

# PEPPOL Transport Infrastructure Agreements in Norway

Implementing the PEPPOL Transport Infrastructure  
in the Norwegian market

## Access Point Provider Agreement

Terms and conditions for the provision of PEPPOL  
Access Point Services in the Norwegian market.

## For the purpose of providing PEPPOL Access Point services in Norway

**This agreement has been concluded by:**

\_\_\_\_\_ Difi

(hereafter referred to as the PEPPOL Authority)

**and**

\_\_\_\_\_ (hereafter referred to as the PEPPOL AP Provider)

**Place and date:**

\_\_\_\_\_ (Name of the PEPPOL Authority)

\_\_\_\_\_ (Name of the PEPPOL AP Provider)

\_\_\_\_\_ Signature of the PEPPOL Authority

\_\_\_\_\_ Signature of the PEPPOL AP Provider

The Agreement is signed in two copies; one for each party

### **Communications**

All communications regarding this Agreement are to be addressed to:

On the part of the PEPPOL Authority:

Difi

Name Mr. Jens Aabol

Position Senior Adviser

Telephone +47 907 47 940

E-mail AP@difi.no

On the part of the PEPPOL AP Provider:

Name

Position

Telephone

E-mail

## Contents

<b>1. GENERAL</b>	<b>6</b>
1.1 SCOPE OF THE AGREEMENT	6
1.2 ANNEXES TO THE AGREEMENT	6
1.3 CHANGES TO ANNEXES	6
1.4 AVAILABILITY OF ANNEXES	6
1.5 NEW VERSIONS OF THE ANNEXES	7
<b>2. SCOPE AND PURPOSE OF THE AGREEMENT</b>	<b>7</b>
2.1 THE PEPPOL TRANSPORT INFRASTRUCTURE	7
2.2 SCOPE AND PURPOSE	7
2.3 ACCESS TO THE PEPPOL SML AND TO OTHER PEPPOL APs AND SMPs	7
2.4 NON-EXCLUSIVE	7
2.5 REPRESENTATION	7
2.6 RELATIONSHIP TO PEPPOL PARTICIPANTS	7
<b>3. DEFINITION</b>	<b>8</b>
<b>4. ROLES AND RESPONSIBILITIES OF THE PARTIES</b>	<b>8</b>
4.1 THE PEPPOL REGIONAL AUTHORITY	8
4.2 ADDITIONAL REQUIREMENTS	9
4.3 DIGITAL CERTIFICATES	8
4.4 PEPPOL AP SERVICES	8
4.5 PROVISION OF METADATA TO PEPPOL SMLs	8
4.6 SUPPORT FOR PEPPOL BUSINESS DOCUMENTS	8
<b>5. GENERAL UNDERTAKINGS</b>	<b>9</b>
5.1 CORE RESPONSIBILITIES	9
5.2 SHARING OF INFORMATION	9
5.3 RELIABILITY OF SERVICES	10
5.4 PROTECTION OF DATA SYSTEMS	10
5.5 NOTIFICATION ABOUT DISTURBANCES	10
5.6 UNABLE TO FULFIL OBLIGATIONS	10
5.7 DESIGNATED CONTACT PERSONS	10
5.8 DEVELOPMENT OF SERVICES	10
5.9 EXISTENCE OF PEPPOL PARTICIPANT AGREEMENT	10
5.10 REFERENCES IN PEPPOL PARTICIPANT AGREEMENTS	10
5.11 PROCESSING OF BUSINESS DOCUMENTS	11
<b>6. CHARGES</b>	<b>11</b>
6.1 DEVELOPMENT AND OPERATION COSTS	11
6.2 PEPPOL SML SERVICES	11
6.3 PEPPOL CERTIFICATES	11
6.4 SERVICES BY THE PEPPOL REGIONAL AUTHORITY	11
6.5 EXCHANGE OF PEPPOL BUSINESS DOCUMENTS	11
6.6 PRICING TOWARDS PEPPOL PARTICIPANTS	11
<b>7. MARKETING</b>	<b>11</b>
7.1 PROMOTION OF OWN SERVICES	11
7.2 JOINT MARKETING	12
7.3 LAYOUT AND CONTENT AND MARKETING MATERIAL	12
7.4 USE OF OTHER PARTY'S TRADEMARKS	12
<b>8. SUBCONTRACTING</b>	<b>12</b>
8.1 SUBCONTRACTING	12
8.2 RESPONSIBILITY	12
8.3 SUBCONTRACTOR AGREEMENTS	12

