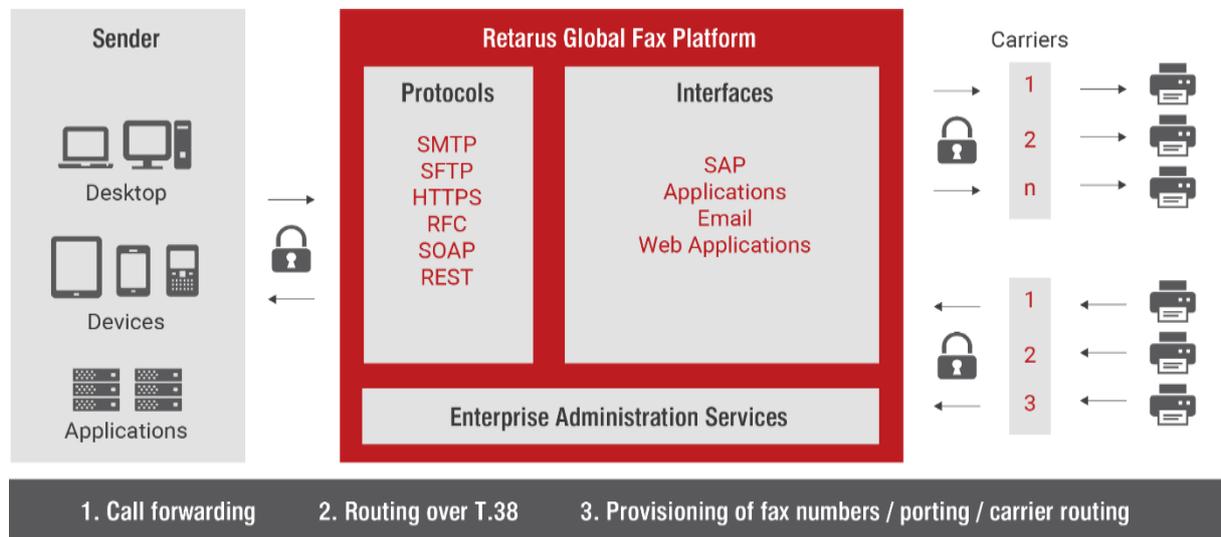


Service Description and Duties of Cooperation Retarus Fax Services

Retarus fax services allow fax documents to be sent and received without having to have your own fax infrastructure. Business and web applications such as CRM, ERP and legacy systems, as well as desktop applications can be connected to the Retarus system. Data processing takes place in Retarus' own data centers.

The different Retarus fax services and interfaces can be configured according to the service. For example, fax identifier, transmission priority, cost center, document formats, etc., can be defined as default settings for all fax jobs or individually determined for each send request.

System Architecture



Outbound Application Fax Services

Retarus Faxolution for SAP

With Retarus Faxolution for SAP, fax documents can be sent directly from SAP systems via the Retarus system. The connection for sending faxes and confirming the send status in the SAP system takes place via the standard SAP interface SAPconnect (RFC-based BC-CON or SMTP-based BC-SMTP). The BC-CON connection can take place via the customer's SAP router and optionally secured via VPN and/or SNC. The connection via BC-SMTP can optionally be encrypted via enforced TLS and/or VPN.

Retarus Faxolution for Applications

With Retarus Faxolution for Applications, fax documents can be sent from business applications or web applications via the Retarus system. Customer systems are connected via REST, SOAP and/or XML/FTP interfaces. REST and SOAP interfaces are accessed via HTTPS. Connection via XML/FTP can take place through SFTP. The transmission status can be queried via the relevant interface. For REST and SOAP interfaces, the transmission status can additionally be automatically notified via SMTP and/or by http(S) push. Alternatively, applications can also be connected to Retarus via SMTP.

Inbound Application Fax Services

Retarus Fax-to-FTP

Retarus Fax-to-FTP allows fax documents to be received via the Retarus system and delivered to business applications or web applications via an SFTP/FTP account. Received faxes are placed on the customer's FTP server, embedded in an XML file with additional receipt details, optionally on an FTP server operated by Retarus.

