholm
	1 Gigabit Ethernet	Two separate GE switches. Each connection consists of two single mode GE connections. The connections require full-duplex and have a maximum capacity of 1 GE per connection.	Stockholm
	100 Mbps Ethernet	Two separate GE switches. Each connection consists of two single mode GE connections. The connections require full-duplex and have a maximum capacity of 100 Mbps per connection. The connections are physically implemented as 1 GE interfaces, rate-limited to 100 Mbps. This service is only available at Equinix Bromma, Equinix Sköndal, Interxion, KN7 and Glesys.	Stockholm



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	10 Gigabit Ethernet	One single GE switch. Each connection consists of one single mode GE port. The connection requires full-duplex and has a maximum capacity of 10 GE per port.	COMIX, Gothenburg, Sundsvall and Luleå
	1 Gigabit Ethernet	One single GE switch. Each connection consists of one single mode GE port. The connection requires full-duplex and has a maximum capacity of 1 GE per port.	COMIX, Gothenburg, Sundsvall and Luleå
	100 Mbps Ethernet	The connections require full-duplex and have a maximum capacity of 100 Mbps per connection. The connections are physically implemented as 1 GE interfaces, rate-limited to 100 Mbps.	COMIX Gothenburg, Sundsvall and Luleå

2.2 Geographical place for connection		
Checkbox	Geographical place	Connection address
	Stockholm On-net	Connection at Netnod on-net location: Equinix Bromma, Equinix Sköndal, Interxion, KN7, Glesys. On-net location:
	Stockholm Off-net	Connection shall take place at a neutral delivery point, established by Netnod or Stokab, connecting on the Operator's premises at the address stated below. Address:
	Gothenburg	Connection takes place at a permanent delivery point. Fibre / establishment is not provided by Netnod.
	COMIX On-net	Connection at Netnod on-net location: Interxion, GlobalConnect, Västergratan 4, Malmö-B, On-net location:



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	Sundsvall	Connection takes place at a permanent delivery point. Fibre / establishment is not provided by Netnod.
	Luleå	Connection takes place at a permanent delivery point. Fibre / establishment is not provided by Netnod.

§ 3. Fees

3.1 Size of fee

The Operator shall pay a fee for the Service as specified in the attached Pricelist, Appendix 1. All fees are specified excluded of value added tax and other governmental charges.

3.2 Payment plan

The fee shall be paid in advance as specified in section 5.2, General Terms and Conditions for Operators.

§ 4. The Operators connection equipment

The Operator is only entitled to connect equipment that complies with the technical specifications posted by Netnod on www.netnod.se to the connection point.

§ 5. Date of delivery

The connection will be effectuated not later than 10 working days after a signed Contract, with complete contact information, has been received by Netnod.

§ 6. Appendices

The "Pricelist", Appendix 1, "General Terms and Conditions for Operators", Appendix 2, "Fault and Error Notification", Appendix 3, and "Information", Appendix 4 comprise part of this agreement and are attached hereto. In case of discrepancies between the documents their relative priority shall be as follow: (1) this document, (2) Pricelist (3) General Terms and Conditions for Operators, (4) Information and (5) Fault and Error Notification.

§ 7. Term of the Agreement

The term of the Agreement shall be one year from the agreed delivery date, unless extended in accordance with the Terms and Conditions for Operators, § 13.1. The agreed delivery date shall be 14 days after the date of the last signing of this Contract.



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Netnod*

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Customer Reference:*

§ 8. Upgrade or Cancellation of existing connections and agreements

By signing this Contract, both parties agree that any existing agreement specified below shall be cancelled on the agreed delivery date.

Type of connection

Contract Number(s)

Date of agreement

~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~



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Netnod

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This Contract has been prepared in two identical originals, of which the parties have received one each.

Stockholm

Place and date

Netnod Internet Exchange i Sverige AB

Name in print

Contract version 2016-05-16

Initials

Initials



To be filled in by Netnod

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To be filled in by customer (optional)

Customer Reference :

APPENDIX 1 - PRICELIST

Stockholm

One-time setup fee SEK 25 000

Annual connection fees at Netnod on-net locations*:
Equinix Bromma, Equinix Sköndal, Interxion, KN7,
Glesys.