8.4	NOTIFICATION TO THE PEPPOL REGIONAL AUTHORITY .....	12
<b>9.</b>	<b>DATA OWNERSHIP.....</b>	<b>12</b>
9.1	OWNERSHIP OF PEPPOL BUSINESS DOCUMENTS AND METADATA .....	12
9.2	DISTRIBUTION OF INFORMATION ABOUT PEPPOL BUSINESS DOCUMENTS AND METADATA .....	13
<b>10.</b>	<b>CONFIDENTIALITY.....</b>	<b>13</b>
10.1	CONFIDENTIAL INFORMATION .....	13
10.2	EXISTENCE OF SERVICE CONTRACTS .....	13
10.3	DISCLOSURE OF INFORMATION TO EMPLOYEES OR ADVISORS .....	13
10.4	BREACH OF CONFIDENTIALITY.....	13
10.5	NON-CONFIDENTIAL INFORMATION.....	13
10.6	PROTECTION OF PERSONAL DATA.....	14
10.7	VALIDITY OF CONFIDENTIALITY .....	14
<b>11.</b>	<b>RETENTION OF DATA.....</b>	<b>14</b>
11.1	STORAGE OF DATA .....	14
11.2	COLLECTION AND USE OF CUSTOMER DATA.....	14
<b>12.</b>	<b>LOGGING.....</b>	<b>14</b>
12.1	LOGGING OF BUSINESS DOCUMENT .....	14
12.2	ACCESS TO LOGS.....	14
<b>13.</b>	<b>PENALTIES, SUSPENSION AND REVOCATION OF SERVICES.....</b>	<b>15</b>
13.1	PENALTIES FOR MISCONDUCT .....	15
13.2	SUSPENSION.....	15
13.3	REVOCATION OF SERVICES .....	15
13.4	USE OF PEPPOL CERTIFICATES .....	15
13.5	NOTIFICATION TO RELEVANT PARTIES .....	15
<b>14.</b>	<b>TERMINATION OF SERVICES .....</b>	<b>15</b>
14.1	TERMINATION.....	15
14.2	REMOVAL FROM PEPPOL SMPs .....	16
<b>15.</b>	<b>LIABILITY .....</b>	<b>16</b>
15.1	COVERAGE .....	16
15.2	USE OF INTERMEDIARIES .....	16
15.3	INDIRECT OR CONSEQUENTIAL DAMAGE .....	16
15.4	LIMITED LIABILITY .....	16
15.5	WILFUL ACT OR GROSS NEGLIGENCE .....	16
<b>16.</b>	<b>FORCE MAJEURE.....</b>	<b>16</b>
<b>17.</b>	<b>ASSIGNMENTS AND AMENDMENTS .....</b>	<b>17</b>
17.1	AMENDMENTS.....	17
17.2	TRANSFER OF AGREEMENT .....	17
<b>18.</b>	<b>TERMS AND TERMINATION OF THE AGREEMENT .....</b>	<b>17</b>
18.1	EFFECTIVE DATE .....	17
18.2	VALIDITY OF AGREEMENT.....	17
18.3	TERMINATION OF AGREEMENT .....	17
18.4	INFORMATION TO THIRD PARTIES.....	17
18.5	ENDING OF THE COOPERATION.....	17
<b>19.</b>	<b>GOVERNING LAW .....</b>	<b>18</b>
19.1	GOVERNING LAW.....	18
19.2	UNENFORCEABLE CLAUSES .....	18
<b>20.</b>	<b>DISPUTE RESOLUTION .....</b>	<b>18</b>

20.1	NEGOTIATIONS AND MEDIATION.....	18
20.2	LITIGATION OR ARBITRATION.....	18

## 1. GENERAL

### 1.1 SCOPE OF THE AGREEMENT

The PEPPOL Authority and the PEPPOL AP Provider, hereinafter individually referred to as “Party” and together referred to as “the Parties”, have entered into this agreement (“the Agreement”) to specify the legal terms and conditions under which:

- the PEPPOL AP Provider shall provide the required PEPPOL AP services;
- the PEPPOL Authority shall supervise that the services provided by the PEPPOL AP Provider are provided and maintained in a reliable, professional and state of the art manner, in compliance with all applicable laws and all relevant technical specifications, to ensure consistency across the full PEPPOL Transport Infrastructure.