Retarus Fax-to-Webservice

Retarus Fax-to-Webservice allows fax documents to be received via the Retarus system and delivered to business applications or web applications via HTTPS. Inbound faxes are transmitted in PDF or TIFF format via Webservice POST (SOAP, PLAIN, or Base64).

Outbound Desktop Fax Services

Retarus Mail-to-Fax / Retarus Faxolution for Exchange

With Retarus Mail-to-Fax and Retarus Faxolution for Exchange, users that hold accounts with the customer can send faxes from email clients via SMTP through the Retarus system. These are addressed in the format '<fax number>@rfax.net' (the domain can differ. The relevant domain communicated by Retarus Service Implementation applies). Email attachments in PDF and TIFF formats as well as common Office document formats are supported. Default settings such as fax identifier, header, cost center, personalization fields, etc., can be defined by the customer at different hierarchy levels such as system, client, profile, and user. The user on the customer's side can overwrite settings for individual transmission orders with subject line commands. For transmission orders, the sender receives a status confirmation by email. Senders can be configured and updated either manually by the customer through the EAS portal itself, or automatically through directory synchronization in a format specified by Retarus with the customer's address books and directories.

Retarus Faxolution for Windows

Retarus Faxolution for Windows is a software client that is installed on the customer's computers that have Windows operating systems and on Windows terminal servers. The software allows fax transmission orders (individual faxes and broadcasts) to be set up by means of a graphical user interface and sent via integrated printer driver from Windows applications via the Retarus system. It is also possible to personalize fax broadcasts using the form letter function of text processing software such as Microsoft Word. The send status of the relevant transmission takes place directly in the user interface. Communication between Faxolution for Windows and Retarus fax platform takes place via HTTPS. Default settings for fax transmission are defined by the customer in the software client. Control parameters defined by Retarus can be used to redefine and use some of the default settings for each fax.

Inbound Desktop Fax Service

Retarus Fax-to-Mail

With Retarus Fax-to-Mail, fax documents can be received via the Retarus system and delivered to email addresses. Inbound faxes are transmitted in PDF or TIFF format as a file attachment to a SMTP message. Default settings for parameters such as fax identifier, cost center, document format, etc. can be defined at customer, profile, and number level. Numbers can be configured and updated either manually by the customer through the EAS Portal itself, or automatically through directory synchronization in a format specified by Retarus with the customer's address books and directories.

Additional standard features

Enterprise Administration Services Portal (EAS Portal)

The Retarus Enterprise Administration Services Portal is a web-based portal in which the customer can configure the Retarus services booked. Default settings such as fax identifier, header information, transmission priority, cost center, status notifications, and document settings can be defined service-specifically. The customer's administrator can configure further users and their authorizations. Detailed and status information can be viewed and downloaded to be used for further processing or analysis. The EAS portal also provides an overview of support tickets opened and their processing status, and provides service documentation for services booked.

Fax Report Archive

In the Fax Report Archive, service-specific monthly overviews of the fax documents sent and received (monthly reports) for the last six (6) months are saved and can be automatically sent to a stored email address. The reports for the previous calendar month can be retrieved at the start of the following month.

Optional Features

Retarus Faxolution for Exchange Fax Domain

Through an exchange connector, the customer can send fax documents directly to Outlook/Exchange fax contacts via the Retarus system. These are addressed in the format '[Fax:<fax number>]'. Send requests are transmitted and send status confirmed via SMTP. Addressing in the above format is not supported in Microsoft Office 365.

Automated Fax Reply

Automated Fax Reply generates automatic replies for faxes received on one of the telephone numbers configured for this service. The reply fax to the sender is based on a template file and contains details of the transmission, such as sender and recipient numbers, date and time of receipt, number of pages, and send status. The reply is sent to the sender's telephone number.

Fax Outbound Reporting

With Fax Outbound Reporting, detailed information for each fax document is optionally available through the Retarus EAS Portal, and can be filtered for viewing according to targeted search criteria such as service, recipient number, status, and cost center, and saved via download, for definable periods within the last six months after completion of the relevant fax document.

