Schedule 1 - Statement of Work

1. Services.

1.1. CORE Services

Service Desk - DK, SE, NO

Sitel shall support end users of the e-Boks products, both users and companies, and related services provided by e-Boks, such as borger.dk and virk.dk, and the use of government sites in relation to digital post. Sitels guidance on how to use all of e-Boks functionality, including log-on, and other 3th party's services and products integrated into the e-Boks experience (browsers, app, devices, NemID, etc). Problems related to 3th party's product are solved based on best practice and continue improvement to knowledge database. Some normal support areas include:

- Problems related to login into e-Boks, Digital Post, or other related e-Boks services
- Troubleshooting on basic functionality; opening documents, viewing and printing, moving documents, archiving, forwarding documents,
- Troubleshooting when missing documents
- Create and alter access to e-Boks for other users
- Registration and de-registration of senders
- Create access from mobile devices and app's
- Troubleshooting on web browsers and app's
- Subscribe and unsubscribe to e-Boks

Technical Support (Teknisk support)

Technical support is offered to public authorities that uses the digital post solution. The support includes technical integration help, when public authorities need to use the solution interface, creation of mailboxes, functionality support when using the administration portal, etc.

Reception line (only DK right now)

The e-Boks reception line is also handled by the service desk partner. This includes both warm and cold handling, e.g. taking messages, and passing calls through to the e-Boks employees.

Cooperation Handbook

Sitel will create a cooperation handbook to facilitate the day-to-day operational agreements between Sitel and e-Boks.

1.2. General Description of the Core Services: Sitel shall receive and handle customer service inquiries from the Client's customers, including, without limitation, the following contact channels:

a) answering customer telephone calls and making callbacks as required

b) answering customer email and webform requests

1.3. Optional Services

Beside the standard service desk described above Sitel also has the opportunity, as part of the partnership, to deliver new services that are not yet delivered outside e-Boks. This has to be discussed between both parties and could include:

- 24x7x365 IT operation, monitoring, escalation and duty call setup
- Call out services for sales meeting booking
- Marketing and marked intelligence support
- Support for expanding into new markets.
- Chat
- Etc.

1.4. Sitel shall perform the Services in seats which are continuous and in the same area with dedicated, agreed CSRs, Supervisors and Management. The area shall be branded to support CLIENT culture. All such CSRs shall be adequately trained to support the Client volume from a dedicated environment subject to compliance with the terms stated herein and in the MSA.

1.5. Hours of Operation shall be as detailed in Exhibit 2

2. <u>CSR Qualifications and Key Personnel Decisions.</u>

2.1. The hiring profile for CSRs shall be customized to Client's requirements as set forth by Client in writing. If applicable, should the Client request any changes to the hiring profile after setting forth such profile in writing, Sitel reserves the right to make appropriate modification to the CSR rates being charged as outlined in pricing section, subject to Client's prior written consent.

2.2. Client shall have the right to provide feedback related to all CSRs assigned to perform various tasks in connection with the Services. Sitel agrees that it shall take any and all feedback provided by Client into account in all hiring decisions.

3. <u>Term</u>.

3.1. The term and termination of the SOW shall be governed by clause 11 of the Agreement.

4. <u>Performance</u>.

4.1. <u>Sitel Authority</u>. Sitel agrees that all Sitel employees shall at all times comply with client materials, including but not limited to Training Materials, modules, scripts, written communications, training bulletins, and other information provided by Client to Sitel. Sitel agrees that Sitel's employees have no right to bind Client or purport to bind Client to obligations above and beyond the commitments outlined in the Training Materials. Sitel acknowledges that the Training Materials are dynamic in nature and that Sitel is obligated to be up to date on the most recent version of all such Training Materials and communicate same to Sitel's employees.

4.2. KPI's

4.2.1. Please see Exhibit 2: Service Specifics

Client may conduct Customer Satisfaction surveys with customers whose calls are handled by Sitel's CSRs. Client may mandate minimum satisfaction levels on agreement of appropriate measurement and baseline

5. Fees and Payment.

5.1. Fees and Charges Payable by Client. The fees and charges payable by Client for performance of the Services are set forth in Exhibit 3 hereto.