2 x 100 GE LR4 Optics SEK 1 025 000

2 x 100 GE ER4 Optics SEK 1 190 000

2 x 10 GE SEK 198 000

2 x 1 GE SEK 40 000

2 x 100 Mbps (No setup fee) SEK 0

Fibre relocation SEK 25 000

COMIX (Copenhagen - Malmö)

No setup fee

(On-net locations: Interxion, GlobalConnect, Västergatan
4, Malmö-B)
5bbi U`V`bbYMc b`ZYg

100 GE SEK 550 000

10 GE SEK 90 000

1 GE SEK 40 000

100 Mbps SEK 0

Gothenburg / Sundsvall / Luleå

No setup fee

5bbi U`V`bbYMc b`ZYg

10 GE SEK 90 000

1 GE SEK 40 000

100 Mbps SEK 0

Additional services

Private VLAN (One-time setup fee) SEK 2 500

Patch cable (Annual fee, min 2 yrs) SEK 5 000

* Connecting from a different location in Stockholm?
Contact us at <ix@netnod.se> and we will help you.

Invoice currency

If desired, Netnod can invoice the Operator in Euro currency. Please note that the Swedish Krona (SEK) and the Euro (€) have no fixed exchange rate, so the exact fees in Euro will differ from time to time.

The fees are specified excluded of Value Added Tax and other governmental charges.



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General terms and Conditions for Operators

These general Terms and Conditions constitute an appendix to the Contract, and are part of the agreement entered into between Netnod Internet Exchange i Sverige AB, (hereinafter referred to as "Netnod") and the operator as set forth in the Contract (hereinafter referred to as "the Operator"). These General Terms and Conditions for Operators shall apply to Netnod's grant of a connection between the Operator and Netnod's exchange point.

The Contract and its appendices, including these General Terms and Conditions for Operators, are hereinafter jointly referred to as the "Agreement".

§ 1. Introduction

1.1 Netnod has undertaken the assignment to operate and manage Internet exchange points in Sweden. For this purpose, Netnod provides operator neutral Internet Exchanges for Internet Operators and content providers in several locations.

1.2 Connection to the exchange point is offered only to Internet Operators with their own AS number registered with one of the Regional Internet Registries.

1.3 Each of the Parties has appointed their own contact persons, who are authorized to represent the Party with binding effect in all matters related to this Agreement, whether technical or other issues. A Party shall notify the other Party in writing how the contact persons can be reached in emergency situations, and shall without delay notify in writing when previously provided information about contact persons has been changed.

§ 2. Technical specifications and provisions

2.1 The technical specifications for the exchange points shall be determined by Netnod, and notified when posted on www.netnod.se. The Operator shall comply with the technical specifications that are published on Netnod's website. New technical provisions will normally be published on the webpage from time to time. The specifications may continuously be modified, and any such modification shall not constitute a breach of this Agreement.

2.2 Modifications of technical specifications which, in Netnod's discretion, will have essential effect on the connection shall be notified in writing to the Operator not later than three (3) months prior to implementation of the modifications. Such major modifications of the technical specifications may be implemented only if a notification has been made, except for such modifications that require immediate action in order to prevent disruptions in Netnod's operations.

2.3 Upon request by Netnod, the Operator shall report its technical specifications and its present and expected traffic volume. The Operator shall cooperate in fault isolation and restoration, if necessary.

§ 3. Connection to the exchange point

3.1 The connection, which can be offered at a certain time, is dependent upon the exchange point's capacity and specifications at such time, the Operator's traffic volume, and the Operator's geographical location and technical conditions. Netnod retains the right, during the Agreement period, to modify the technical specification of connection offered to the Operator, provided that a written notification is sent to the Operator not less than three (3) months prior to the



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implementation of the modification.

3.2 The Operator shall allow Netnod or its sub-contractors access to its premises to the extent required to enable connection to the exchange point from the Operator's premises. In the event equipment, which is located at the Operator's premises for the Operator's exchange point connection, requires electricity and/or cooling, such shall be supplied by the Operator.

§ 4. Delay in delivery, etc.

4.1 The agreed delivery date is set forth in the Contract. Where the actual delivery date occurs more than five working days later than the agreed delivery date and the delay is due to Netnod, Netnod shall upon demand from the Operator be liable to pay liquidated damages in the amount of 0,25 percent of the annual fee for the delayed connection for each week of delay commenced, following said five days.

4.2 The liquidated damages pursuant to this section are limited to a maximum amount equivalent to one fourth (1/4) of the annual fee. In order to be valid, a claim for liquidated damages must be presented not later than 30 days after the actual delivery date.