Fax Inbound Reporting

With Fax Inbound Reporting, detailed information for each fax order is optionally available through the Retarus EAS Portal, and can be filtered for viewing according to targeted search criteria such as service, sender number, status, and cost center, and saved via download, for definable periods within the last six months after receipt of the relevant fax.

Fax Outbound Archive

Outbound fax documents and their metadata can be archived in a Retarus data center. The archiving period is individually agreed between the customer and Retarus (generally no more than 12 months). Once the agreed archiving period is over, fax messages and metadata are automatically deleted from the archive on the following day. In order to access the fax outbound archive during the term of the contract, fax outbound reporting needs to have been booked. The documents are provided in TIFF format. Access to existing archive documents or data export of the remaining documents after the end of the contract can be initiated via Retarus support for a fee.

Fax Inbound Archive

Inbound fax documents and their metadata can be archived in a Retarus data center. The archiving period is individually agreed between the customer and Retarus (generally no more than 12 months). Once the agreed archiving period is over, fax messages and metadata are automatically deleted from the archive on the following day. In order to access the fax inbound archive during the term of the contract, fax inbound reporting needs to have been booked. The documents are provided in TIFF or PDF format. Access to existing archive documents or data export of the remaining documents after the end of the contract can be initiated via Retarus support for a fee.

Enforced TLS

When emails are delivered by SMTP from Retarus to the customer in the context of Mail-to-Fax Status, Fax-to-Mail and Faxolution for Applications E-Mail Status services, it is possible to set up enforced TLS for each recipient domain.

SNC

For the encrypted connection of Faxolution for SAP to the customer's SAP system(s), a SNC connection via SAP router is possible. A direct SNC connection to the SAP system is available on request.

VPN

If further encryption of the connection between the customer and Retarus is necessary, beyond the secure connection procedures offered as standard and the optional ones named above, the connection can take place via a Virtual Private Network (VPN).

Connection to a Further Retarus Data Center

Retarus services are available at several Retarus data centers. Additional connection to a further Retarus data center increases service availability and allows load balancing concepts to be implemented. Details of the service-specific type of connection between customer systems and a further data center are worked out with the customer in individual cases.

Telephone Numbers

Where possible, the customer can port their existing telephone numbers to receive faxes. Alternatively, Retarus can provide new (local) telephone numbers in the customer's name according to the applicable national legal and regulatory requirements. In the context of a project, a setup of a VoIP connection can be checked and offered.

Fax over IP Connection

As part of its Inbound Fax Services, Retarus offers FoIP connections via inbound SIP trunks. For a FoIP connection one or more SIP trunks must be setup directly from the customer's carrier or network to a Retarus data center. One SIP trunk is defined as the SIP signaling association between one customer endpoint and one Retarus SBC, therefore to take advantage of Retarus high availability-offering at least two SIP trunks would be required. Retarus offers SIP trunks via public internet, VPN or dedicated line.

Directory Synchronization

Directory Synchronization is an interface that allows the customer to automatically update Mail-to-Fax and Fax-to-Mail user data in the Retarus system based on his address books or directories.

Express Delivery

Fax transmission requests of the 'express' type are processed as a priority in the Retarus system.

High-Resolution Delivery ('Fine')

Documents to be sent are rendered with a resolution of 204x196 DPI.

Document Encryption

Inbound fax messages can be encrypted using various methods. PGP (for TIFF and PDF file formats) and X.509 and password encryption (for the PDF file format) are available for Fax-to-FTP and Fax-to-Webservice services. Password encryption for the PDF file format is available for the Fax-to-Mail service. No encryption is available for the PDF/A format.

OCR Text Recognition and Barcode Recognition

Barcode recognition or combined OCR text and barcode recognition can be activated for inbound fax messages. The recognition supports current barcodes and printed fonts. Output formats for barcode recognition are text and XML, and for combined recognition, XLS, PDF/A, PDF, HTML, XML, and RTF are additionally available. For activated PDF encryption and OCR text recognition, the PDF document is delivered in encrypted form. Additionally provided delivery formats are not encrypted.

Retarus FTP Server

Inbound fax documents are placed on a SFTP/FTP server operated by Retarus (only applies to Fax-to-FTP). Files placed on Retarus SFTP/FTP servers are available for customer collection for 14 days.