5.2. Invoices. Both Parties agree to follow the invoicing process defined in the MSA.

Sitel Location. Sitel will launch the Client Customer Care program in Sitel's Copenhagen location (the **"Location"**). In the event the program requires expansion beyond the Location, the Parties agree to renegotiate in good faith the fees and charges set forth in Exhibit 3. Sitel agrees it may not relocate or grow the program into a new site location without Client's express written consent (which may be withheld in Client's sole and absolute discretion).

5.3. Forecast Process

90 Day Rolling Outlook:

A ninety (90) day, rolling forecast for call, chat and email volume will be provided monthly by Sitel, to include call, chat and email volume requirements and shall be based upon past contact volume, if applicable, and information provided by Client related to product changes, marketing impacts or recurrent training requirements, which would be relevant for Sitel to provide the Services (**"90-Day Outlook"**). Sitel shall provide Client this 90-Day Outlook ninety (90) calendar days in advance of each month during the Term. Upon receipt of the 90-Day Outlook, Client will respond within 5 business days with regards to any questions or suggested changes. If Client does not respond within such 5 business day time frame, then the 90-Day Outlook provided to Client shall remain in force unchanged. If Client responds within such 5 business day time frame with questions or suggested changes, then Sitel shall revise the 90-Day Outlook according to Client's instructions and the revised 90-Day Outlook shall replace the 90-Day Outlook initially provided by Sitel. The 90-Day Outlook does not represent a commitment by Client with regard to call volumes and the Parties will not use the 90-Day Outlook to determine if work is required to be delivered to Sitel. Client and Sitel agree to meet on a monthly basis to discuss each month's 90-Day Outlook.

Final Forecast: 45 Day Lock:

A one month forecast, which includes call, chat and email volumes, shall be provided by Sitel to Client 45 calendar days in advance of each month during the Term (the **"Preliminary Forecast"**), commencing upon the second month of the Initial Term. The Preliminary Forecast shall detail the estimated aggregated call, chat and email volume forecast aggregated by day for such month. Within five (5) business days of receiving the Preliminary Forecast, Client will either approve or suggest revisions in writing to the Preliminary Forecast. Sitel and Client will review any revision and agree on the final forecast (the "**Forecast**") for such month. If the Parties fail to resolve such differences within three (3) business days, then the Preliminary Forecast, as amended by Client shall become the Forecast. The Forecast shall include the total number of calls, chats and emails that Sitel will use to determine the number of CSRs it may use to perform the Services in accordance with this SOW.

By way of example only, Sitel shall deliver the Preliminary Forecast on April 15 for the month beginning June 1, with completion of the Forecast no later than April 25; and on May 15 for the month beginning July 1, with completion of the Forecast no later than May 25.

The Parties agree that Sitel shall be staffed to handle up to and including one hundred twenty percent (120%) of the forecasted call volume set forth in the Forecast.

Client shall use commercially reasonable efforts to provide any updates or information of which Client has knowledge that may arise on a daily, intra-daily or monthly basis and that is related to issues that will impact call, chat or email volume set forth in the Forecast. Sitel shall use commercially reasonable efforts to manage volume changes to a Forecast communicated by Client. The Parties acknowledge that the purpose of the Forecast is to provide support to Sitel in connection with Sitel's plan for appropriate staffing levels. If actual call volume exceeds a particular Forecast by more than ten percent (10%) for any day(s) during a particular month ("Protected Day(s)"),

(i) Sitel shall use reasonable efforts to provide adequate resources to maintain SLA's defined in Exhibit 2 for such Protected Day(s), and

(ii) (ii) Sitel may exclude such Protected Day(s) in the calculation of the applicable SLA's defined in Exhibit 2.

Client shall use commercially reasonable efforts to produce an accurate Preliminary Forecast and agree staffing levels based on best available information. The Parties contemplate that the revisions (if any) to the Preliminary Forecast will be of a nature that are responsive to variances created by events in the marketplace or Client's other business needs.

6. Training. Sitel and Client agree on the following training provisions:

6.1. Client will be involved in the delivery of new-hire training to no less than the first group of CSRs trained on the Client program, with assistance from the Sitel's training organization as determined by Client.

6.2. Sitel will provide qualified, experienced trainer(s) who can be certified by Client. The process for certification will include the following:

6.2.1. Complete all agreed train-the-trainer activities
6.2.2. Complete new hire training for all contact types
6.2.3. Team teach a new hire training class with a Client trainer; and
6.2.4. Solo teach a new hire training class with supervision by a Client Trainer.

