

Pagero Product Specific Terms

1. APPLICABILITY

1.1 These Pagero product specific terms (“Product Specific Terms”) apply when you purchase a license to use or access the SaaS platform Pagero Network (the “Services”), which may include, but are not limited to, exchange services for electronic invoices and other business documents (“e-Documents”). These Product Specific Terms, supplement the Agreement and override any similar terms within the Agreement concerning the Services. If there is a conflict between these Product Specific Terms and any other document forming the Agreement, the order of precedence is as follows: Ordering Document, these Product Specific Terms and the Thomson Reuters General Terms and Conditions (or the applicable governing/master terms). A breach of these Product Specific Terms is a breach of the Agreement.

1.2 “You”, “your”, and “Customer” mean the client, customer, or subscriber identified in the Ordering Document and “we”, “our”, and “Thomson Reuters” mean the Thomson Reuters entity identified in the Ordering Document and, where applicable, its Affiliates, and our and their employees, contractors, and third-party providers.

1.3 Unless otherwise defined herein, any capitalized terms shall have the meanings given to them in the Ordering Document, or the Thomson Reuters General Terms and Conditions (or the applicable governing/master terms).

2. SERVICES

2.1 **SLA and Support.** The support tiers for the Services are Basic, Premium, and Advanced and are all available at www.pagero.com/agreements. The support tier is detailed in the applicable Ordering Document, and if none is specified, the Services will be supported under the Pagero Basic Support Agreement. We will maintain system availability in accordance with the Pagero Basic Service Level Agreement available at: <https://www.pagero.com/agreements/basic-service-level-agreement>.

2.2 **Searchable information.** The Pagero SaaS platform is an open network, and accordingly, you acknowledge that your profile information, including but not limited to general corporate details (but for the avoidance of doubt, excluding Your Data or e-Documents) may be made available in public local e-invoice registers as applicable, and visible for anyone accessing the Services.

2.3 **Brand License.** Where you upload a logo or other branding (“Logo”) to the Services, you hereby grant to Thomson Reuters a nonexclusive license to publish the Logo within your instance of the Services for the term of the Agreement. You warrant that you are entitled to grant such a license.

2.4 **Security.** Solely in relation to the Services, the Data Security Addendum of the General Terms shall be replaced with the security measures in the Pagero Data Processing Agreement Appendix 2 available at: <https://www.pagero.com/agreements/data-processing-agreement#dpa-appendix-2>.

2.5 **Data Protection.** Solely in relation to the Services, the Data Protection Addendum in the General Terms shall be replaced by the Pagero Data Processing Agreement available at: <https://www.pagero.com/agreements/data-processing-agreement>.

2.6 **Country specific terms.** Where the Services are required to comply with specific local e-document mandates, additional terms specific to those countries will supplement these Product Specific Terms. These terms are available at: <https://www.pagero.com/agreements>.

2.7 **Customer Information Accuracy.** You must ensure that all account and corporate information provided by you on the Services is accurate, complete, and kept up-to-date at all times.

3. NETWORK

3.1 **Integration Disclaimer.** The Pagero SaaS platform is an open network, and for certain Services, e-Documents may be routed through other electronic invoice providers, senders or receivers outside the Service using a common technical framework (including but not limited to Peppol, as referenced in Section 3.2 below), or national e-invoice infrastructures (together “Integrations”). These Integrations are independent entities and not our

subcontractors or agents and we disclaim all liability for any issues arising before e-Documents enter or after they exit our Services.

3.2 **Peppol accreditation.** E-Documents may be exchanged using the Peppol framework. We are compliant with, and operate as, an authorized access point in the Peppol Network. User access may be restricted in cases of fraud, spam, or other criminal activities. For further details, please visit <https://www.peppol.org>.

4. REGULATORY

4.1 **Right to act on your behalf.** In order to deliver the Services, we may act on your behalf to integrate with external national e-Document infrastructures. This may include tasks such as creating user accounts, providing necessary access credentials and certificates, and executing various processes for e-Document creation, submission, and validation.

4.2 **e-Document Issuance Outsourcing.** You hereby authorize the outsourcing of invoice issuance to us on your behalf and in your name, as well as to our affiliates or our subcontractors, including but not limited to those listed at www.pagero.com/sub-processors (password: Compliance). This authorization includes, but is not limited to the right to use invoice data to issue invoices on your behalf which may include the application and validation of e-signatures or seals (typically referred to as legal outsourcing) and to forward the invoice data while you remain the legal issuer, which may include, but is not limited to, application and validation of e-signatures or seals and use of a digital certificate issued by us, our subcontractor or a designated third party (typically referred to as technical outsourcing).

4.3 **Indication of outsourcing.** You acknowledge that e-Documents may indicate that issuance has been outsourced.