### 1.2 ANNEXES TO THE AGREEMENT

All Annexes are to be considered an integral part of the Agreement although they may be maintained and changed separately.

All rows are to be ticked (yes or no)	Yes	No
ANNEX 1 – Contact points	Yes	
ANNEX 2 – Definitions	Yes	
ANNEX 3 – Service and Service Levels	Yes	
ANNEX 4 – Technical Standards	Yes	
ANNEX 5 – Regional domain and its specific services and service levels	Yes	
ANNEX 6 – Change Procedures	Yes	

*Table 1 – Overview of Appendices*

In case of conflict the specific provisions of the annex takes precedence over the generic text of the agreement provided that it is clearly and unequivocally specified in the Annex which section or sections of the Agreement that have been changed, replaced or supplemented.

### 1.3 CHANGES TO ANNEXES

Changes to Annexes 2, 3, 4, 5 (except for clause 2.2.1 and 2.3.1) and 6 are governed by the PEPPOL Coordinating Authority and subject to the procedures set out in Annex 6 "Change procedures". The PEPPOL Authority will be involved in any process to change the annexes and proposals for revision will be notified to the PEPPOL AP Provider at least 6 months before they enter into force.

### 1.4 AVAILABILITY OF ANNEXES

All Annexes are published and maintained on the PEPPOL Web Site ([www.peppol.eu](http://www.peppol.eu)). Each reference to any of the listed Annex contained in the

Agreement is to be considered as referencing the most recent version of such Annex.

## 1.5 NEW VERSIONS OF THE ANNEXES

Each time a new version of an Annex or any document referenced in an Annex is made available, the PEPPOL Authority will notify the PEPPOL AP Provider at the address provided in Annex 1.

## 2. SCOPE AND PURPOSE OF THE AGREEMENT

### 2.1 THE PEPPOL TRANSPORT INFRASTRUCTURE

The PEPPOL Transport Infrastructure is an interoperable environment, built upon national and/or regional systems and infrastructures, that provides a mean by which PEPPOL Participants are able to exchange business documents between each other, automatically and without manual intervention, thus facilitating an interoperable environment supporting the full cycle of electronic procurement activities.

### 2.2 SCOPE AND PURPOSE

The purpose of the Agreement is to define the general principles for the operation of the PEPPOL Transport Infrastructure.

### 2.3 ACCESS TO THE PEPPOL SML AND TO OTHER PEPPOL APs AND SMPs

The agreement also constitutes the contractual framework for the access and information exchange between the PEPPOL AP and the PEPPOL SML and any PEPPOL SMP.

### 2.4 NON-EXCLUSIVE

The Agreement shall not be interpreted as an exclusive cooperation between the Parties. Each Party is free to conduct identical or similar business on its own and/or in cooperation with other parties.

### 2.5 REPRESENTATION

Neither Party may conclude agreements on behalf of the other Party or in any other way represent the other Party on the basis of the Agreement. Neither Party acts as the other Party's subcontractor in the operations referred to in the Agreement.

### 2.6 RELATIONSHIP TO PEPPOL PARTICIPANTS

The Parties' relationship with the PEPPOL Participants is not regulated in the Agreement, except as expressly provided in Section **Feil! Fant ikke referanseilden.** regarding Confidentiality and in Section 6 regarding General Undertakings.

### **3. DEFINITION**

For the purpose of the Agreement the terms listed in Annex 2 shall have the meaning as defined in that Annex.

## **4. ROLES AND RESPONSIBILITIES OF THE PARTIES**

### **4.1 MEMBERSHIP IN OPENPEPPOL**

The PEPPOL AP Provider must have a valid membership in OpenPEPPOL AISBL.