6.3. Sitel's training staff in the Location will be certified by the Client training department before delivering any training for the Client program. Once Sitel's training staff is certified, Sitel will conduct all new-hire training for the Client program unless CLIENT chooses to conduct such new-hire training themselves. Once the Sitel's trainers are certified, Client may request assistance from those trainers to help train in the Client call centers at a mutually agreed upon cost.

6.4. In addition to the Client systems and call handling process training, Sitel will deliver an internal orientation module (specific to the Sitel's company and internal systems and processes) as a part of new-hire training prior to the beginning of Client product training.

6.5. The Client new-hire training program will include a CSR certification program that ensures Client service standards are met upon completion of training. Certification may include written exams at appropriate intervals during training, simulated live call or role-play testing, and quality assurance monitoring (during the nesting phase of call handling training).

6.6. Sitel will invoice for training associated with growth training, attrition training, geographical growth training or seasonal ramp ups, as agreed in accordance with the Forecast Process, which require Sitel to retrain or add CSRs to support forecasted volume. On a quarterly basis attrition will be measured. Herewith forced and unforced attrition will be differentiated. Client will hold training costs up until 6% forced attrition.

7. Technology

Network

Client dedicated voice and data VLAN in local contact centre using Cisco LAN switches secured by local Cisco ASA firewall. Access to and from the VLAN is restricted to necessary and approved services only via Firewall managed Access Control Lists. Wide Area Network services are provided by BT and AT&T. Each contact centre and data centre is connected to the Sitel MPLS Global Private Network via dual redundant access circuits.

Internet Access

Internet access is provided via Data Centre hosted secure internet gateways. In Europe these are in the Sitel UK and Netherlands data centres. Each gateway has dual redundant internet access circuits. Bandwidth is managed to ensure all client requirements are met.

Telephony

Sitel use an Avaya Aura Enterprise telephony platform, this is a fully featured contact centre platform configured in high availability mode with redundant core components. Call delivery is via dual SIP trunks with options for primary and backup call delivery locations, standard is single call delivery. SIP trunks support Direct Dial Inward numbers for 13 European countries. Call recording services are provided with a NICE Interaction Management platform providing the full range of contact centre recording services. Standard call recording is 20% of calls retained for 30 days.

Applications

Access to the E-BOKS owned Zendesk cloud application will be via the Sitel Internet Access solution. Additional Sitel data centre hosted applications can be accessed via the Sitel Global Private Network. Third-party or client applications can be accessed via either Internet Access solution, Site-to-Site VPN or Dedicated circuits.

7.1.1.

If there is any additional software required by Client for Sitel CSRs to perform customer care that needs to be installed on the Sitel desktop or server and is outside the Sitel standard desktop build, the cost for the licensing will be billed back to Client.

7.1.2

All Sitel employees who are given access to e-Boks confidential information should sign a confidentiality or non-disclosure agreement prior to being given access to e-Boks information and processing facilities and all such employees shall be subject to a criminal record check by Sitel.

7.1.3

- Sitel employees may not use any personal equipment to perform work for e-Boks.
- e-Boks hardware and software loaned to Sitel must be kept on Sitel company premises and handled securely at all times. It must be adequately locked when not in use, and accessed only by employees who are authorized in writing by e-Boks.
- The Sitel employees authorized to use e-Boks equipment must abide by e-Boks applicable requirements and policies for safe use.
- The equipment must not be used by Sitel employees for personal use.
- Sitel's technical platform (hardware and software) used to execute e-Boks work, must be secure updated/patched with the latest available versions, In compliance with Sitel's policy is to deploy security patches based on a timescale driven by Criticality as follows;

I. Critical : 48 hours
II. High : 30 calendar days
III. Medium : 2 months
IV. Low : 3 months

8. <u>Reports</u>.

8.1. Sitel will provide to Client the reports described in **Exhibit 4** hereto, and such other reports as Client may reasonably require on a periodic (whether daily, weekly, monthly or otherwise) or on an ad hoc basis as specified by Client. Sitel shall work with Client, at Client's discretion, to design reporting formats that present the necessary information in a clear, actionable, easily understandable format.

9. Governance Model.

The governance model, focus on day-to-day operation and governing of that operation. Project are not handled in this model, since the projects have its own governance model, however they are reported at the Steering Committee level. The governance model consists of three levels, Operational, Tactical, and Strategic, were each function as an escalation level for the underling level.

