

# Roksnet Self-Service Terms (RSST)

Annex A to the Roksnet General Terms and Conditions

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These Self-Service Terms form Annex A to the Roksnet General Terms and Conditions ("RGT") and constitute an integral part of the Agreement between Roksnet Solutions OÜ ("Roksnet") and the Member. In case of conflict, these Self-Service Terms prevail within their specific scope. Capitalised terms have the meanings set out in the Roksnet Terminology and Definitions (RTD), unless expressly stated otherwise.

## 1. Purpose and Applicability

This Annex governs access to and use of the Roksnet Self-Service Platform (<https://app.roksnet.com>). The Self-Service Platform enables Customers and Members to register, manage the Member Account, and request, configure, and administer Roksnet Services.

Personal data processing in connection with the Self-Service Platform is described in the Roksnet Privacy Notice for Services (RPN-Services).

Trust Services are governed by separate Trust Services documentation.

## 2. Registration and Identification

### 2.1 Application

A legal entity applying to use Roksnet Services submits a registration form via the Self-Service Platform.

The registration form requires the organisation's details, the type of organisation (the Member Class - one of COM (a private-law for-profit legal entity), GOV (a public-law body or other entity designated as a public-sector entity), or NGO (a private-law non-profit legal entity, such as a foundation or non-profit association)), and the Verification Invoice Contact (email and phone) to which the verification invoice and instructions are delivered. The Member is responsible for the accuracy of the Member Class it declares; the class is recorded at Identification and is not Member-editable afterwards (corrections are made by Roksnet on request, and Roksnet does not officially verify the class - see DST §3.1). The Verification Invoice Contact is also used by

default as the billing contact to which recurring invoices for activated Services are delivered. The Member may update the billing contact details at any time through Account Settings.

Submission of the form constitutes the Customer's acceptance of the Roksnet Terms & Conditions (RGT and applicable Annexes) and the Roksnet Acceptable Use Policy (AUP), the Customer's acknowledgement of having read the Roksnet Privacy Notice for Services (RPN-Services), and an offer to Roksnet to enter into the Agreement, conditional upon successful Identification (as set out in RGT §2.1).

Upon submission of the form, Roksnet assigns a unique Roksnet Member Code to the organisation. Where the Customer chooses Identification by bank transaction, Roksnet automatically issues an invoice for the Identification fee, sent to the Verification Invoice Contact; where the Customer chooses Identification by qualified electronic seal (e-Seal), no Identification fee applies and Roksnet provides the sealing template and instructions instead (see §2.2-§2.3). The Member Code is the organisation's public identifier within the Roksnet Framework. Assignment of the Member Code at this stage does not, by itself, activate Membership.

Successful Identification (see §2.2-§2.6) constitutes Roksnet's acceptance and concludes the Agreement (subject to RGT §3.3 on authority and ratification). At that point, the Customer becomes a Member, Membership is activated, login credentials are issued, and the Customer is notified by email.

## 2.2 Identification - Qualified eIDAS Confirmation Message

If the Customer chooses to complete Identification by a Confirmation Message sealed using a qualified electronic seal (e-Seal) of the organisation under eIDAS:

- the Customer fills out the membership application form and provides accurate information about the organization;
- Roksnet sends a sample text template and sealing instructions to the Customer's designated email address;
- the Customer returns the sealed message via email;
- upon receipt and successful Identification, Roksnet registers the Customer as a Roksnet Member.

Identification by a qualified-electronically sealed Confirmation Message is provided free of charge; no Identification fee applies to this method, including any re-submission following a failed Identification.

## 2.3 Identification - Bank Transaction

**If the Customer chooses to complete Identification via bank transaction:**

- the Customer fills out the application form and provides accurate invoicing details;
- Roksnet sends an invoice for the Identification fee and instructions for the Confirmation Message;
- the Identification fee, and the re-identification fee applicable where Identification fails due to bank or Customer-provided data, are set out in the Roksnet Pricing Policy (RPP - Annex D);

the Identification fee is non-refundable unless Roksnet is responsible for the Identification failure.

Roksnet accepts payments only via SWIFT or SEPA systems. Roksnet relies on the banking network as an input to Identification, on the basis that participating banks perform their own customer due diligence; Roksnet itself does not perform KYC or AML checks, and the payment does not by itself verify the Member's registry data or the authority of any person to bind it.

## 2.4 Confirmation Content and Matching

### **In the SWIFT / SEPA payment, Roksnet must receive:**

- From the bank (standard fields):
  - Name of payer (legal entity)
  - Bank account number
- From the Customer, in the payment description field:
  - Invoice number
  - Roksnet Member Code
  - Administrative Contact email
  - Administrative Contact phone
  - National Registration Identifier

The Administrative Contact email is used as the login email for the Self-Service Platform and is verified through an email confirmation step during account setup (see §2.7). The Administrative Contact is granted administrative access to the Self-Service Platform with full authority to incur financial and legal obligations on behalf of the Member.

### **By initiating the payment from the organisation's official bank account, the Customer confirms:**

- the identity and legal registration of the organization;
- the decision to become a Roksnet Member;
- the designation of the Administrative Contact;
- the login email and phone number;
- that the payment is authorized by the organization's legal representative.

These confirmations include, and are subject to, the Member's declaration of authority, ratification, and allocation of risk set out in RGT §3.3.

The data provided in the registration form must be consistent with the bank payment details and the data submitted in the payment description.

For Identification via a qualified-electronically sealed Confirmation Message (§2.2), the Confirmation Message includes equivalent content (Member Code, Administrative Contact email and phone, National Registration Identifier) and carries the same legal confirmations.

As part of Identification, Roksnet records: (i) the Organisation Registry Code, the Registrar Organisation, and the Registrar Website (the entity's registration number, the official business

register in which it states it is registered, and that register's website) - these are declared by the Member and are NOT independently verified by Roksnet against any register (see DST §4); and (ii) the Verification Method (whether Identification was completed by bank transaction or by qualified electronic seal), which Roksnet records. This data forms part of the Member's profile and is published as set out in Annex B (DST §3.2); the business-register information is shown as Member-declared, not Roksnet-verified.

## 2.5 Data Format

All input fields (legal name, addresses, certificate subjects, message descriptors) must be provided using the Latin alphabet. Where a legal name is not originally in Latin script, the Member must supply a transliteration consistent with its banking records.

## 2.6 Effect of Identification

### **Successful Identification:**

- constitutes Roksnet's acceptance of the Customer's offer and concludes the Agreement (subject to RGT §3.3 on authority and ratification);
- activates Membership;
- triggers the Account Setup procedure for the Administrative Contact (see §2.7).

The Customer's acceptance of the contractual documents (the RGT, the applicable Annexes, and the AUP), and its acknowledgement of having read the RPN-Services, occurred upon submission of the registration form (see §2.1 and RGT §2).

## 2.7 Account Setup

After successful Identification, Roksnet delivers Account Setup instructions to the Administrative Contact email. The Account Setup procedure includes the following steps:

(a) Password creation. The Administrative Contact creates a password meeting Roksnet's password requirements via a time-limited setup link.

(b) Email verification of the Administrative Contact. Roksnet sends a verification link to the Administrative Contact email. By clicking the link and confirming verification, the Member confirms that:

- the email address registered as the Administrative Contact belongs to the Member;
- this email is used for the Member's Administrative Account on the Self-Service Platform;
- the person performing this account setup is authorized by the Member's legal representative to act on the Member's behalf.

The email verification link is time-limited. If the link expires, the Administrative Contact may request a new verification email through the Self-Service Platform sign-in flow. Email verification is a one-time setup step and is not used for ongoing authentication.

(c) Two-factor authentication setup. The Administrative Contact configures time-based one-time-password (TOTP) two-factor authentication using a compatible authenticator application. TOTP-based two-factor authentication is mandatory for ongoing access to the Self-Service Platform.

(d) First login. The Administrative Contact signs in to the Self-Service Platform using the Administrative Contact email, the password set in step (a), and a TOTP code from the authenticator application.

(e) Acceptance Confirmation. On first sign-in, before access to the Self-Service Platform Dashboard is granted, the Member is presented with an Acceptance Confirmation modal listing the currently applicable versions of the Roksnet documents (RGT, the Annexes, RPN-Services, AUP), each with a link to the published version. By clicking the explicit acceptance action (e.g., "Accept and Activate"), the Administrative Contact, on the Member's behalf and through the authenticated Member Account established in steps (a)-(d), expressly confirms the Member's acceptance of the RGT, the Annexes, and the AUP, and the Member's acknowledgement of having read the RPN-Services. Roksnet does not verify the natural-person identity of the operator; the confirmation is bound to the authenticated Member Account (see RGT §3.3).

The Acceptance Confirmation event is logged with timestamp, user identifier, Member Code, and document versions. It is a strong authenticated account-bound acknowledgement and audit-trail entry; it does not constitute a new contract (see RGT §2.2 and §2.3). Where it is given by a person with authority to bind the Member and with knowledge of the registration, it may also operate as ratification under RGT §3.3. Access to the Self-Service Platform Dashboard is granted upon completion of the Acceptance Confirmation.

The general principle that actions performed through the Member's registered credentials and contacts are attributed to the Member is set out in RGT §3.3.

## 2.8 Member identifiers and public attributes

The Roksnet Member Code is assigned at registration and is the organisation's public identifier within the Roksnet Framework. Assignment of the Member Code does not activate Membership; Membership is activated only after successful Identification (§2.6).

The Member Class (COM, GOV, or NGO) is declared by the Customer during registration and is published together with the Member Code as mandatory registry data in the Member Directory (DST §3.1). Roksnet does not independently verify Member Class or other Member-declared attributes against official registers; the Customer and Member remain responsible for their accuracy (DST §3.2 and §4).

## 2.9 Cancellation of an unsuccessful application

If Identification is not completed within the deadline specified on the invoice, the application is cancelled. In that case:

- the offer made by the Customer lapses and the Agreement is not concluded;
- the acceptance of the contractual documents (and acknowledgement of the RPN-Services) has no further effect;
- personal data submitted in connection with the application is deleted, except where retention is required by law;

- the Member Code assigned to the organization is archived. The Member Code is not reassigned to a different organization for at least six months. Reassignment after that period is at Roksnet's discretion and is not guaranteed.

A cancelled Customer may submit a new application at any time.

## 2.10 Profile Completion and Public Contact

After Account Setup, the Member may optionally complete a Profile in the Self-Service Platform. The Profile holds the Member's Public Contact information — a third contact role distinct from the Verification Invoice Contact (§2.1) and the Administrative Contact (§2.4).

The Public Contact comprises organisational contact details of the legal entity (general organisation email, general organisation phone, legal address, website, organisation description, organisation logo) made visible to other Roksnet Members for business inquiry and discovery within the Roksnet Framework. The Public Contact forms part of the Member's public profile in the Member Directory (Annex B / DST §3.2).

The Public Contact is intended exclusively for organisational data of the legal entity. Submission of personal contact details of individual employees or other natural persons through the Profile is prohibited under the Roksnet Acceptable Use Policy (AUP §3). Personal data processing rules applicable to the Profile are set out in the Roksnet Privacy Notice for Services (RPN-Services §3.3A).

The Member may preview its own public profile exactly as other Members see it. Within the profile, the Member may edit, through Account Settings, only the fields it provided and that Roksnet does not validate: legal address, general contact email, general contact phone, organisation description, organisation logo, and website. Other fields originate from the Identification process or the X-Road central server and are not editable by the Member (Member Name, Member Code, Member Class, Country, Trust Service Provider, and other verification data). The fields that cannot be hidden from the directory are set out in DST §3.3.

Profile completion is optional and is independent of Service activation. The Member may activate any Roksnet Service without completing the Profile. The Member may complete, update, or remove the editable Profile information at any time through Account Settings on the Self-Service Platform.

## 3. Account Administration and Security

The Member is responsible for ensuring security and proper use of the Self-Service Platform. The general principle of corporate action and authority is set out in RGT §3.3, and the general security obligations are set out in RGT §8. In particular, with respect to the Self-Service Platform:

- the Member designates the persons responsible for maintaining the Administrative Contact email and phone and for administering the Member Account;

- login credentials, passwords, recovery codes, and TOTP authenticator seeds must be kept confidential and stored using appropriate technical safeguards;
- access to the Member Account must be restricted to persons specifically authorized by the Member, under the principle of least privilege;
- access must be promptly revoked upon personnel changes or upon suspected compromise;
- the Administrative Contact email account and the Administrative Contact phone must themselves be protected at a level appropriate to the privileges of the Administrative Contact role;
- the Member must monitor account activity through Self-Service notifications and logs and promptly notify Roksnet of any suspected compromise.

## **4. Use of the Platform**

**The Member may use the Self-Service Platform to:**

- submit Roksnet Service requests and manage Service configurations;
- manage certificates, metadata, downloads, and integrations;
- monitor Member Account history and status;
- communicate with Roksnet Support and operations.

All activities must comply with the RGT, this Annex, the other applicable Annexes, and the RPN-Services.

### **4.1 Service Activation and Modularity**

The Self-Service Platform allows Members to browse, request, and activate individual Services offered by Roksnet.

Each Roksnet Service operates as an independent module with separate terms, scope, and activation requirements. Access to the Self-Service Platform or receipt of a Roksnet Member Code does not, by itself, imply use of or subscription to any Service.

**Before activation, the Member is presented with:**

- the description of the Service;
- the applicable Annex and any service-specific terms;
- pricing and limitations (if any);
- activation options.

A Service is considered active only after the Member explicitly confirms activation within the Self-Service Platform. Once activated, the Member assumes full responsibility for use of the Service under the applicable Annex.

## **5. Member Obligations and Prohibited Behaviour**

**The Member must:**

- provide accurate and up-to-date information during registration and at all times;

- ensure that the Member Account is used only by authorized individuals;
- update contact information as soon as changes occur.

**It is prohibited to:**

- provide false or misleading data;
- attempt to gain unauthorized access to Services or data;
- bypass or tamper with authentication mechanisms;
- use the Self-Service Platform for illegal, malicious, or fraudulent activities.

## **6. Account Ownership and Control**

The Member Account, including all submitted data and credentials, belongs to the legal entity (the Member), not to any individual user. The Member is solely responsible for its use and security.

## **7. Suspension, Deactivation, and Termination**

**Roksnet may suspend or deactivate any Member Account in cases of:**

- breach of these Terms or applicable law;
- security concerns;
- termination of the Membership.

Roksnet provides at least one prior notification via email or the Self-Service Platform before suspension takes effect, except where immediate suspension or termination is required to address an active security incident, a serious violation, or a legal or regulatory requirement (including under RGT §12 and §14.5).

The Member may close (delete) its Member Account through the Self-Service Platform (Account Settings) or by written request to [support@roksnet.com](mailto:support@roksnet.com) (Roksnet may request additional verification). Deletion of the Member Account terminates the Agreement and all Services (RGT §12); it is distinct from cancelling an individual Service, such as the Member Directory Service alone (Annex B §7.1). After deletion, Roksnet retains only the categories and for the periods set out in RPN-Services §9 and the applicable Annexes.

**Note:** amendment, liability, governing law, jurisdiction, and general communication provisions applicable to this Annex are set out in the RGT.

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