

**Annex to the Agreement – Switching and Exit Plan**

**1. Contact persons**

- Alpega’s contact for switching and exit: [info@teleroute.be](mailto:info@teleroute.be) or your Account Manager
- Customer’s contact for switching and exit: to be provided by the customer

**2. Content of the written Customer notice**

- Data concerned by the notice, according to the agreed identification in this Plan.
- Destination of the data: Customer’s on-premises ICT infrastructure or a Destination Provider (as defined in the Data Act), including relevant technical specifications about the destination site.
- Location where the data should be exported and transported.
- The request for Switching and Exit and the related information shall be provided by the Customer via the Alpega’s contact described in the point 1.

**3. Alpega’s obligations to react to the written notice**

Within 14 days, Alpega will reply to the Customer in writing (e-mail sufficient), with the following information:

- confirmation of categories of data to be transferred during the switching process.

**4. Exportable Data**

Following data are available and can be exported either by Alpega or directly by the Customer (export of data will occur only for the data available in Alpega internal tools and add-on which are part of the currently valid contract between Alpega and the Customer):

- Usual freights routes of the company, posted & consulted

Available Data Objects: Freight details: date, origin, destination, type of freight	Format: CSV or JSON format	Export to be done by Customer: not applicable	Remarks: available last 3 months
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- Usual Vehicle offers of the company, posted & consulted

Available Data Objects: Freight details: date, origin, destination, type of freight	Format: CSV or JSON format	Export to be done by Customer: not applicable	Remarks: available last 3 months
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- Chat content

Available Data Objects: Conversations or agreements with documentation attached	Format: CSV or JSON format	Export to be done by Customer: Yes
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- Private FX : Data about the different companies / suppliers that make part of the Private environment

Available Data Objects: Data about legal entities included in the Private FX (Name, Vat numbers, country, province, address, contacts data)	Format: CSV or JSON format	Export to be done by Customer: Yes
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## 5. Export efforts and costs

Some of the available data can be directly exported by the Customer (for further details, see previous chapter), for the Module/Add-ons which must be exported by Alpega, the efforts described in the following overview apply:

Add on	Export can be done by Customer	Efforts
Usual freights routes of the company, posted & consulted	no	Up to 2 MD
Usual Vehicle offers of the company, posted & consulted	no	Up to 2 MD
Chat content; Conversations or agreements with documentation attached	yes	no effort if export is executed by the Customer
Private FX	yes	no effort if export is executed by the Customer

Should the Customer need Alpega support for the items which can be autonomously exported by the Customer himself, the actual export costs will be invoiced on a time and material basis.

## 6. Confirmation of the data to be switched

The Customer will reply which data and documents they want to receive within the agreed (or alternative) Transitional Period. Some of the available data can be exported by the Customer.

## 7. Timing and testing

During the Transitional Period:

- The agreed timing for exporting and transferring the chosen data and documents is set for up to 3 months;
- The Customer will verify that the exported data are not corrupted and correspond to the standard format in which the data must be provided (as described in Chapter 4);
- In case of a switch to a different Destination Provider, Alpega is not responsible for delivering the exported data in the data structure of the new Destination Provider;
- The Customer acknowledges and agrees that access to and the ability to download data is limited to data that does not exceed the agreed retention period (if applicable) calculated as of the date of the download by the Customer.

## 8. Execution of the exit process

Alpega shall export and transport by electronic or physical means the data or document, which cannot be autonomously downloaded by the Customer to the location specified by the Customer.

The Customer (or any third party the Customer has authorized) must import and implement the data (or digital assets) into their own systems or in the systems of the Destination Provider.

Alpega will react without undue delay so that the Customer can switch within the agreed Transitional Period.

## 9. Successful switching

As soon as the Customer notifies to Alpega that the switching process is successfully completed, Alpega undertakes to notify the Customer immediately of the contract's termination. If the Customer does not notify Alpega about successful switching or the lack thereof, while Alpega has justified grounds to believe that the switching was successfully completed by the Customer, Alpega may send the Customer the request for confirmation whether the successful switching took place. If the Customer will not confirm successful switching within 30 working days from such request, it is deemed that the switching was successful and the Agreement will be terminated.