IPTOR CUSTOMIZATION POLICY

SCOPE

This Iptor Customization Policy (the Policy) outlines the categorization of Iptor customizations as well as the additional cost for support and/or inclusion in Iptor's upgrade commitment.

NB! This Iptor Policy does not constitute an agreement between Iptor and its customers. Major changes to this document will be communicated to Iptor customers through a bulletin or in another prominent way.

1. INTRODUCTION

Customization means any customer specific products resulting from modification, tailoring, and or integration, excluding configuration, of the customer's Iptor solution. Customizations are separated into different categories as described in the Policy.

In order to support a customization Iptor will charge a Customization Support Fee for each additional customization. The fee is either a fixed fee or a percentage of the development cost for the customization. The Customization Support Fee is defined for each category, and subcategory, as per below.

If a customization is changed, but category and subcategory stay the same, no additional Customization Support Fee will be charged. However, the work to implement the change as well as updating the documentation and competence transfer to Support will be charged for.

If a customization is changed resulting in category and subcategory change, the Customization Support Fee for the new category and subcategory will be charged. Furthermore, the work to implement the change as well as updating the documentation and competence transfer to Support will be charged for.

The cost to implement the change as well as updating the documentation and competence transfer to Support will be set out in the SoW or Change Request defining the customization. Furthermore. the category and subcategory of the customization and the new Customization Support Fee will be defined in these documents.

2. CUSTOMIZATION CATEGORIZATION

Customization category	Description	Made by	Support (Customization Support Fee)	Update included (additional fee)
Custom modification	Changing or removing existing functionality, data, API, etc. in back-end.	Iptor	Yes (35%)	No (T&M)
Managed modification	- Adding functionality in back-end code. - Creating new module or program to back-end. - Adding menu item - Adding new DI interface - Adding data to an API - Creating new API - Adding new information view	Iptor	Yes (23%)	Yes (10%)
Development outside core and outside Iptor.com environment	Adding functionality in a separate program and connecting with Iptor.com via API (API call, -push or -send). *see Integration made by Iptor	Iptor or customer	Optional if developed by Iptor (23%). No, if developed by customer.	Yes (0%)
Integration made by Iptor *(no retention of data)*	Integration utilizing - API - Standard Interface (DI) Iptor provides tools for: - Ingestion - Storage - Processing	Iptor	Yes, Iptor side and Iptor provided integration platform (Support cost: - One-way: EUR1.200 - One-way with data transformation: EUR2.400 - Two-way: EUR2.400 - Two-way with data transformation: EUR3.600 Subcategory will be defined in SoW)	Yes (0%)
Integration made by Customer	Integration utilizing: - API - Standard Interface (DI) Licensed Tools sold by Iptor, or Customer owned tool for moving/mapping data	Customer	No	No
Printout configuration	Change of layout and/or addition of available data to printout in Interform	Iptor or customer* *if package 2 purchased	Yes (0%)	Yes (0%)