

APPENDIX 12

TERMS DEFINED IN THE AGREEMENT

TABLE OF CONTENTS

12.1	Overall solution alignment	2
12.2	Definitions made by Vy.....	5

INTRODUCTION

Note! The explanations of the terms shall not be changed by the Parties.

The terms are used in the definite and indefinite, singular and/or plural forms in the Agreement.

12.1 OVERALL SOLUTION ALIGNMENT

Term	Definition/explanation	Reference to the Agreement
The Agreement	The general contractual wording with appendices	1.1.2
Approval Test	The Customer's inspection of whether the Services and one or more Cloud Services, function in accordance with what has been agreed before the Customer starts using them.	2.2.12
Business days	The days that are not Saturdays, Sundays or public holidays, nor Christmas EVE or New Year's Eve.	Several clauses concerning deadlines
Cloud Service	Software, infrastructure and data resources provided on Standard Terms as a Service delivered online, normally the Internet	1.1.2
Cloud Service Provider	The entity that delivers the Cloud Services and that has specified the Standard Terms.	1.1.2
Collaboration plan	Procedures as to how the Parties should collaborate during the Agreement period, including procedures for ordering from the Service Catalogue.	2.3.3
Customer	Party to the Agreement that will receive the Supplier's Services and will use the Cloud Services.	The front page
Delivery date	The day a Cloud Service is approved and ready to be used by the Customer.	2.2.11
Delivery deadline	The agreed time for completion of making the Services ready for the Customer's Approval Test and any other deadlines for delivery of the Services that the Parties have agreed in Appendix 4 or in the Establishment Plan.	9.5.3.1
DevOps	Composed of development and operations; a flexible system development method characterised by operational expertise being included in the development team.	2.2.10
Establishment	The Supplier's services related to making the Supplier's Services and one or more Cloud Services ready for use by	2.1.1 and chapter 2.2

	the Customer. Establishment may include Facilitation, Implementation and Approval test.	
Establishment Plan	Detailed plan for all activities included in the Establishment of the Services and one or more Cloud Services.	2.2.3
Facilitation	Activity with a purpose to Establish the Cloud Service (prepare it for the use by the Customer). Facilitation can include i.a. customisations and/or integrations, additional functionality and data conversion.	2.2.1
General Progress Plan	General plan where the timing of the activities in the plan has been specified, so that it is possible to control progress based on the plan.	2.1.4
Implementation	Activities meant to prepare the Customer for the use of the Cloud Service. Implementation may include training, development of routines, organisational development etc.	2.2.2
Initial and General Plan	Plan that contains activities and correlations between activities at an overall level and that is available at the time of the conclusion of the Agreement.	Appendix 4
Management	The Supplier's Services related to follow-up a service after Establishment. Management can include i.a. Monitoring.	2.3
The Management Document	Document containing an overview of all services that are under Management, and an overview of the Supplier's Services related to the services, with links to documentation and other information that the Customer shall have access to in accordance with the Agreement.	2.3.2
The Management phase	The period from Delivery Date for the first Establishment and until the Agreement ends.	2.3.1
Party	The Supplier or the Customer	The front page
Service Catalogue	Overview of services that the Customer can order from the Supplier, with prices and any conditions. The Service Catalogue is a part of Appendix 7.	Appendix 7
Service level	Requirements for availability, capacity, etc. that a service must meet. If the requirements are not met, the Customer shall be entitled to compensation.	2.3.1 and 9.5.4 and Appendix 5
Services	The service or services for which the Supplier is responsible and which the Supplier shall deliver in accordance with the Agreement.	1.1.1

Specialised Security Solutions	Technical solution with a purpose to increase information security, which is physically separate from the Cloud Service and cannot be accessed from it.	2.2.7
Standard Terms	The terms that a Cloud Service Provider or a provider of standard solutions uses as a basis for the use of their service. The standard terms include all terms related to the Customer's use of the service. The standard terms shall be set out in Appendix 10.	1.1.2
Supplier	Party to the Agreement that will provide Services related to the Establishment and Management of Cloud Services and in some cases also the Cloud Services themselves.	The front page
System Landscape (of the Customer)	Infrastructure and systems which the services shall interact with and be a part of.	1.1.2 and Appendix 3
Termination	Measures that apply when a Cloud Service are in the process of being terminated or the Supplier's Services under this Agreement terminates in full or partially in accordance with this Agreement's provisions on notice of termination, termination for convenience or termination for cause.	2.4.1
Termination Plan	Detailed plan for termination of the Agreement	2.4
To Monitor or Monitoring	Service that is a part of Management and means that the Supplier, by using release notes, business plans and other information that it has access to through its contractual relationship with the Cloud Service Provider, stays up to date on the Cloud Service Provider's plans for changes in functionality, Standard Terms and other matters that may affect the Customer's use of the Cloud Service, and notifies the Customer of changes that are of importance to the Customer.	2.3.5