§ 5. Fees and Terms and Conditions of payment

5.1 As set forth in the Agreement, the Operator shall pay the fees for each connection which the Operator has to the exchange point, and, as the case may be, fees related to the work by Netnod's sub-contractors in conjunction with disconnection and / or moving the connections, according to the specific price list in force from time to time.

5.2 The fees shall be paid quarterly in advance. All fees shall be paid against invoice with a thirty (30) day due date. Following the due date, penalty interest shall be imposed pursuant to the reference rate in forcer¹ plus an additional 8 percentage points.

5.3 Netnod is entitled to increase the annual fee during the term of the Agreement if Netnod incurs increased costs due to decisions by the Swedish Government or other authorities resulting in an increase in taxes, fees or other duties. Netnod shall notify the Operator in writing no later than 60 days prior to the entry into force of such fee increase.

5.4 The annual fee is refundable unless only if specifically stated herein.

5.5 Netnod will not charge VAT to Operators within the EU, provided such Operators has informed Netnod in writing of their registered VAT number.

§ 6. Fault notification and restoration

6.1 If a Party becomes aware of problems or disruptions in Netnod's system or functions, such information shall immediately be reported to the other Party. If problems occur with the Operator's system or functions that may have repercussions for other operators or for Netnod, Netnod shall immediately be notified. Fault reporting to Netnod shall always be made by the Operator. The Operator's customers may not be directed to make fault reports to Netnod directly.

6.2 The Operator shall always conduct a preliminary determination of whether the fault observed most likely originates from the Operator's or from Netnod's equipment. Where the fault is

¹ As determined by the Swedish Riksbank, <http://www.riksbank.se/en/> (<http://www.riksbank.se/en/Interest-and-exchangerates/Reference-rate-table/>)



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suspected to originate from another operator's equipment, such operator shall, where possible, be contacted directly by the Operator at the same time as Netnod is informed of the fault.

6.3 Netnod has the right to charge the Operator for the cost of fault localisation and maintenance or repair work, which is demanded by the Operator and proves to be unwarranted ("false alarm") or is caused by a party other than Netnod, if the Operator has failed to do a thorough fault localization prior to fault notification.

6.4 Fault reporting shall be done in accordance with instructions posted at www.netnod.se and in force from time to time.

§ 7. Operation and maintenance

7.1 In the event of disruption in the operation of the exchange point functions as a result of technical faults or maintenance for which Netnod is responsible, wholly or partly, the Operator is entitled to compensation if the disruption lasts longer than 8 consecutive hours. Compensation will be paid with 1/365 of the paid annual fee for each calendar day when such a disruption occurs. A refund to the Operator shall be made not later than 30 days after the end of the month during which the disruption took place, provided that the Operator has made a claim for refund in writing within 90 days from the disruption. If the claim is made later, the Operator has no right to a refund.

7.2 Operation disruption as stated above in § 7.1 means a period of time during which functions are completely lost. If a fault occurs in Stockholm where the exchange point has redundancy, it is not considered as operation disruption, if a single connection fails. Any operation disruption or other traffic restraining faults shall be rectified without delay.

7.3 Operation disruption according to § 7.1 does not include disruption resulting from scheduled maintenance. The Operator shall be notified of scheduled maintenance by email to the designated administrative contact person not later than 5 working days in advance.

§ 8. Netnod's equipment

8.1 In the event that equipment belonging to Netnod is located at the Operator's premises, the Operator is responsible for keeping the equipment in such a manner that it is not accessible to unauthorized persons.

8.2 The Operator shall provide Netnod with access to Netnod's equipment whenever necessary.

§ 9. Disconnection of the Operator's connection

9.1 Following written notice to the Operator, Netnod may disconnect the Operator's connection to the exchange point without the Operator being entitled to make any claims for compensation, if the Operator:

- a) fails to pay the fees within 60 days from the invoice's due date; or
- b) despite notification, does not disconnect equipment which disrupts Netnod's or other operator's equipment, or operations.

9.2 The Operator shall pay fees according to the Agreement during the period in which the connection is disconnected in accordance with § 9.1 above.



*To be filled in by Netnod**Contract No :**To be filled in by customer (optional)**Customer Reference :***§ 10. Disruption of traffic, etc.**

10.1 The Operator is responsible for monitoring its connection and equipment so that disruptions do not occur in Netnod's or other Operators' traffic or operations. Where disruptions cannot be avoided in any other manner, the Operator shall immediately disconnect its equipment from the exchange point. Notification regarding such disruptions shall immediately be submitted to Netnod. Where disruptions have occurred, the Operator shall, upon request, allow Netnod the possibility to examine the connection equipment and related equipment for fault localization.

10.2 Traffic may only be sent to destinations in respect of which the Operator has agreed in advance upon an exchange of traffic.

10.3 Netnod is not in any event liable to the Operator for disruptions caused by another operator.

§ 11. Routing exchange, etc.

11.1 The Operator shall, as soon as possible after connection to the exchange point, for the benefit of other operators and Netnod, publish its routing policy, if possible by registering the policy with RIPE NCC (Réseaux Internet Protocol Européens Network Coordination Centre) pursuant to the valid RPSL-policy or corresponding Swedish standard.

11.2 Routing may not be exchanged over the exchange point with routing protocols employing multicast or broadcast, such as, for example, routing protocols RIP (Routing Information Protocol) or OSPF (Open Shortest Path First).

11.3 Private AS numbers, i. e. AS numbers which have not been obtained through allocation from RIPE NCC or other RIR, may only be used in a exchange point if they have been coordinated and approved in writing by Netnod. Routing information, which is exported to other destinations on the Internet, may not contain private AS numbers.

11.4 The Operator may not use static routing or default routing (routing where all traffic to an address, which is unknown to the router, is forwarded to a particular destination), in conjunction with directing traffic over the exchange point unless all operators that are affected by the traffic exchange gives prior consent to such routing.

§ 12. Limitation of liability and damages

12.1 The Parties are not in any event liable for indirect damage, such as for example, lost profit, diminished production or business turnover, inability to fulfil obligations to third parties, or loss of benefit of the Agreement.

12.2 Any claim for compensation for faults or damage must be presented in writing by a Party to the other Party within 90 days after the fault or damage occurred.

12.3 Notwithstanding any other provisions in this Agreement, Netnod's liability per incident shall, regardless of reason, always be limited to an amount corresponding to the agreed annual fee for the 12-months agreement period during which the damage occurred.

12.4 Netnod only provides a technical service and does not assume any liability for how the service is used by the Operator. Each Operator is responsible for its operations. In the event that Netnod in any context is held liable for any form of operations conducted, or action taken, by the Operator, the Operator undertakes to fully indemnify Netnod for all costs that might occur.



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12.5 A Party's obligations pursuant to this Agreement shall be conditional upon such obligation not being prevented or made unreasonably burdensome as a result of circumstances over which the party has no control and which could not reasonably be foreseen at the time the Agreement was entered into. The following are inter alia cause for excuse of performance: labour conflict, fire, lightning, war, acts of terror, mobilization, currency exchange restrictions, public authority regulations, general shortage of goods, unauthorized data access or similar occurrences. In order for a Party to have the right to invoke such ground for excuse of performance, the other Party shall be immediately notified in writing regarding the occurrence. A ground for excuse of performance shall excuse a Party from full performance of its obligations at the agreed time and for such time thereafter as full performance must be postponed because of the occurrence. This shall apply regardless of whether the ground for excuse of performance arose prior to, or subsequent to, the contracted delivery date. If a ground for excuse of performance remains for more than a consecutive three months period, either Party may terminate the Agreement with immediate effect.

§ 13. Term of the Agreement and termination

The term of the Agreement shall be one (1) year commencing on the agreed delivery date. If a Party has not terminated the Agreement at least three (3) months prior to the expiration of the term of the Agreement, the Agreement shall be extended by one year each time, with a three (3) months mutual termination period. Termination shall be made in writing by the stated administrative contact or authorized signatory to the other Party's stated administrative contact person.

13.2 Where a Party has committed a material breach of contract and has not rectified such breach within 30 days following receipt of a written request therefore from the other Party, the latter Party has the right to immediately terminate the Agreement. Such circumstances which entitles Netnod to discontinue the Operator's connection as stated in § 9 shall always be deemed to constitute a material breach of contract irrespective of whether Netnod discontinues the connection or not.

13.3 A Party is entitled to terminate the Agreement with immediate effect where the other party suspends payment, has commenced composition proceedings, has been placed into liquidation, placed into bankruptcy or is otherwise insolvent.

