

Standard contract

FIKO customer relationship platform – parties, delivery, prices, terms and acceptance. The supplier is ANZYZ Technologies AS.

Translation for information. The Norwegian version applies.

1. Parties

Supplier

Company	ANZYZ Technologies AS
Org. no.	914 490 944
Location	Grimstad, Norway
Contact	Finn Kollstad
Phone	+47 48 99 93 00
Email	finn@anzyz.com

Customer

Company
Org. no.
Contact
Phone
Email
Invoice to (email or EHF)

FIKO is a trademark of ANZYZ Technologies AS. The agreement is entered into and invoiced by ANZYZ Technologies AS.

2. What you get

- The FIKO customer relationship platform in the cloud: inbound and outbound telephony, recording, maps for field sales and a manager for team leads. Everything is built and run by ANZYZ, including the telephony platform.
- Setup of two campaigns with registration of standard customer data, and automatic address import.
- User licences for agents and manager users. Manager users work above the team leads with setup and configuration of the solution.
- A short walkthrough for the administrator at start-up. The solution requires little or no training.
- The solution runs in the browser on PC, Mac, Chromebook and tablet. Data is stored in Norway (see the data processing agreement for the AI add-on).

3. Prices

What	Price	Note
User licence	NOK 690 / user / month	Agent or manager user. Incl. recording and maps.
Minimum amount	NOK 4,900 / month	Applies to the total invoice from day 15. No requirement on the number of users.
Trial period	14 days	No licence fee and no commitment. Only call charges and SMS are invoiced.

What	Price	Note
Setup	NOK 0	Incl. 2 campaigns and address import.
Add-ons and usage	Per price list	AI summary and quality check, phone numbers, data flows, development, calls and SMS.

All prices exclude VAT and are per month unless stated otherwise. Add-ons and usage are priced according to ANZYZ's current price list for FIKO, which is attached to the agreement and sent on request to finn@anzyz.com and trond@anzyz.com. **The licence price and add-on prices are fixed until the end of 2027.** Calls are billed per second. Usage prices may change if carrier prices change. The minimum amount applies to the total invoice, with no requirement on the number of users.

4. Terms

4.1 Trial period. The first 14 days after the solution is set up are a trial period with no licence fee and no commitment. You pay only for call charges and any SMS, and the minimum amount does not apply. Unless you cancel in writing within 14 days, the agreement continues at the prices in this contract.

4.2 Term and termination. The term starts on day 15, after the trial period. The agreement runs with one month's mutual notice, counted from when the notice is received. From day 15 the minimum amount is NOK 4,900 per month for the total invoice. No requirement on the number of users.

4.3 Payment. Everything is invoiced monthly in arrears by ANZYZ Technologies AS, both licences and usage. Payment within 14 days. Late payment interest is charged under the Norwegian Late Payment Interest Act. If payment is missing, a reminder with notice of suspension is sent. If payment is still not made, the solution may be suspended.

4.4 Fixed prices and price changes. The licence price and the add-on prices in the price list are fixed until the end of 2027. After that they may be adjusted once a year in line with the consumer price index (CPI) from Statistics Norway. Usage prices (call charges and SMS) may be adjusted when carrier prices change. The customer is notified in writing at least 30 days before a change takes effect.

4.5 Uptime and liability. ANZYZ guarantees 98.5% uptime per quarter, weekdays 09:00–21:00. For downtime beyond this, the customer may be compensated with up to one month's licence cost. ANZYZ is not liable for indirect loss, such as loss of production, or for matters ANZYZ has no control over, such as carrier faults or power outages.

4.6 Personal data. The customer is the controller and ANZYZ Technologies AS the processor, under the data processing agreement attached to this contract. Data is stored in Norway. If the customer chooses the AI add-on, a sub-processor is used as described in the data processing agreement.

4.7 Data and rights. The customer's data is and remains the customer's property. ANZYZ uses it only to deliver the service and protects it from unauthorised access. ANZYZ retains the rights to its own tools and methods, including the FIKO customer relationship platform.

4.8 Lawful sales. The customer is responsible for ensuring that sales comply with the Norwegian Marketing Control Act and the Cancellation Act, including checks against the Reservation Register, calling hours, written confirmation and information about recording.

4.9 Equipment. The customer is responsible for its own devices, local network and internet connection.

4.10 Changes and contact. Changes and termination are made in writing to support@fiko.no. Support: +47 38 70 15 15, weekdays 08:00–16:00. Critical faults: weekdays 16:00–21:00.

4.11 Governing law. The agreement is governed by Norwegian law. Disputes are to be resolved amicably, otherwise by Agder District Court.

5. Acceptance

We enter into the agreement on the terms above, including the data processing agreement.

To be filled in by the customer

Number of agents
Number of manager users
AI summary and quality check (yes/no)
Preferred start date

	For ANZYZ Technologies AS	For the customer
Place and date	Grimstad,	
Signature		
Name	Jørn Knutsen	

The agreement must be signed by someone who can commit the company. ANZYZ confirms the agreement in writing.