The day-to-day operation are handled at the first level and governed by the service delivery managers at this level. If issues are not resolvable at this level, they can be escalated to the tactical level and handled by head of the service delivery organizations.

Governance model - meeting forums

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Forums	Focus
Steering Committee	The steering committee's members are senior stakeholders from both the partner and e-Boks. The steering committee can decide to invite other relevant resources on a case by case basis if so need.
Strategic meeting	The objective of the steering committee is to handle and resolve escalation form the different forum reporting to this committee. They will also act as a signoff gate for next stage or any significant changes to the overall plan.
Tactical meeting	The participants in the Tactical meeting are the Service Managers from the partner, and e-Boks. This meeting handle escalation from operational meetings and discuss future deliveries. The objective of the meetings is handling all issues escalated from operational meetings and prioritizing these in own organization
Operation meeting	The participants in the Operational meeting are the Service Managers from the partner and e-Boks. They handle day-to-day operation and issues, and ensure that the service delivered is aligned with the agreements and e-Boks needs. The objective of the meetings is handling any operations issues, go through the reporting and escalate issues for resolution.

10. Miscellaneous.

10.1. Escalations to Client. Sitel agrees to forward and Client agrees to handle any contacts that are considered "Escalated Contacts." The Parties will agree on a measurable process to define and escalate these contacts to the designated party at Client.

10.2. Escalations to Sitel. Sitel will provide Client with specific points of contact should Client wish to escalate an issue with Sitel. For low level issues Client shall contact the Sitel Liaison or Account Manager, should Client feel that the Sitel Liaison or Account Manager is not appropriately handling a matter or if the issue is higher level Client may contact the Site Director, should Client feel that the Site Director is not appropriately handling a matter or if the issue is higher level Client may contact the Vice President of Operations responsible for the Sitel site.

10.3. Sitel Facility Requirements. Client acknowledges that this program will be supported in a shared facility environment. Sitel acknowledges that there are certain facility requirements that must be in place to support the Client program:

10.3.1. The site must have adequate training space for up to 12 new-hires in a simultaneous time period.

10.3.2. The site must have training classrooms that are equipped with fully functional workstations, phone sets, and audio-video equipment as required.

10.3.3. The break and lunch facilities must be available for onsite personnel and convenient to the work floor.

10.3.4. All Sitel Resources, including but not limited to management oversight, assigned to Client's account must be seated in a continuous area on the floor with management visible to the CSR teams.

10.4. Client and Sitel Team Meetings. Sitel and Client each agree that communication is an essential portion of this business relationship. In addition to the other requirements stated herein the Parties agree to participate in a daily, weekly, monthly and quarterly calls or meetings as mutually agreed to discuss Service Levels, program metrics, statistics, trends, outstanding issues, recommendations for business process improvements, action plans, escalations, and any other such topics at Client's discretion.

List of Schedules and Exhibits

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Exhibit 6..Customer Service Recruiting and Selection Guide

Exhibit 1

1.1.1 Change Control Process Definition of Change

Should this SOW change due to new requirements, recommendations or unforeseen business conditions, material deletions and/or additions will be addressed using a Change Request Form ("CRF") attached below. Any changes in scope and/or pricing, and effective dates for change will be mutually agreed upon by the Parties in writing.

Change Request Form

Change Request Number XX			
To be completed by Requestor			
Requestor	Name	Phone	E- mail
"Client" Manager	Name	Phone	E-Mail
Initiated By	"Client" Request ☐ Supplier Request ☐	"Client" Call Type	Account Name
Name of Change			
Description of Change			
Justification for Change			
Schedule	Request Date:	Date Change Required:	
Type of Change	Temporary ☐	Permanent ☐	
Service Location	City	State/Province	Country
To be completed by Sitel			
Assessment of Change			
Cost Impact Description			
Other Considerations			
Est. Date to Implement			

APPROVED AND AGREED TO:	
Client	**Sitel**
"Client" Authorized Representative (Signature)	"Sitel" - Authorized Representative (Signature)
"Client" Authorized Representative (printed name)	"Sitel" Authorized Representative (printed name)
Date	Date
Title	Title

Exhibit 2

Service Specifics

1. Service Level Objectives

Sitel agrees it shall attain the levels set forth in this Exhibit. Sitel agrees that Client may set client specific SLA levels or adjust, using change control process defined in Exhibit 1.