13.4 In case the Operator is notified of an adjustment of the Agreement pursuant to § 14.1 below, the Operator, provided the adjustment subsequently takes effect, is entitled to terminate the Agreement with sixty (60) days written notice from such notification. Paid fee is not refunded.

§ 14. Amendments and supplements to the Agreement

14.1 Netnod is entitled to make adjustments of the Agreement during the agreement period, provided Netnod notifies the Operator in writing not less than ninety (90) days prior to such adjustment taking effect.

14.2 Where amendments to this Agreement are required as a result of changes in law, or decisions by governmental authorities, the Parties shall jointly commence negotiations regarding how the Agreement should be amended in order to best adapt to the new law or decision by the governmental authority.



*To be filled in by Netnod**Contract No :**To be filled in by customer (optional)**Customer Reference :***§ 15. Confidentiality etc.**

Each Party undertakes to observe confidentiality with respect to information obtained from the other Party as a result of the Agreement. The Operator is obliged to store all documents received from Netnod, which are marked “confidential” in a manner such that it cannot come into the possession of third Parties. “Document” means, in addition to paper documents, all other forms of information-storage objects. The Operator and Netnod are obliged to comply with the other Party’s notified instructions for ensuring confidentiality.

15.2 Notwithstanding the above Netnod is entitled to disclose the Operator’s administrative and technical contacts.

15.3 A Party is entitled to disclose confidential information if the Party is required by a court of competent jurisdiction or by another statutory, fiscal or other authority to disclose the information due to mandatory law. In such case, the Party is obliged to, without delay, inform the other Party.

§ 16. Assignment of the Agreement

16.1 A Part may not assign its rights and obligations under this Agreement to another party without the prior written consent of the other Party.

§ 17 Notice

17.1 Adjustments of the Agreement in accordance with § 14, termination or any other notices to be given by a party under this Agreement (hereinafter called a Notice) shall be deemed to be valid and effective if sent by email, personally served on the other party, sent by mail or by telefax to the addresses stated in the Contract, or subsequently changed addresses.

A Notice shall be deemed to have been given:

- a) in case of email, when the email is sent, provided receipt is confirmed by the other party,
- b) in the case of personal service: at the time of service;
- c) in the case of mail: at the latest 7 days after the date of mailing;

Changes of address shall be notified to the other Party without delay.

§ 18. Disputes

18.1 Any dispute, controversy or claim arising out of or in connection with this contract, or the breach, termination or invalidity thereof, shall be finally settled by arbitration administered at the Arbitration Institute of the Stockholm Chamber of Commerce (the “SCC”).

The Rules for Expedited Arbitrations shall apply where the amount in dispute does not exceed EUR 100,000.

Where the amount in dispute exceeds EUR 100,000 the Arbitration Rules shall apply. The Arbitral Tribunal shall be composed of a sole arbitrator where the amount in dispute exceeds EUR 100,000 but not EUR 1,000,000. Where the amount in dispute exceeds EUR 1,000,000, the Arbitral Tribunal shall be composed of three arbitrators.

The amount in dispute includes the claims made in the Request for Arbitration and any counterclaims made in the Answer to the Request for Arbitration.



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The seat of arbitration shall be Stockholm.

The language to be used in the arbitral proceedings shall be English.

18.2 Notwithstanding the provisions of § 18.1, Netnod is entitled to institute an action before a court of general jurisdiction or enforcement service with respect to overdue fees.

§ 19. Governing law

19.1 This Agreement shall be governed by the substantive law of Sweden.

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## NETNOD FAULT AND ERROR NOTIFICATIONS

### Fault reporting

Faults can be reported to Netnod 24/7. Problems related to Netnod services can be reported by phone at: +46 8 6414580 (24/7), by using our online [web form](#), or by emailing [noc@netnod.se](mailto:noc@netnod.se).

### Urgent fault reporting

All urgent matters, such as major faults that require immediate action are best reported by phone at

**+46 8 6414580**

Any fault reporting by phone will receive a response from the Netnod operations team within 2 hours. All phone calls will be received by a customer service representative who will forward your report on to our operations team. If you have additional technical details best explained in writing, you can also complete the [web form](#) (in addition to calling us), so that our operations team has all the necessary information to resolve the problem.

### Non-urgent fault reporting

Non-urgent fault reporting can be done through our online [web form](#) or by emailing [noc@netnod.se](mailto:noc@netnod.se). Fault reporting received this way will receive a response from our operations team the following work day.

When reporting a fault or an error, please provide the following:

1. Company or organisation name
2. Name, telephone number and email of the person reporting the problem
3. Telephone number and email to your NOC (Network Operation Centre)
4. Short description of the problem
5. Description of the functions or services that are failing
6. Time when the problem was detected
7. Name of the location that is failing (Stockholm, COMIX, Gothenburg, Sundsvall, or Luleå for example)

Before reporting a fault or an error, please remember to check your own equipment first!

### General queries

For other general questions, which are not fault related, please contact us at: [info@netnod.se](mailto:info@netnod.se)



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Customer Reference :

## NETNOD CUSTOMER INFORMATION

### Customer contact information

Please provide Netnod with the following customer contact information

|                                    |  |
|------------------------------------|--|
| Administrative contact information |  |
| Name                               |  |
| Address                            |  |
| Email                              |  |
| Phone number                       |  |
| Technical contact information      |  |
| Name                               |  |
| Address                            |  |
| Email                              |  |
| Phone number                       |  |
| Billing contact information        |  |
| Name                               |  |
| Address                            |  |
| Email                              |  |
| Phone number                       |  |
| NOC 24x7                           |  |
| Email                              |  |
| Phone                              |  |
| Peering contact                    |  |
| Name                               |  |
| Email                              |  |
| Phone number                       |  |

### Mailing list subscription

Netnod operates two mailing lists. [netnod-ix@netnod.se](mailto:netnod-ix@netnod.se) provides outage information from both Netnod and other connected parties. [tech-l@netnod.se](mailto:tech-l@netnod.se) is used for administrative announcements from Netnod as well as a general discussion list. Please provide the email addresses you wish to have subscribed to each of these lists.

|                     |  |
|---------------------|--|
| netnod-ix@netnod.se |  |
| Email to subscribe  |  |
| Email to subscribe  |  |
| Email to subscribe  |  |



To be filled in by Netnod

Contract No :

To be filled in by customer (optional)

Customer Reference :

|                    |  |
|--------------------|--|
| tech-l@netnod.se   |  |
| Email to subscribe |  |
| Email to subscribe |  |
| Email to subscribe |  |

### Peering policy information

Please provide the following details of your peering policy for inclusion on the Netnod website.

|                                                                 |  |
|-----------------------------------------------------------------|--|
| AS number                                                       |  |
| Peering policy (Open, Closed, Selective, Restrictive)           |  |
| URL to published peering policy                                 |  |
| Do you wish to establish peering with the Netnod Route servers? |  |

### Netnod Contact information

|                                    |                                                           |
|------------------------------------|-----------------------------------------------------------|
| Administrative and Billing contact |                                                           |
| Name                               | Netnod                                                    |
| Address                            | PO Box 30194, Franzengatan 5, SE-104 25 Stockholm, Sweden |
| Email                              | info@netnod.se                                            |
| Phone number                       | +46 8 562 860 00                                          |
| Technical contact information      |                                                           |
| Name                               | Netnod Operations                                         |
| Address                            | PO Box 30194, Franzengatan 5, SE-104 25 Stockholm, Sweden |
| Email                              | noc@netnod.se                                             |
| Phone number                       | +46 8 562 860 00                                          |

For fault notification and 24x7 instructions, please see Appendix 3.





*To be filled in by Netnod**Contract No :**To be filled in by customer (optional)**Customer Reference :***Bank details**

|           | Netnod Bank details                | Customer Bank details (optional) |
|-----------|------------------------------------|----------------------------------|
| Bank name | SEB, Skandinaviska Enskilda Banken |                                  |
| Address   | Stureplan 2, Stockholm, Sweden     |                                  |
| IBAN      | SE31 5000 0000 0520 6103 5191      |                                  |
| BIC/SWIFT | ESSESESS                           |                                  |

**Traffic statistics**

Netnod by default publishes all port load statistics on a request by members. This is in order to help operators identify if there are ports that are running full and that might affect the performance. However, as the actual data volumes might be sensitive, Netnod allows operators to hide their name on the port as well as the Y-axis (i.e actual volume of traffic passed) on the graphs. Please fill in what of your data you want shown on the public pages

|                                | Yes | No |
|--------------------------------|-----|----|
| Show operator name with graph: |     |    |
| Show Y-axis on graph:          |     |    |