Implementation options

Retarus services can be adapted to customer-specific requirements. Retarus offers various consulting services, such as implementation options or consulting workshops for services that go beyond standard implementation.

In addition to the standard implementation, predefined implementation options for selected Retarus services allow for customer-specific adjustment of some service components to support the corporate identity and/or for automated processing in the context of business processes.

Implementation options can be ordered as work packages.

Customer-Specific Email Template for Status Confirmations (Mail-to-Fax, Faxolution for Applications)

When sending faxes via the Retarus Mail-to-Fax service, the sender receives status information about the transmission by email. Retarus standard templates for the report email can be modified customer-specifically and implemented in the customer configuration for selection in the EAS. Modifications involve changing existing elements such as color or position, or adding/deleting elements such as:

- Customer logo (HTML template)
- Color of the order summary (HTML template)
- Adding/deleting Retarus digest information elements
- Adding/deleting a preview; changing the size (HTML template)
- Adding customer-defined texts or links, for example to instructions in the customer Intranet

Customer-Specific Cover Sheet for Fax Transmission (Mail-to-Fax)

Retarus creates and implements a customer-specific Mail-to-Fax cover sheet. Modifications can involve:

- Creation of a cover sheet template based on a layout template with company logo supplied by the customer
- Cover sheet in RTF format
- Inclusion of the RTF cover sheet in a Mail-to-Fax profile in the EAS portal
- Possible personalization fields:
 - Sender information (company name, email address, job title, telephone number)
 - Recipient information (fax number)
 - Subject line
 - Text in the email body

Customer-Specific Domain for Fax Transmission (Mail-to-Fax)

The standard domain for fax transmission can be adapted so that it displays the customer's domain name, e.g. <fax number>@fax.yourdomain.com. The following implementation steps are needed to make this change:

- Service implementation by Retarus within the Retarus infrastructure
- Whitelisting of the new fax transmission domain by Retarus in the Retarus infrastructure.
- Adaptation of the relevant MX record (possibly including SPF / DKIM / DMARC) by the customer, to refer the subdomain @fax.yourdomain.com to the Retarus mail-in server.

Customer-Specific Email Template for Fax Receipt (Fax-to-Mail)

For inbound fax transmission, the recipient receives an email with the fax message as a PDF or TIFF file. The standard email template can be defined at profile level in the EAS. Customer-specific modifications of this template involve changing existing elements such as color or position, or adding/deleting elements, e.g.:

- Customer logo (HTML template)
- Color of the order combination (HTML template)
- Adding/deleting Retarus default information elements
- Adding customer-defined texts or links, for example to instructions in the customer Intranet
- Implementing the new template in the customer configuration in the EAS.

Customer-Specific FTP Storage File Names (Fax-to-FTP)

With Fax-to-FTP, Retarus receives faxes and places the files for collection on an FTP server. In addition to the fax documents, associated attribute files (.idx) in ASCII format are provided on the FTP server. The fax document and associated attribute file have the same file name (without file extension). The standard file name is composed of a clear combination of characters, e.g. a time stamp and an ID of the server and data center in which the fax was processed. The standard file name can be changed by Retarus to support simpler or automated processing of the files on the customer's system. The file name can contain individual information from the fax receipt, such as:

- Account name
- Time stamp (date & time)
- Status display (e.g. confirmation of delivery or transmission error)
- Fax ID (from the number configuration)

The adjustment includes the creation and implementation of a customer-specific file name for the customer. The following implementation steps are included:

- Creating a script to change the Fax-to-FTP file name
- Embedding the file name in a Fax-to-FTP profile in the EAS portal
- Checking/testing the generated user-defined file name

Defining 'rest of Europe' fax destination

The item named 'rest of Europe' in the commercial offer is assigned to the following countries:

Albania, Andorra, Austria, Belarus, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Kazakhstan, Kosovo, Latvia, Liechtenstein, Lithuania, Luxemburg, Malta, Moldova, Monaco, Montenegro, Netherlands, North Macedonia, Norway, Poland, Portugal, Romania, Russia, San Marino, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey, United Kingdom, Ukraine, Vatican City.