### **4.2 THE PEPPOL AUTHORITY**

The PEPPOL Authority has authority over the implementation and use of the PEPPOL Transport Infrastructure within its domain as defined in Annex 5. To achieve this, the PEPPOL Authority has the responsibility to ensure that all PEPPOL AP services established within its domain complies with the relevant Technical Standards, as defined in Annex 4, and service specifications, as defined in Annex 3. Through this set of minimum criteria consistency across the full infrastructure is ensured.

### **4.3 DIGITAL CERTIFICATES**

The PEPPOL Transport Infrastructure relies on digital certificates for the establishment of trust between communicating parties. The PEPPOL Authority has been delegated, from the PEPPOL Certification Authority the authority to require that digital certificates be issued, suspended and revoked for PEPPOL AP Providers with whom they have a PEPPOL AP Provider Agreement.

### **4.4 PEPPOL AP SERVICES**

The PEPPOL AP Provider is responsible for providing PEPPOL AP services in accordance with the minimum requirements prescribed by the relevant Technical Standards, as defined in Annex 4, and service specifications, as defined in Annex 3. This includes a mandatory requirement to provide send and/or receive capabilities for PEPPOL BIS relevant to the services they offer to customers, as well as ensuring that the PEPPOL Participants they service have send and/or receive capabilities for the relevant PEPPOL BIS. Furthermore the PEPPOL AP services shall comply with any additional requirements set forth in annex 5.

### **4.5 PROVISION OF METADATA TO PEPPOL SMLs**

The PEPPOL AP Provider is also responsible for submitting correct and updated metadata regarding its Access Point to the relevant PEPPOL SMP.

### **4.6 SUPPORT FOR PEPPOL BUSINESS DOCUMENTS**

The PEPPOL AP Provider shall provide support for the PEPPOL Business Documents required by the PEPPOL Participants they services according to the registrations for these PEPPOL Participants in the PEPPOL SMP.



## **5. DOMAIN SPECIFIC REQUIREMENTS**

### **5.1 ADDITIONAL REQUIREMENTS**

The PEPPOL Authority is enforcing additional restrictions and criteria, beyond those enforced by the PEPPOL Coordinating Authority in the PEPPOL Transport Infrastructure Agreement, on PEPPOL AP Providers and PEPPOL SMP Providers they contract with. Such additional restrictions and criteria are documented in annex 5.

The additional restrictions and criteria should not hamper the interoperability with PEPPOL Participants using other PEPPOL AP Providers and PEPPOL SMP Providers.

### **5.2 ENFORCING ADDITIONAL REQUIREMENTS**

The PEPPOL Authority cannot enforce or supervise its additional restrictions and criteria on PEPPOL AP Providers and PEPPOL SMP Providers contracting with other PEPPOL Authorities.

### **5.3 ADDITIONAL REQUIREMENTS**

The PEPPOL Authority offers PEPPOL AP Providers and PEPPOL SMP Providers the possibility to sign only the applicable annex 5 if they have signed a PEPPOL SMP Provider Agreements and PEPPOL AP Provider Agreements with another PEPPOL Authority.

By signing annex 5 the PEPPOL AP Providers and/or PEPPOL SMP Provider accepts that the stated additional restrictions and criteria will apply to their services offered within the applicable domain.

### **5.4 ACCREDITATION SCHEMES**

The PEPPOL Authority has implemented its own accreditation schemes to ensure conformance to its additional restrictions and criteria.

## **6. GENERAL UNDERTAKINGS**

### **6.1 CORE RESPONSIBILITIES**

In addition to each Party's responsibilities in this Section 6 or otherwise in the Agreement the core responsibilities of the Parties is to provide the services relevant to their role in the PEPPOL Transport Infrastructure as defined through Annex 3, Annex 4, Annex 5 and Annex 6.

### **6.2 SHARING OF INFORMATION**

As far as it is possible without violating confidentiality commitments to third parties or data protection laws or regulations, the Parties shall make available to each other and to other PEPPOL Participants relevant information held by the Party and which is needed by others for maintaining the services.

### **6.3 RELIABILITY OF SERVICES**

Each Party shall ensure that its services is provided and maintained in a reliable, professional and state of the art manner.

### **6.4 PROTECTION OF DATA SYSTEMS**

The PEPPOL AP Provider shall protect its own data systems against illicit use, malicious code, viruses, computer intrusions, infringements and illegal tampering of data and other comparable actions by third parties. The PEPPOL AP Provider agrees to use commercially reasonable efforts to avoid the transmission of any viruses, time bombs, worms or similar items or any computer programming routines that may interfere with other Party's computer systems.

### **6.5 NOTIFICATION ABOUT DISTURBANCES**

The Parties shall notify each other and implicated PEPPOL Participants without delay if they observe disturbances or errors within their domain of responsibility, which may endanger the fulfilling of agreed tasks.

### **6.6 UNABLE TO FULFIL OBLIGATIONS**

If any of the Parties regardless of circumstances is unable to fulfil its obligations according to the Agreement, the Party should without delay inform the other Party.

### **6.7 DESIGNATED CONTACT PERSONS**

Each Party shall in Annex 1 designate a contact person for the exchange of information and for taking care of other matters related to the Agreement. Any change in contact points must be provided in writing.

### **6.8 DEVELOPMENT OF SERVICES**

The PEPPOL AP Provider shall ensure that it has sufficient resources for the necessary development of the services they provide and for the maintenance of its own data systems.

### **6.9 EXISTENCE OF PEPPOL PARTICIPANT AGREEMENT**

By mean of separate agreements, the PEPPOL AP Provider ensures that it is entitled to receive and transfer Business Documents on behalf of or for the benefit of the PEPPOL Participants that it services.

### **6.10 REFERENCES IN PEPPOL PARTICIPANT AGREEMENTS**

The PEPPOL AP Provider shall enclose in each and every agreement between itself and of the PEPPOL Participants that it services, a complete reference to this Agreement and to the PEPPOL Authority, including the full address of the Contact Point.

## **6.11 PROCESSING OF BUSINESS DOCUMENTS**

The PEPPOL AP Provider shall process PEPPOL Business Documents and ensure that all related tasks are accomplished in accordance with the Agreement, including its Annexes, and the agreements it has made with the PEPPOL Participants that it services.

## **7. CHARGES**

### **7.1 DEVELOPMENT AND OPERATION COSTS**

The Parties shall bear their own development and operation costs in conjunction to their own data systems and procedures as required to fulfil the obligations according to the Agreement.

### **7.2 PEPPOL SML SERVICES**

All services provided by the PEPPOL SML are provided free of charge.

### **7.3 PEPPOL CERTIFICATES**

Charges may be applied by the PEPPOL Certification Authority for issuing PEPPOL Certificates.

### **7.4 SERVICES BY THE PEPPOL REGIONAL AUTHORITY**

The PEPPOL AP Provider shall not charge the PEPPOL Authority for any service whatsoever unless specifically agreed upon in a separate agreement.

### **7.5 EXCHANGE OF PEPPOL BUSINESS DOCUMENTS**

There shall be no charge for exchanging PEPPOL business documents between PEPPOL APs.

### **7.6 PRICING TOWARDS PEPPOL PARTICIPANTS**

The PEPPOL AP Provider shall freely and independently determine its pricing towards the PEPPOL Participants to whom it provides its services and shall independently collect any charges from these.

## **8. MARKETING**

### **8.1 PROMOTION OF OWN SERVICES**

Each Party has the sole right to promote and market its own service. Each Party may use the other Party as reference in their external communications only after the service has been tested and the Parties have jointly established that the service functions properly.

## **8.2 JOINT MARKETING**

The Parties shall agree separately on possible joint marketing concerning the service.

## **8.3 LAYOUT AND CONTENT AND MARKETING MATERIAL**

The Parties shall agree on layout and content of all potential press releases and other messages concerning the Agreement, regardless the geographical location or the media in which it will be published.

## **8.4 USE OF OTHER PARTY'S TRADEMARKS**

Neither Party has the right to use the other Party's trademarks nor trade names in any way other than expressly stated in this Agreement or otherwise agreed with the other Party in writing.

# **9. SUBCONTRACTING**

## **9.1 SUBCONTRACTING**

The Parties may subcontract any of the services for which they are responsible under this Agreement.

## **9.2 RESPONSIBILITY**

Such subcontracting does not relieve the Party from the responsibility pursuant to this Agreement including the responsibility for the appropriate service level according to Annex 3.

## **9.3 SUBCONTRACTOR AGREEMENTS**

The Party subcontracting its responsibilities shall ensure that the subcontractors enter into subcontractor agreements corresponding to this Agreement, save for any provisions that are not relevant with regard to the individual subcontractor due to the kind of services being subcontracted.

## **9.4 NOTIFICATION TO THE PEPPOL REGIONAL AUTHORITY**

Should the PEPPOL AP Provider subcontract any part of the services for which it is responsible under the Agreement, the PEPPOL AP Provider shall notify the PEPPOL Authority of such arrangements.

# **10. DATA OWNERSHIP**

## **10.1 OWNERSHIP OF PEPPOL BUSINESS DOCUMENTS AND METADATA**

The content of PEPPOL Business Documents and their associated metadata which is stored by the PEPPOL AP Provider is owned by the PEPPOL Participant.

## **10.2 DISTRIBUTION OF INFORMATION ABOUT PEPPOL BUSINESS DOCUMENTS AND METADATA**

The PEPPOL AP Provider is not allowed to collect or distribute information about PEPPOL Business Documents and their associated metadata other than to the extent required for operation of the infrastructure.

## **11. CONFIDENTIALITY**

### **11.1 CONFIDENTIAL INFORMATION**

The parties undertake to preserve confidentiality of any data, documents or other material that they have received from the other Party or otherwise in relation to the execution of their responsibilities and services under this Agreement and which are identified as confidential in relation to the execution of their responsibilities and Services. The content of PEPPOL Business Documents is always considered as confidential.

### **11.2 EXISTENCE OF SERVICE CONTRACTS**

The Parties may, however, disclose information related to the existence of service contracts within their domain of responsibility.

### **11.3 DISCLOSURE OF INFORMATION TO EMPLOYEES OR ADVISORS**

If it is necessary for a Party to give its employees or advisors information that is subject to confidentiality, the information may not be disclosed to other persons than those for whom it is necessary to receive such information and who are bound by a confidentiality undertaking either by agreement or by law.

### **11.4 BREACH OF CONFIDENTIALITY**

Should a Party, or anyone for whom a Party is responsible, such as employees, consultants and subcontractors, be in breach of any of the clauses above regarding confidentiality, the other Party is entitled to damages covering its loss due to the other Party's breach of confidentiality.

### **11.5 NON-CONFIDENTIAL INFORMATION**

The obligation of confidentiality does not, however, apply to material and information

- (a) which is generally available or otherwise public, or
- (b) which the Party has received from a third party without an obligation of confidentiality, or
- (c) which was in the possession of the recipient Party without an obligation of confidentiality applying to it before receiving it from the other Party, or
- (d) which a Party has independently developed without using material or information received by him from the other Party or
- (e) to the extent the release of such material or information is required under a governmental subpoena or similar governmental demand.

## **11.6 PROTECTION OF PERSONAL DATA**

The Parties shall protect the personal data they receive, collect and process according to the provisions set in the Directive 95/46, Directive 2002/58 and their revised forms.

## **11.7 VALIDITY OF CONFIDENTIALITY**

The obligation of confidentiality shall survive termination of the Agreement.

## **12. RETENTION OF DATA**

### **12.1 STORAGE OF DATA**

Data stored by the PEPPOL AP shall be retained for as long as the data is necessary in order to carry out the performance of its obligations in accordance with this Agreement or is needed for the offering of or follow-up on services by the implicated users (PEPPOL SML, PEPPOL SMP or PEPPOL Participant). After that the data shall be deleted unless renewed or confirmed by the data subject.

