Appendix 1 – Areas of responsibility

PayEx commitments and limitation of liability
- PayEx is responsible for ensuring that the Hardware provided by PayEx has a functioning logic and physical interface (Ethernet, USB or Bluetooth) that communicates with the Customer's ECR system.
- PayEx is responsible for maintaining a transaction receipt function in order to enable the Customer to carry out transactions. Responsibilities between the Customer and its network supplier are not covered by PayEx commitment.
- PayEx is responsible for correct routing of the payment transactions to the chosen Acquirer.
- PayEx is responsible for maintaining access to report tools for reconciliation of monetary flows.
- PayEx is responsible for the availability of a User Manual describing "Content of delivery" and how to perform proper "Installation" of the PED with connected cables and possible interface options. Such PayEx User Manuel is available upon request if lost, and may be shared in an electronic format.

The Customer's commitments and limitations of liability
- Whenever PosPay Client is implemented, the Customer is responsible for maintaining the physical connection to PosPay Client (regardless of whether PosPay Client is installed locally on each PC, centrally in the Customer's server environment, or in a mobile POS device (iOS, Android or Windows)).
- The Customer is responsible for the functioning of the connection between the sales point and the local network.
- The Customer is responsible for setting up correct routing of network traffic (over IP/VPN/ MPLS/ IPSEC or other relevant alternative) to PosPay Server.
- The Customer is jointly responsible with the selected Acquirer for managing monetary flows.
- The Customer is responsible for establishing and fully testing correct integration of its POS/ECR systems with PosPay Client.
- Whenever PosPay Client is implemented, the Customer is responsible for ensuring that the environment where PosPay Client will be running fulfils the minimum requirements defined once the PosPay Client was certified between ECR supplier and PayEx, thereafter following relevant, tested and PayEx approved technical updates to the environment.
- The Customer is responsible for ensuring that there is a network connection and/or power outlet available at the Sales Point for the Hardware.
- The Customer is responsible for periodical inspection of the Hardware located at its premises including to look for tampering or fraudulent substitution. Substitution of an Hardware is correctly done by Customer or assigned Third party service organisation recognized by the Customer. Detection of possible suspicious tampering with an Hardware is done by comparing the physical Hardware installation with the description and images shown in the "Content of delivery" and "Installation" chapters of the PayEx User Manual for the Hardware. PayEx User manual is available from PayEx upon request if Customer is unsure where this document is stored at its premises.
- The Customer is responsible for its personnell - or the corresponding third party - to have the adequate knowledge about hardware installation and maintenance, recognition of attempted tampering, non-verified replacement/handling and how to react on and report on suspicious behaviour.

Joint limitations of liability
- Neither the Customer nor PayEx is responsible for Internet uptime that enables transaction traffic between PayEx and the selected Acquirer. The relationship between the selected Acquirer and its network supplier is not covered by this agreement.
- Neither the Customer nor PayEx is responsible in any way for the network connection between the selected Acquirer and each card issuer and/or other Acquirers.

180912