Service Quality / Duties of Cooperation

The customer is aware that the successful use of Retarus services and the quality of service provision depends significantly on his cooperation. The customer will therefore send back the completed Implementation Sheet sent to him after conclusion of the contract within five (5) working days and in particular fulfill the duties of cooperation named below.

Enforced TLS (SMTP)

- Enforced TLS for SMTP communication from Retarus to the customer takes place on the basis of the email recipient's domain.
- For enforced TLS via SMTP connections, in the event of changes to the recipient domain, the customer instructs Retarus to set it up accordingly.
- If VPN is used, the customer immediately informs Retarus about changes to domains/domain names and mail hosts to avoid disruption to the service.

Fax4A-XML/FTP

- Retarus recommends collecting and deleting the status reports on a regular and timely basis. Once a period of 14 days has passed after storage of the status report, Retarus reserves the right to delete the files.

Faxolution for SAP

- The service requires implementation on both sides (customer and Retarus). For implementation on the side of Retarus, the information requested according to the implementation sheet must be provided by the customer.

Implementation, Change Management and Support

For support and service questions, as well as change requests, the customer must inform Retarus of the circle of authorized persons who can officially ask such questions. The customer's technical contact for implementation of the service is generally established as the first authorized point of contact in such matters. As the customer administrator, he can then enter further support contacts in the Enterprise Administration Portal and thereby authorize them. Customer administrators can change, expand, or delete these authorizations at any time.

Changes to the service and solutions for incidents (including workarounds) implemented in the customer order have to be accepted by the customer at least in text format. If the customer has not replied within 10 days, the relevant customer ticket will be automatically closed after this period has ended and the change/solution will be considered accepted.

Fax Receipt

Assignment or Porting of Local Network Telephone Numbers

So far as the object of the offer is the assignment or porting of local network telephone numbers, the offer requires the customer to maintain the local network reference, which he proves by means of a place of business for the relevant service area. Other regulatory requirements can include: provision of the sales tax identification number by the customer, proof of identity of an authorized representative of the customer (copy of identification) and the tax number of said representative. Country-specific changes remain reserved.

If the porting of existing telephone numbers is ordered, the customer issues an LoA (Letter of Authorization) to Retarus, as well as proof in the form of a current bill from the carrier that has provided the telephone numbers until now. The requested porting of telephone numbers takes place on the condition that the telephone numbers are released by the carrier from whom they are to be transferred. The customer undertakes to provide Retarus with all the documents required under the applicable regulations, to enable smooth provision or porting of the ordered telephone numbers. The customer further undertakes to immediately inform Retarus about the cancellation of the local network reference of assigned local network telephone numbers during the term of the contract.

Forwarding

If Retarus provides telephone numbers as destinations of calls forwarded from service telephone numbers or as destinations of calls forwarded from the customer's telephone system, any further use of the telephone numbers and their publication by the customer is ruled out; it is not possible to retain or continue using the telephone numbers after the end of the contract. If the competent local authority makes changes to the telephone numbers provided in this manner, these changes need to be accepted by the customer.

Fax Transmission

The customer is responsible for ensuring that corporate communications are legally compliant and must only process messages within the scope of his authorizations. The customer shall take any necessary internal measures, such as obtaining the appropriate consent of employees or affected communication participants and/or any co-determination bodies in the above-named interventions and/or effectively banning the employees from using the means of communication for private purposes. Retarus is entitled to request information about the measures taken. If the customer does not comply with this request or if Retarus believes that the customer's assurances are not sufficient to comply with legal requirements, Retarus is entitled to refuse the use of the service or the specific partial deliverable or access option.

The customer shall provide a valid fax number from his own fax number area, which will be configured as a default CLIP (Calling Line Identification and Presentation) number. If a fax number is not/no longer available, the customer shall ask Retarus to order a new fax number in the customer's name.

Billing

The fax page prices are based on the assumption that the processing per fax page does not exceed 60 seconds from the successful establishment of a connection. In the case of longer processing times, Retarus reserves the right to charge for one additional fax page per each additional 60 second unit or part thereof.