12.2 DEFINITIONS MADE BY VY

Term	Definition/explanation
AI System	A system that uses artificial intelligence techniques to generate outputs, predictions, recommendations, or decisions influencing environments or processes, for a defined purpose.
AML	Norwegian Working Environment Act
API	(Application Programming Interface) is a defined interface that allows different systems to communicate. It specifies how software can request data or services from another system in a standardized way
API-first	Designing and specifying the APIs before building the application itself.
Base Plan	The planned operating model for one or more representative weeks, consisting of the timetable, rolling-stock plan, and crew plan.
Cloud native	Building and running software designed specifically for the cloud, using approaches like microservices, containers, and automated operations. The goal is to make the system scalable, resilient, and easy to update by taking full advantage of cloud capabilities.
Component diagram	A structured overview of the components that make up an organization's solutions, how they relate to each other, and how they collectively realize the organization's capabilities or services
CotS (Commercial Off the Shelf)	A ready-made commercial product available in the marketplace and offered to multiple customers in substantially the same form, requiring little or no customization.
Crew	Personnel working onboard trains, including both conductors and train drivers
Crew Dispatching	Allocation of individual employees to duties while considering labour rules, competencies, availability, absences, training requirements, and operational changes.
Crew Planning	Creation of duty structures and crew plans based on timetable and rolling-stock plans, including duty sequences, breaks, walking times, and other required activities.
Customisation	Modifications, configurations, or extensions made to a standard product or solution to align it with the Customer's specific business processes, requirements, or operating environment.

Cut-over	The planned, time-bound transition period where operations shift from a legacy to a new system, involving coordinated activities such as final data migration, configuration deployment, system validation, user enablement, and activation, executed to ensure business continuity, data integrity, minimal downtime, and a controlled, low-risk switch to production.
Day of Operation	The continuous, 24/7 management of the passenger rail services. It includes real-time monitoring of the train service, handling and mitigating operational disruptions and re-planning (such as delays and cancellations), and coordinating the allocation and use of staff, rolling stock, and routes to ensure stable and safe daily delivery of the planned passenger rail service.
Defect	A fault, error or non-conformance causing the solution to behave differently from agreed requirements, expected functionality or intended behaviour.
Deviation	A departure from agreed requirements, plans, procedures, deliverables or quality expectations that does not necessarily constitute a system defect.
Duty Control	Real-time management and communication of crew-related operational changes, including reassignment of crew and updates to duties.
Event-driven	Systems communicate by publishing and reacting to events rather than making direct requests.
General Terms	The general contractual wording for SSA-Cloud (without appendices)
Go-live	The point in time when all or part of the OneTrack Solution is deployed to production and made available for live operational use by the Customer, in accordance with the agreed cut-over approach and the relevant readiness and Go/No-Go decisions applicable to each Go-live event. Go-live does not in itself constitute the Delivery Date or formal contractual acceptance.
Hypercare	Intensive, short-term post-go-live phase with increased staffing, priority, and monitoring, ensuring rapid issue resolution, user support, and stabilization of the system before transitioning to steady-state operations
Information model	Describes the core information objects of an organization, their attributes and relationships, and how this information forms the foundation for the organization's processes, services, and decision-making

Integration	The ability of the Solution to exchange data and interact with other systems through defined interfaces, enabling end-to-end business processes across the technology landscape.
Key User(s)	Users designated by Vy to represent the relevant business areas and provide input, validation, and support throughout the Establishment and Management of the Solution
Licence Provider	The party issuing the licence to Purchased Licences.
Long-Term Planning	Planning activities related to annual or seasonal production plans, including timetable, rolling stock, and crew planning.
Monitoring and Event Management	The continuous observation, detection, logging, analysis and handling of events, alerts and operational conditions within the OneTrack Solution and its supporting services. The purpose is to identify incidents, risks, deviations and performance issues at an early stage, enabling timely response, prevention of service disruption, and continuous improvement of the Solution's availability, performance, security and operational quality.
Non-functional Testing	Testing performed to verify quality characteristics of the solution, including but not limited to performance, capacity, security, availability and usability.
OneTrack Solution	Vy's name for "The Cloud Services"
Operational Planning	Continuous real-time management of train operations, including handling disruptions and reallocating resources.
Operations Control Centre (DROPS)	Centre responsible for the day-to-day management and execution of train operations. DROPS monitors and coordinates train services in real time and includes roles responsible for operational control of traffic, rolling stock, crew and service delivery.
Organisational Readiness	The state in which the Customer's organisation has established the leadership anchoring, role and responsibility clarification, competence, organisational coordination, and routines and processes necessary to adopt and use the OneTrack Solution.
Peak Trains	Number of trains at the busiest periods of the day.
Plan for Project Enablement and Training	Detailed plan describing the principles, approach, activities, responsibilities, timing, dependencies and deliverables for project enablement and training related to the implementation of the OneTrack Solution.
Product Risk Analysis	A structured assessment used to identify and evaluate risks related to functionality, integrations, data, business processes or