2. Guiding Principals

   a. Sitel agrees to attain these levels on an average monthly basis while minimizing peaks and valleys on an interval daily and weekly basis.
   b. Sitel and Client will evaluate these levels on a quarterly basis using historical data and potential changes to process, products, and promotions that might have an impact on any one of the said levels. Any changes to a service level must be approved by Client in writing which may be withheld at Client's discretion.
   c. Sitel agrees that Client may have Client specific SLA's which Sitel shall meet for particular Client groups. Client and Sitel shall agree to all such separate SLA's in writing.

3. Service Specifics and SLAs

Phone

Phone

Name	Country	Opening hours	language	A-number	average speed of answer (ASA)
e-Boks Denmark (User and company)	DK	Mon-Sun: 09.00 - 20:00 Holidays: 10:00 - 15:00	Danish	+45 82 30 32 30	120 seconds
Digital Post Denmark (User and company)	DK	Mon-Sun: 09.00 - 20:00 Holidays: 10:00 - 15:00	Danish	+45 82 30 32 31	45 seconds
Teknisk support Denmark (Only authorities)	DK	Mon - Fri: 09:00 - 15:30	Danish	+45 82 30 32 32	N/A
Natspæring Denmark	DK	Outside normal support hours	Danish	+45 82 30 32 30	N/A
Reception line Denmark	DK	Mon - Fri: 08:30 - 16:30	Danish	+45 70 21 24 00	60 seconds
Duty call (vagt)	DK/international	24x7x365	Danish/English		N/A
e-Boks Norway (User and company)	NO	Mon – Fri: 09:00 – 20:00 Sat – Sun: 11:00 – 17:00 Holidays: 10:00 – 15:00	Norwegian	+47 22 89 85 04	120 seconds
e-Boks Sweden (User and company)	SE	Mon – Fri: 09:00 – 20:00 Sat – Sun: 11:00 – 17:00 Holidays: 10:00 – 15:00	Swedish	(0) 771-888 500	120 seconds

Phone

Name	Opening hours	A-number	average speed of	average ha	answer rate (AR)	First time r	Minimu	Data Source	Frequenc
e-Boks Denmark (User and company)	Mon-Sun: 09.00 - 20:00 Holidays: 10:00 - 15:00	+45 82 30 32 30	120 seconds	350	> 90 %	> 85 %	> 300	Avaya (Sitel)	Monthly
Digital Post Denmark (User and company)	Mon-Sun: 09.00 - 20:00 Holidays: 10:00 - 15:00	+45 82 30 32 31	45 seconds	350	> 90 %	> 85 %	> 300	Avaya (Sitel)	Monthly
Teknisk support Denmark (Only authorities)	Mon - Fri: 09:00 - 15:30	+45 82 30 32 32	120 seconds	400			> 100	Avaya (Sitel)	Monthly
Reception line Denmark	Mon - Fri: 08:30 - 16:30	+45 70 21 24 00	60 seconds	60			> 300	Avaya (Sitel)	Monthly
e-Boks Norway (User and company)	Mon – Fri: 09:00 – 20:00 Sat – Sun: 11:00 – 17:00 Holidays: 10:00 – 15:00	+47 22 89 85 04	120 seconds	350	> 90 %	> 85 %	> 300	Avaya (Sitel)	Monthly
e-Boks Sweden (User and company)	Mon – Fri: 09:00 – 20:00 Sat – Sun: 11:00 – 17:00 Holidays: 10:00 – 15:00	(0) 771-888 500	120 seconds	350	> 90 %	> 85 %	> 300	Avaya (Sitel)	Monthly

Zendesk

Name	Channel		average speed of	First time r	Data Source	Frequenc
e-Boks Denmark	e-mail and webform		24 hours	> 85 %	Zendesk (e-boks)	Monthly
Digital Post Denmark	e-mail and webform		24 hours	> 85 %	Zendesk (e-boks)	Monthly
Teknisk support Denmark	e-mail and webform		24 hours	> 85 %	Zendesk (e-boks)	Monthly
e-Boks Norway	e-mail and webform		24 hours	> 85 %	Zendesk (e-boks)	Monthly
e-Boks Sweden	e-mail and webform		24 hours	> 85 %	Zendesk (e-boks)	Monthly

Exhibit 3

Fees and Charges: Sitel Services

1. Introduction

This Exhibit describes the Charges payable under this Statement of Work.

