

**1. Online process**

The conclusion of any contract via the Transwide website for the use of the Transwide services shall be completed over a process including three successive steps that are described below. Each step is successively passed by clicking on the adequate button. During the process, should the client wish to modify one of the data provided in this context, he may do so by clicking on the adequate icon or button, which enables him to come back to the concerned web page.

**Step 1 – client registration – services selection – contractual terms**

*Client registration* – The client provides the data as necessary to his registration in the Transwide system by filling in the relevant fields. The fields with a star (\*) designate the mandatory information that the client must provide. The other fields are facultative.

*Services selection* – The client selects the Transwide services that he wishes to use. This selection is at the sole discretion of the client. The services as offered in the context of this process appear under the form of a list with a brief description of the services and a selection box for each of them. The whole services are selected by default. The client deselects the service(s) that he does not wish to use by checking the box(es) related thereto.

*Approval of the contractual terms* – The Transwide contractual terms and conditions, which apply to the use of the offered services, appear in a frame at the bottom of the web page. These terms and conditions can be saved or printed by the client by clicking on the buttons “Downloaded (pdf)” or “Print” as provided to this effect below the frame. The client takes knowledge of these terms and conditions and confirms his acceptance thereof by checking the box “I accept the terms and conditions below” appearing above the frame.

Thereafter, the client goes to the second step of the process by clicking on the button “Next”. A blocking system prevents the client to go to this next step if: (i) he has not filled in the mandatory fields relating to his registration data, (ii) he has not selected at least one of the offered services, and/or (iii) he has not approved the applicable terms and conditions. An error message warns the client of the reasons of the blocking system.

**Step 2 – Registration of the users of the client**

The client must then register the persons to whom he wishes that an access to the Transwide system be given for the use of the selected services. To this effect, the client fills in the data in relation to the first user in the relevant fields. The fields with a star (\*) designate the mandatory data that the client must provide. The other fields are facultative. The client determines thereafter the services for which an access must be given to the user, by checking the adequate box(es) relating to the available service(s). The client confirms the registration of his user by clicking the “Add” button. A blocking system prevents the registration of the user if some mandatory data have not been provided and an error message warns the client thereof.

If the client wishes to register several users, he repeats this procedure as many times as necessary for each user. A list of the registered users appears at the bottom of the web page. The client may, if he wishes so, suppress any of the users that he has registered by clicking on the button “Suppress” appearing next to the name and data of the concerned user.

Once the client has registered all his users, he goes to the last step of the process by clicking on the “Next” button.

**Step 3 - Confirmation**

At the last step, a web page provides for a summary of the data provided or approved by the client during the process (including, among others, client’s data, services’ selection, list of registered users and their data). If these data are correct, the client confirms them on a definitive way by clicking on the button «Confirm». By this confirmation, the client enters into binding contract with Transwide.

A last message confirms the end of the process to the client and an email of confirmation is automatically sent to the client at the email address of contact communicated.

**2. Languages**

Transwide proposes this online process of contract conclusion and users registration for the carriers and receivers, in the following languages: French, English, Dutch, German and Italian.

**3. Archiving**

The contracts concluded via the Transwide website and the process described above are archived by Transwide but are not available for the clients or third party, unless otherwise agreed with the client.

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