	technical components, used to support prioritisation of testing and quality assurance activities.
Production Plan / Planning	Consolidated plan containing the planned train services, rolling-stock allocation, crew allocation, and related operational activities for a given period.
Project Enablement	Activities, training, guidance and knowledge transfer provided to designated project participants and Key Users to enable them to participate effectively in project activities, including design, configuration, testing, validation, decision-making and internal competence transfer.
Purchased Licences	Where the Customer purchases perpetual licences in connection with the Cloud Services
Quality Assurance (QA)	The governance, processes, activities and controls applied to ensure that the delivered solution and related services meet agreed quality objectives, requirements and acceptance criteria throughout the Establishment and Management phases.
Quality Assurance Framework	The Supplier's documented framework for governing, planning, monitoring and improving quality-related activities, including QA governance, testing, reporting, risk management and defect handling.
Quality Status Reporting	Structured reporting providing visibility of quality-related information, including test progress, defect status, risks, deviations, coverage and readiness-related matters.
Readiness Assessment	An evaluation of whether the solution, documentation, test results, environments, data, training and operational preparations provide a sufficient basis for progression to the next project milestone, go-live or approval activity.
Regression Testing	Testing performed to verify that changes, corrections or enhancements do not negatively affect previously delivered or existing functionality.
Rolling Stock Dispatching	Operational planning, monitoring, and control of rolling stock in real time to ensure delivery of train services according to the timetable and operational requirements.
Rolling Stock Planning	Planning of rolling-stock rotations and allocation of rolling stock to train services, including fleet type, train size, stabling, maintenance requirements, and operational constraints.
Rolling Stock Rotation	Planned sequence of train movements and assignments for rolling stock to ensure efficient utilization and support maintenance requirements.

Severity	A classification describing the impact of a defect or deviation on functionality, business processes, integrations, quality, operations or acceptance.
Short-Term Planning	Planning activities focused on adjustments and refinements in the weeks and days before operations.
Temporary Capacity Restriction (TCR)	A temporary reduction of available railway infrastructure capacity caused by maintenance, construction works, speed restrictions, or other planned limitations.
Test Artefact	Any document, record, report, evidence, test case, result or other material generated through planning, execution or follow-up of testing and validation activities.
Test Coverage	The degree to which requirements, risks, functionality, integrations, processes or quality characteristics are verified through testing.
Test Plan	A maintained document describing the scope, organisation, test levels, test types, approach, responsibilities, dependencies and planned execution of testing activities.
Timetable	The set of data defining all planned train and rolling-stock movements on the railway infrastructure during a specified validity period.
Timetable Planning	Planning of routes for individual trains and traffic systems, including departure and arrival stations, stopping patterns, operating days, journey times, and arrival/departure times at intermediate stations.
Traceability	The ability to establish and maintain links between requirements, risks, test cases, test execution results, defects and validation outcomes.
Train Composition	The configuration of rolling stock assigned to a train service, including vehicle types, quantities, and arrangement.
Train Path	Infrastructure capacity allocated to operate a train between defined locations within a specified time period.
Training Workspace	A dedicated and isolated workspace within, or provided as part of, the OneTrack Solution, used for training, demonstrations, user onboarding and hands-on practice.

User Acceptance Testing (UAT)	Customer-led validation activity performed when the solution has reached sufficient completeness and stability to support end-to-end validation of relevant business processes. UAT supports readiness assessment and go-live decision-making.
User Validation Testing (UVT)	Customer-led validation performed continuously throughout the Establishment phase as functionality becomes available. The purpose is to obtain early business feedback, validate functionality against business needs and support prioritisation and refinement of the solution.
Verification Evidence	Documented evidence demonstrating that testing or other verification activities have been performed and that defined requirements or quality objectives have been assessed.
Vy Data and analytics platform	Vys Data and analytics platform is a logical framework that brings together shared data products, components, and services used to develop and deliver data, reporting, advanced analytics, and artificial intelligence. The platform consists of reusable building blocks, principles, and frameworks that enable efficient and consistent development of data products across domain teams. It is primarily built on AWS and structured into layers for integration, data ingestion, processing, and storage.
Vy Service Platform	The Service Platform is a logical concept for grouping a set of services with specific characteristics. The primary goal is to build high-quality services that other departments and partners can use. The services residing on Vy Service Platform should following these characteristics; multiple consumers, long lifespan, and aggregating services.
Work Duty	A planned workday for an operational employee, including train operation tasks, preparation activities, walking times, and related responsibilities.