### **12.2 COLLECTION AND USE OF CUSTOMER DATA**

The PEPPOL AP Provider shall not collect or save any of its customer's data, information, business documents or its content for any other purpose than what is necessary in order to carry out the performance of its obligations in accordance with this Agreement. If the use of any of such information is needed to provide further services to the customer (e.g. transformation, archiving), the PEPPOL AP Provider shall specifically inform about this in the agreement between itself and the PEPPOL Participants that it services.

## **13. LOGGING**

### **13.1 LOGGING OF BUSINESS DOCUMENT**

The PEPPOL AP Provider shall log all business documents handled by the PEPPOL AP. Such log shall be kept for at least 3 months or for the period prescribed by law.

### **13.2 ACCESS TO LOGS**

The PEPPOL AP Provider shall on request from the implicated users (PEPPOL SML, PEPPOL SMP, other PEPPOL APs and/or PEPPOL Participant) or from the PEPPOL Authority reveal or give access to relevant data from the logs provided that the data is not subject to a duty of confidentiality in which case the prior written consent of the data subject should be retrieved.

## **14. PENALTIES, SUSPENSION AND REVOCATION OF SERVICES**

### **14.1 PENALTIES FOR MISCONDUCT**

The PEPPOL Authority may impose a penalty upon the PEPPOL AP Provider if the PEPPOL AP Provider does not fulfil its responsibilities and obligations as defined in this Agreement or in any of its Annexes – or if indications of fraud, spam or other misconduct are observed from the PEPPOL AP Provider.

### **14.2 SUSPENSION**

If the misconduct defined in 13.1 continues over time, the PEPPOL Authority may suspend the PEPPOL AP Provider for up to 30 days. In this case the PEPPOL Authority shall:

- inform the PEPPOL AP Provider that he may be suspended by sending a Warning Note,
- give the PEPPOL AP Provider a possibility to bring its conduct in accordance with the conditions specified in the Warning Note received and to all responsibilities and obligations as defined in this Agreement or in any of its Annexes,
- specify, in the Warning Note, the amount of time given to the PEPPOL AP Provider to comply with the requirements of the notice and the Agreement.

### **14.3 REVOCATION OF SERVICES**

The PEPPOL Authority may extend the suspension, depending on conditions set up by the PEPPOL Authority or ultimately exclude the PEPPOL AP Provider from the PEPPOL Transport Infrastructure by revoking their PEPPOL Certificate.

### **14.4 USE OF PEPPOL CERTIFICATES**

During suspension or after revocation the PEPPOL Certificate cannot be used in transactions, and the PEPPOL AP Provider thus cannot send or receive messages to/from other PEPPOL APs or engage in PEPPOL SMP transactions.

### **14.5 NOTIFICATION TO RELEVANT PARTIES**

The PEPPOL Authority shall notify other relevant parties immediately and/or publish the information.

## **15. TERMINATION OF SERVICES**

### **15.1 TERMINATION**

Should the PEPPOL AP Provider wish to terminate its service, it must notify the PEPPOL Authority at least six months before services are terminated. Such notice shall also be made available to all relevant PEPPOL Participants and PEPPOL SMP.

## **15.2 REMOVAL FROM PEPPOL SMPs**

Further, all registrations in PEPPOL SMPs referencing the PEPPOL AP must be removed before the service is terminated, and as a last step, the PEPPOL Certificate must be revoked

## **16. LIABILITY**

### **16.1 COVERAGE**

Each Party is liable for the acts, failures or omissions of its employees, consultants and subcontractors, including any violation of the terms of this Agreement by such employees, consultants or subcontractors to the same extent as if said acts, failures or omissions was undertaken by the Party itself.

### **16.2 USE OF INTERMEDIARIES**

If a Party requires another Party to use the services of a particular intermediary to perform a service, the Party who required such use shall indemnify the other Party with regard to the costs of such intermediary and for any damage arising directly from that intermediary's acts, failures or omissions in the provision of said services.

### **16.3 INDIRECT OR CONSEQUENTIAL DAMAGE**

A Party shall not be liable for any indirect or consequential damage, such as loss of income or unobtained profit, caused to the other Party. Damages that a Party is liable to pay paid to third parties due to breach of confidentiality under this Agreement by the other Party shall not be considered indirect damages.

### **16.4 LIMITED LIABILITY**

Save for section 15.5 below, the liability of the Parties for damages arising from or in relation to this Agreement is limited to € 10.000,00 per each damaging event.

### **16.5 WILFUL ACT OR GROSS NEGLIGENCE**

The exclusions and limitations of liability stated above shall not apply in the case of damage caused by a wilful act or gross negligence.

## **17. FORCE MAJEURE**

Neither Party shall be in breach of this Agreement nor liable for delay in performing, or failure to perform, any of its obligations under this Agreement if such delay or failure results from unforeseen circumstances or events or causes beyond that Party's control, including but not limited to, war, riot, embargoes, acts of civil or military authorities, fire, floods, accidents, strikes, or shortages of energy, labour or materials, and in the event of any such circumstances, the defaulting Party shall forthwith notify the other in writing and the time for performance shall be extended by a period equivalent to the period during which performance of the obligation has been delayed or failed to be performed, provided that if the period of delay or non-



performance continues for three (3) months, the party not affected may terminate this agreement by giving 14 days written notice to other party.

## **18. ASSIGNMENTS AND AMENDMENTS**

### **18.1 AMENDMENTS**

Any amendments to this Agreement shall be in writing and shall have no effect unless signed by the duly authorised representatives of the Parties.

### **18.2 TRANSFER OF AGREEMENT**

Unless expressly stated elsewhere in the Agreement the PEPPOL AP Provider is not entitled to transfer the Agreement or the rights, liabilities or obligations under the Agreement without a prior, written consent from the PEPPOL Authority.

## **19. TERMS AND TERMINATION OF THE AGREEMENT**

### **19.1 EFFECTIVE DATE**

The Agreement shall enter into force on the date of signature as set out on page 2 provided that it has been signed by duly authorised representative of both parties.

### **19.2 VALIDITY OF AGREEMENT**

The Agreement is valid until terminated by one of the Parties giving the other Party six months written notice.

### **19.3 TERMINATION OF AGREEMENT**

Either party may terminate the Agreement in whole or in part immediately by written notice in case the other party:

- (a) commits a material breach to the provisions of the Agreement, which is not remedied within sixty (60) days from written notice thereof;
- (b) is declared bankrupt, seeks a composition of creditors, suspends payments or in any other way is deemed to be insolvent;
- (c) materially fails to comply with the confidentiality or security requirements of the Agreement, or if a Party, or any member of it or its sub-contractors' personnel, conducts business or otherwise by act or omission in the reasonable opinion of the other Party acts in wilful or criminal misconduct, which may reflect negatively on the latter Party.

### **19.4 INFORMATION TO THIRD PARTIES**

The Parties are obliged to inform third parties that are affected by the termination of the Agreement of the giving of notice.

### **19.5 ENDING OF THE COOPERATION**

If notice is given on the Agreement, the Parties undertake to negotiate on the procedures that pertain to the ending of the cooperation according to the

Agreement in order to avoid any unnecessary disturbances in the customer relationships of the Parties.

## **20. GOVERNING LAW**

### **20.1 GOVERNING LAW**

Without prejudice to any mandatory national law which may apply to the Parties, the Agreement is governed by Norwegian law.

### **20.2 UNENFORCEABLE CLAUSES**

Should any provision of this Agreement become invalid, illegal or unenforceable, it shall not affect the validity of the remaining provisions of this agreement. In such case, the Parties concerned shall be entitled to request that a valid and practicable provision be negotiated which fulfils the purpose of the original provision.

## **21. DISPUTE RESOLUTION**

### **21.1 NEGOTIATIONS AND MEDIATION**

Should a disagreement arise between the parties as to the interpretation or the legal effects of the Agreement, the parties shall first seek to reach agreement through negotiations and/or mediation.

### **21.2 LITIGATION OR ARBITRATION**

If a dispute is not resolved through negotiations or mediation, each party may require such dispute to be resolved with final effect before the Norwegian courts of law.

The venue shall be the registered address of the PEPPOL Authority.

The parties may alternatively agree that the dispute is to be resolved with final effect through arbitration in Norway pursuant to the Act of 14 May 2004 No. 25 relating to Arbitration (the Arbitration Act).

\*\*\*\*\*