



Description of Customer-Specific Application Packaging

Customer-Specific Application Packaging is a service where the Customer orders separate Application Packagings from the Provider. The Packagings can be used, for instance, in the Customer's CSM, in the Customer's own management system, and in manual installations. The Customer can order Application Packaging for any Application installed onto a device.

Packaging Process

The Provider completes the Packaging Job according to the Customer's order.

The Packaging Job is carried out carefully and according to the business's best practices. If the best end result for the Customer's needs could be achieved with a process differing from the Customer's order, the Provider tries to, whenever possible, offer the Customer alternative procedures.

Any changes the Provider makes to the application providers Installation package will be documented, and made available for the Customer.

Internal Test Process

The Provider runs a technical test on the Application Package and checks the Application's installation, updating, and uninstalling. The technical testing will be conducted with the same operating system the Customer has ordered the Application Packaging for, understanding that the Application Packaging can only be ordered for Microsoft-supported operating systems, unless otherwise agreed on between the Customer and the Provider.

The testing is reported, and the report is made available for the Customer.

Customer Test Process

The Customer is responsible for running the final tests on the Application Packaging in their own environment, for which the Application Packaging was originally ordered. The Customer must run comprehensive functionality tests on the Application Package and its features.



In case of a delay in delivery, the Provider must notify the Customer as soon as possible. The Customer must notify the Provider as soon as possible. If the Customer does not notify the Provider of possible faults within the two-week period, the Application Package is considered approved by the Customer.

Single Application Packaging

This section specifies details related to single Customer-Specific Application Package orders.

For a justified reason, the Provider has the right to not deliver the ordered Application Package. In these circumstances, the Provider must notify the Customer as soon as possible. If possible, the parties will negotiate on a replacement solution for the Application Package in question. If the single Application Package ordered cannot be delivered due to the Provider's fault, the package will not be charged.

If the Provider is unable to deliver a single Packaging Job within the agreed-on Response Time, the packaging will not be charged. The previous, however, does not apply if the Packaging job has been delayed because of the Customer or 3rd parties, or if there is no separate agreement on the Response Time.

In this context, order shall mean the Customer's request for packaging one or several Applications. The origin of the order can be a packaging order for a single Application, or the order can form a part of a larger entity or a project.

Unless otherwise agreed on, the order and the baseline data will be delivered using the Provider's portal. If the Customer doesn't have access to the portal, they can request a user id from the Provider's support service.

The obligation to pay exists also in a situation where the Application Package cannot be delivered to the Customer because they have, for instance, failed to deliver baseline or additional data.

If the same Application is ordered for various platforms, for instance for different operating systems, for different versions of the same operating system, for different language versions of an operating system, or any combination of the previous, each combination is considered as a separate Packaging Job. Ultimately, the Provider has the right to define the order of a single Application Package as several Application Packages. If this should be the case, however, the Customer will be informed, and has the right to cancel the order in question or limit it to specific Application Packages.

When the Customer makes an order, it is their responsibility to provide sufficient data, enabling the Provider to deliver high-quality Application Packaging on time.

The Provider executes the Application Jobs exactly according to the baseline data provided by the Customer. If the Customer later wants changes into an Application Package completed according to the data provided, this will be considered as a new Packaging Job, also when it



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For the order phase, unless otherwise specified, the Customer is obligated to give the Provider, as well, should the Provider need it to verify the Application Packaging according to the Customer's order.

The Provider will check the Customer's packaging orders within two working days from the day of the order. If Provider notices the order or the required baseline data is missing any information either affecting the whole delivery or a single Application Packaging, it is the Customer's responsibility, at the Provider's request, to provide additional information and/or correct the order's information.

As the Provider checks the order, or, at the latest, when executing the Application Job, the Provider will make sure the Application's installation works according to the installation instructions the Customer has delivered, and determine the Packaging Category (a regular Packaging or Suite Packaging). The Packaging Category affects the Application Package's pricing.

Should the Provider notice the Packaging Category differs from the order, the Provider always contacts the Customer and agrees on the Packaging Job before starting.

If the Application, in order to work, needs prerequisites that do not call for modifications, these are included in the packaging of the regular Packaging Category.

The Customer can send the Provider a packaged, tested Application Installation Package. If the Application Installation Package doesn't need modifications or testing, it can be added to the final, regular Packaging Category Package without any additional costs. If there is an agreement on Response Time, it will be extended according to the number of the prerequisites that need an Application Packaging.

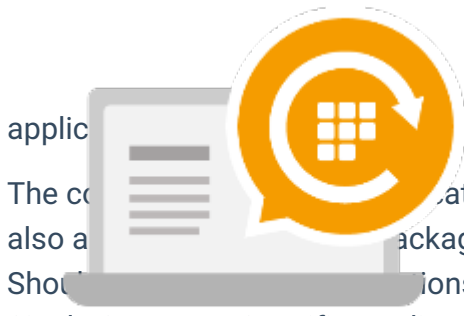
If separately agreed on, the Provider can collect the Packaging Job's baseline date for the Customer, but the Customer will be charged for the time used as an additional hour-based charge.

Whenever the Provider needs to request additional information from the Customer to move forward with the Packaging Job, the Response Time counter pauses.

Once the Provider has checked and approved the packaging order, the application moves into the Provider's packaging process.

Application Packaging as a Service

Application Packaging as a Service is a continuous service with a fixed monthly fee. In this service, the Provider takes care of the packaging of the Customer's specifically selected applications as a continuous service. Application Packaging as a Service can cover any



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The content related to the orders of Single Customer-Specific Applications also applies to the orders of Application Packaging as a Service, unless otherwise stated in this section. Should there be any contradictions between this section and the section on the orders of Single Customer-Specific Applications, this section's content prevails.

The Service's deployment is agreed on between the Customer and the Provider. Application Packaging as a Service does not include a possible mapping of the Customer's environment, or any expert work related.

As the Service is initialized, the parties will draw up a baseline instruction for an Application entering the management service's domain. This baseline will then later be used as a basis of this Application's packaging. Should the Customer want any changes to the instruction during the Service, the Customer must notify the Provider well in advance, before the Application's next version is packaged.

When deploying the Service for any Single Application Management Service's Application, the Customer will be delivered the version they want of the Application; after this, the version delivered is always the latest the application provider has released. Alternatively, the Customer and the Provider can agree on another delivery frequency, for instance once a quarter year, if new versions have been released during the period.

Application Packaging as a Service is always an open-ended service.

New Applications can be added to the Service's domain by a separate written agreement between the Customer and the Provider. For Applications added during the invoicing period (one calendar month), the Customer will be charged the entire Application-based fee for the current month, starting from the moment the Application was added.

Should the Customer wish to remove Application's from the Application Management Service, the Customer informs the Provider's support of the Applications to be removed. Term of Notice for a single Application is six months from the date of the Application order, and two months after the initial six-month period.