2. Fees - Core Service.

- Business hours: Mon-Fri 07.00 – 22.00
- Weekend shift hours: Weekend and holidays 08.00 – 18.00
- Night shift hours: Mon-Fri 22.00 – 07.00 and weekend and holidays: 18.00 – 08.00
- All prices are in DKK and are incenter hourly rates
- The prices are monthly prices and payable thirty (30) days after receipt of invoice
- All services can be deselected, with the general contracts agreed notice
- Hourly prices during Business hours: 239,59 DKK

3. Other Prices

Consultant - FTE prices DKK	Year 1	Year 2	Year 3
TEAM MANAGER	47.372,37 DKK	47.372,37 DKK	47.372,37 DKK
TRAINER	42.736,28 DKK	42.736,28 DKK	42.736,28 DKK
OPERATIONS MANAGER	65.916,74 DKK	65.916,74 DKK	65.916,74 DKK
QUALITY ANALYST	47.372,37 DKK	47.372,37 DKK	47.372,37 DKK

* Please specify available profile types.

Training - Hourly prices DKK	Year 1	Year 2	Year 3
Training	239,59 DKK	239,59 DKK	239,59 DKK

Night Shift Houlry price DKK	315,75 DKK	315,75 DKK	315,75 DKK
Weekend Shift Hourly price DKK	268,85 DKK	268,85 DKK	268,85 DKK

Service transition prices DKK	
Total transition cost	kr. 189.248,36

NEW SEAT COST	17.204,40 DKK

Skills and Experience (minimum requirements)
Team Manager
People person, great business understanding, mature personality, highly customer focused, solutions oriented Experience: + 4 year of BPO business experience,+ 1 year of Team Management experience.
Trainer
People person, natural teaching and communication capabilities, mature personality, proactive in exploring new training methodologies Experience: + 2 years as trainer in the BPO business, + 5 years in different positions with the BPO business, solid work life experience.
Operations Manager
People person, structured, good communication skills, mature personality, great business understanding great analytical skill, highly customer focused, goal-oriented and committed Reliable Experience: + 3 years of OM experience within the BPO business, preferably vertical related experience
Quality Analyst
Structured person, sets an honor in quality and processes, great analytical skills, mature personality Experience: + 1 year of BPO business Super User, or product-specialist experience.

Prices are for non cores services, onetime payment, and FTE rate for consultancy/ operational management

- The "Consultant - FTE prices DKK" include room for 3 types of profiles. However if needed more profiles can be added. A profile should as a minimum specify; Skill area, skill level (high, medium, low) and years of experience

- The "Training - Hourly price DKK" table are used for special hourly rate for training new services. The "Service transition prices DKK" table should include the first training for each cores service. After that training of new agents are included in the service operation prices.

- The "Service transition prices DKK" table are used for the transition price for each cores service. This includes all cost from start to full operation, but not including the actual operation of the cores services. The Fee will be paid as a lumpsum before service delivery.

Adjustments of the prices

Each price per unit are subject to yearly indexation as follows:

a) 50% of every unit price for the price elements shall be subject to indexation in accordance with "Lønindeks for privat sektor, information og kommunikation" (Danmark Statistik) ("Indices of average earnings in the private sector for the Information and Communications industry" published by Statistics Denmark)

b) 50% of every unit price for the price elements shall be subject to indexation in accordance with "DK Netto price Index" as published by (Statistics Denmark)

4. Further Components

e-Boks and Sitel will on a regular basis and in a structured way exchange on how to improve service delivery in terms of efficiency, flexibility and quality. If both parties agree on targets for achievement a model of participation on success e.g. efficiency gains (gain sharing model) can be defined. .

Exhibit 4

Reports

Standard report - table of content:

1. Executive summery
2. KPI's
3. Activities
3.1. Completed
3.2. To come
3.3. Capacity planning
4. Consultancy
5. Attachments
5.1. Changes
5.2. Volume

Approved and Agreed to:

Sitel Denmark ApS	**e-Boks A/S**
By:	By: Tobias Engelhardt
Printed Name: PEDRO LOZANO	Printed Name: Tobias Engelhardt
Title: MANAGING DIRECTOR EMEA	Title: Head of SDM
Address:	Address:
Telephone:	Telephone: 2727 1850
Fax:	Fax: