

These General Terms of Agreement ("General Terms") shall apply to Agreements issued for services provided by a company being part of OpusCapita. OpusCapita is a part of Itella Group.

1 GENERAL

1.1 In this document OpusCapita company is called *Supplier*. In this document *Party and Parties* refer to Supplier and/or Customer.

1.2 In this document *Service(s)* refer to the service products or other services provided by Supplier to its customers. Service provision is always based on an Agreement between the Parties and it may cover continuous or non-continuous (for example development or project work) Service.

1.3 In this document *Agreement* refers to an Agreement issued by the Parties for the Service delivery.

1.4 In this document *Customer material* refers to Customer's material in physical or electronic form handled by Supplier in accordance with and based on the Agreement.

1.5 For Itella Corporation's valid corporate responsibility principles and employee code of conduct statement see www.itella.com. The information security policy of Itella Corporation directs the goals, responsibilities and practices for information security management in Itella Group.

2 PRODUCTION

2.1 Supplier shall commence its Service production upon the Agreement entering into force or if necessary after Supplier's finalized Service implementation.

2.2 Supplier has the right to use its service and delivery locations, models, methods and interface technologies as changed from time to time in producing its Services.

2.3 Supplier is constantly developing its Services and Service production environments based on the discovered development needs and feedback. Therefore Supplier may at any time make such changes to its Services, which do not essentially change the agreed Service or Service levels. Customer is responsible at its cost to ensure that Customer's systems support the changes in Supplier's Service.

2.4 In case of essential changes, Customer shall be informed of these changes in the Service on Supplier's web-page or by other means latest one (1) month before the intended implementation of these changes. Customer is responsible at its cost to ensure that the Customer's systems also support these essential changes in Supplier's Service. In case Customer does not want to accept an essential change in the Service; it may terminate the Agreement as of the date the essential Service change is implemented.

2.5 Supplier is responsible for:

- Providing Services in a professional, workmanlike manner pursuant to the Service documentation valid from time to time;
- Fulfilling all his obligations in accordance with the Agreement;
- The accuracy of any user information and instructions given to Customer;
- Ensuring that in case Customer material is electronically transferred to Customer under Supplier responsibility, the delivery shall be made in accordance with the accepted data transfer mode and in the right document format.

2.6 Customer is responsible for:

- Fulfilling all his obligations in accordance with the Agreement;
- Providing necessary documentation, data or information that may be necessary to Supplier's fulfillment of its obligations according to the Agreement. Customer shall be responsible for the accuracy of these;
- Providing relevant personnel and equipment enabling Supplier to fulfill its obligations according to the Agreement
- Establishing and maintaining data communication with Supplier under conditions described in greater detail in the Product specification and/or user instructions. Unless otherwise agreed, Customer is responsible for the provision of a communication connection between Customer and Supplier up to Supplier's server/communication port;
- Ensuring that in case Customer material is electronically transferred to Supplier or back, the delivery shall be made in accordance with the accepted data transfer mode and in the right document format;

- Sending messages only in the purpose of using the Service and in accordance with the delivery plan and in the right format

3 SUBCONTRACTORS

3.1 Supplier is entitled to use subcontractors in the provision of the Services and other purposes such as for the outsourcing of Supplier's ICT infrastructure or related services, including processing of personal data where necessary in accordance with the applicable personal data protection requirements.

3.2 Supplier is responsible for the actions of its subcontractors as Supplier would be for its own actions. However Supplier's responsibility for errors in or attributable to systems, programs or services that have not been developed or performed by Supplier, but have been provided by subcontractor is limited to the same responsibility that this subcontractor assumes towards Supplier.

4 CUSTOMER MATERIAL

4.1 Customer shall ensure that the contents of Customer material and any Customer material produced or transferred using Supplier's Services do not infringe copyrights or other rights, best practices, applicable laws or orders or instructions issued by local authorities. Supplier may return or destroy any illegal or violating Customer material at Customer's expense after having informed Customer thereof in advance, if possible.

4.2 Supplier's liability for Customer material shall commence once Customer material has been received by Supplier either electronically or physically and shall end when Customer material has fully and correctly been delivered either electronically or physically to Customer or a third party defined by Customer in the Agreement.

4.3 Records of receipts and deliveries of Customer material in Supplier's information systems constitute proof of receipt or delivery of Customer material. Information connected to provision of the Services is verified from the abovementioned Supplier's information systems.

4.4 Any storage of Customer material and the terms and conditions for such storage in connection with the Service shall be agreed in the Agreement. Supplier is entitled to invoice Customer for a sum defined in the Agreement or Supplier's valid price list for such storage.

4.5 If not otherwise agreed in the Agreement, Supplier is entitled to destroy any Customer material in its possession after one (1) month following the fulfillment of the Service or termination of the Agreement.

5 PRICING AND INVOICING

General

5.1 The applied prices are defined in the Agreement or in Supplier's valid price list.

5.2 Supplier shall add valid value added tax and other applicable taxes and charges defined in the Agreement or resulting from legislation or other official measures to the prices.

Pricing

5.3 The Service pricing for continuous Services is based on the monthly usage charge and/or the minimum charge.

5.4 The Service pricing for non - continuous Services is based on a time and material pricing model.

Time and material pricing model

5.5 Unless otherwise agreed in the Agreement, the working days and hours applied to non - continuous services, are weekdays Monday – Friday 8:00 a.m. – 5:00 p.m.

5.6 If Customer orders work outside of the above hours, an additional charge will be made as per the following factors:

6:00 a.m. – 8:00 a.m. and 5:00 p.m. – 8:00 p.m. weekdays Monday – Friday, the fee multiplied by a factor of one point five (1.5) per hour will be charged. For other times, the fee multiplied by a factor of two point zero (2.0) per hour will be charged.

All work outside of normal working hours shall be agreed with the Customer in writing before it commences.

5.7 The number of hours used and amount of compensation for costs shall be reported on the invoice.

5.8 Supplier is entitled to compensation for travel and accommodation and for allowance expenses as per the Agreement. Should no such Agreement have been made, Supplier is entitled to compensation for travel, accommodation and allowance expenses in accordance with the norms of the local tax authorities as applicable from time to time.

5.9 For travel time occasioned by the Agreement, compensation as per the ordinary hourly fee will be charged for travel time that falls within Supplier's ordinary working hours in addition to compensation for travel and allowance expenses. Time outside of ordinary working hours will be charged at half the hourly fee.

Changes in pricing

5.10 Supplier has the right to revise prices once per calendar year. Any price changes shall come into force one (1) month from the sending of the Supplier's written notice of the change to Customer. Should Customer not accept the proposed price changes, Customer has the right to terminate the Agreement within thirty (30) days of the date of notice of the price change and in the meantime, the prices in force at that time shall apply.

5.11 Supplier may use as a base for price adjustments among others

- The changes in labor costs as proved by official statistical information; and
- The changes in the prices of materials and mediated services proportionate to actual prices.

5.12 Any change attributable to Customer, as regards the Services or the preconditions applying to their implementation, implementation method or schedule, shall entitle the Supplier to corresponding changes in the Supplier's pricing and prices. The Supplier shall also be entitled to invoice for any additional costs incurred due to the above reasons.

5.13 Price changes due to revised legislation or decisions of the authorities may be implemented by the Supplier as of the first validity date of the revised law, decision or premium. This also includes price changes of local postal operators. The Supplier will inform Customer in writing of such changes as soon as possible.

5.14 If the Agreement is terminated for a reason attributable to Customer before Customer has taken the related Service into production use, Supplier shall have a right to charge Customer for any real expenses already incurred in implementing or otherwise preparing the performance of the Service.

5.15 To the extent that Supplier is unable to redirect assigned resources to other work, Supplier is entitled to charge Customer for resources that have not been able to be utilized due to Customer's inability to perform its obligations in accordance with the Agreement.

Invoicing

5.16 The Supplier shall invoice the continuous Service monthly in arrears in accordance with the monthly usage, however at least the minimum charges defined in the Agreement.

5.17 Supplier shall begin invoicing the Service charges from the agreed Service in production date or from the actual date of Service in production in case the commencement of the Service production is delayed due to Supplier.

5.18 The invoicing of Service charges will end at the end of the month during which the Agreement ends.

5.19 Supplier shall invoice the Service implementation price in two (2) installments so that the first installment (50 %) is invoiced after the effective date of Agreement and the second installment (50 %) on the agreed Service in production date or on the actual date of Product in production in case the commencement of the Service production is delayed due to Supplier.

5.20 Supplier shall invoice non – continuous services monthly afterwards based on the time used and expenses accrued during the month in question.

Terms of payment

5.21 The term of payment for Supplier's invoices is fourteen (14) days net calculated from the date of the invoice.

5.22 Supplier shall charge Customer interest for possibly delayed payments in accordance with the relevant Interest Act. Supplier shall charge Customer collection charges each time an invoice is collected by Supplier.

5.23 Customer shall make any claims concerning invoices before the due date thereof. No claim shall entitle Customer to delay the payment of the indisputable part of the invoice.

6 DATA PROTECTION

6.1 Supplier's information security management is developed in accordance with the common security principles in Supplier's field of operation.

6.2 The Parties shall ensure the data security of their information systems, and that their information systems are duly protected.

6.3 Before sending any material to the other Party, each Party shall use all reasonable efforts to ensure that the material sent does not contain any harmful elements or malware that may cause damage to the other Party.

7 PERSONAL DATA

7.1 With regards to personal data included in Customer material, Customer shall be regarded as the personal data controller for the use of whom a personal data is set up and Supplier as the processor of personal data. Customer shall ensure that it has a right to manage personal data in manner or format used in the Service.

7.2 Supplier undertakes to process personal data included in Customer material in accordance with Customer's instructions and the Agreement. Parties shall take the technical and organizational measures needed to protect personal data from unauthorized access, destruction or distortion in accordance with the applicable personal data protection requirements.

7.3 In order to allow Supplier to provide Customers with effective Services, Supplier may from time to time transfer personal data collected to its business partner companies in the EU or outside the EU in accordance with EU Commission's model data protection clauses and the applicable personal data protection requirements. These transfers do not imply any restriction to Supplier's data protection and confidentiality which will be fully applicable.

To the extent necessary to ensure legal protection of processing of personal data outside EU in conjunction with the provision of the Services when Customer is the data controller, Customer hereby authorises Supplier to enter in Customer's name into data processing agreements with subcontractors on the basis of the EU Commission's model data protection clauses and in accordance with the applicable personal data protection requirements.

8 CONFIDENTIALITY

8.1 The Parties shall keep confidential the Agreement, Agreement terms and any information concerning the other Party, their customers their business operations or relationships, and any other information and material regarded as confidential, including, but not limited to any material and information provided by the Parties in connection with the provision of the Services.

8.2 The obligations set out above will not apply to information which

- Is in the public domain at the time of disclosure or later becomes part of the public domain through no fault of the receiving Party; or
- Were created or rightfully known by the receiving Party prior to disclosure by the disclosing Party; or
- Is disclosed to the receiving Party by a third party who did not require confidentiality obligation; or
- Was independently developed by the receiving Party without the disclosing Party's confidential information.

8.3 The Parties shall not reveal any confidential information or material to a third party without the written consent of the other Party.

8.4 However, Supplier may distribute on a need basis materials and information required for the provision of the Services to companies within Itella Group and to its subcontractors ensuring that the materials and information will be kept confidential and will not be used except for the purposes for which the distribution is made.

8.5 This confidentiality obligation shall remain in effect for three (3) years after the termination of the Agreement unless the applicable legislation or governmental decrees require a longer period.

8.6 Despite what has been stated above, Supplier shall be entitled to use Customer's name and logo as a reference in Supplier's marketing and/or make an official statement of signing of the Agreement and its value. Further, with Customer's prior written approval Supplier may arrange in co-operation with Customer reference visits, case studies, presentations and other such activities for potential customers and client base.

9 SERVICE ERRORS

9.1 In case of error in the Service caused solely by Supplier, Supplier shall at its cost rectify or replace the faulty Service with a similar substitute Service without undue delay.

9.2 If Supplier has not remedied the error without undue delay taken into consideration the relevant circumstances, Customer may define Supplier, in writing, a fourteen (14) days period for remedy. If the error has not been remedied when this remedy period has passed, Customer is entitled to a reasonable deduction from the price of the Service in question.

9.3 If Customer wishes to lodge a complaint concerning an error in the Service, Customer shall do so within two (2) weeks of the point in time when Supplier has delivered or should have delivered the Service. Supplier's responsibility for errors presumes that Customer has fulfilled all of his payment obligations.

9.4 If not otherwise agreed in the Agreement, Supplier's liability for errors is limited to that which is stipulated above in this clause. Customer may not lay other claims against Supplier with respect to errors except as expressly required by law without the possibility of contractual waiver or limitation.

9.5 Supplier does not warrant that the Service shall be uninterrupted and/or error-free. Supplier disclaims all implied warranties or conditions, including, but not limited to, the implied warranties or conditions of satisfactory quality, merchantability and fitness for a particular purpose.

9.6 Supplier's liability for errors or delays does not extend to errors or delays caused directly or indirectly by Customer or any acts or omissions of Customer or by a third party under Customer responsibility (such as recipient of Customer material). If Customer has reported an error or delay and no error or delay for which Supplier is liable proves to exist, Customer shall compensate Supplier according to Supplier's valid price list.

10 SUSPENSION OF SERVICES

10.1 Supplier has the right to suspend the performance of the Services due for example to installations of or changes or maintenance to the Services. Supplier shall ensure that the said suspension takes no longer than necessary or that it takes place, if possible, outside Supplier's normal office hours.

10.2 Supplier shall notify Customer in good time in advance of these suspensions of the Services in case they are not outside Supplier's normal office hours. Supplier shall not be liable to compensate any potential damage incurred by Customer due to said suspensions.

10.3 In case of any delay in payment for more than fourteen (14) days, Supplier may, in addition to any other consequences of such a delay also suspend the provision of the Services until Customer has paid in full or until Customer has provided security accepted by Supplier.

11 LIABILITY FOR DAMAGES

11.1 Each Party is only liable for direct damage, regardless of the extent of the damage, caused by a material breach of the Agreement, and restricted (in continuous Services) to a one (1) month Service charge of the Service effected at the time the damage occurs, however not exceeding three (3) monthly fees during a calendar year. Under non-continuous Services the liability for direct damage caused by a material breach of the Agreement is restricted to thirty (30%) percent of the total value of the Service provided.

11.2 Neither Party shall be liable under the Agreement for any consequential or indirect damage (as for example lost profits or business or savings, loss of interest, loss of image, third party expenses like postage) or loss to a third party.

11.3 Neither Party shall be liable for any damage caused by the acts and omissions of the other Party, a third party (not including Party's subcontractors) or the authorities.

11.4 Neither Party shall be liable for any damage (including loss of information or changes in information) caused by postal operator or technical faults, disturbances, maintenance or installation of data communication, data communication networks, information systems or system connections or any similar reasons.

11.5 The limitations of liability provided above shall not apply to breaches of confidentiality, to IPR indemnification or in cases of intentional misconduct or gross negligence.

12 FORCE MAJEURE

12.1 The Parties shall be released from adhering to their obligations under the Agreement and liability for damages in force majeure circumstances, such as a strike, a lockout, boycott, blockades, accidents, actions taken by the authorities and other circumstances which the Parties have been unable to avoid and whose consequences they have been unable to prevent.

12.2 The Party affected by the force majeure event shall immediately notify the other Party in writing of the force majeure event and describe at a reasonable level of detail the circumstances causing such force majeure event and with an estimate of the time at which the relevant circumstances are estimated to have been removed.

13 INTELLECTUAL PROPERTY RIGHTS

13.1 Supplier shall retain all rights, including, but not limited to proprietary rights, copyright and other intellectual property rights, to the Services and the related material and computer programs. Customer has the right to use the Services and material related to the Services only in accordance with the Agreement.

13.2 Customer shall not (i) modify, copy or create derivative works based on the Service; (ii) frame or mirror any content forming part of the Service; or (iii) access the Service in order to build a competitive service, or copy any ideas, features, functions or graphics of the Service.

13.3 Customer shall retain all rights, including, but not limited to proprietary rights, copyright and other intellectual property rights, to Customer material. Supplier has the right to use Customer material only to provide the Services.

13.4 Both Parties ensure that they have acquired all of the intellectual property rights and licensing rights necessary for the provision and use of the Services. Each Party shall procure and uphold all intellectual property rights and licensing rights relating to the use of any third party material, which may be necessary for the provision or use of the Services.

13.5 Either Party shall at its cost defend, indemnify and hold the other Party harmless against any loss, damage or costs incurred in connection with claims, demands or suits made or brought against either Party by a third party alleging (i) a breach by the other Party of its obligations under applicable data protection laws and regulations; or (ii) that the performance, Customer's material or use of the Service as contemplated hereunder infringes the intellectual property rights of a third party or otherwise harms a third party; provided, that the other Party (a) promptly gives written notice of these actions to the other Party; and (b) gives that Party sole control of the defense and settlement; and (c) provides to the other Party all reasonable assistance.

14 TERM AND TERMINATION

14.1 If not otherwise agreed in the Agreement, the Agreement shall be valid, after signature by both Parties, until further notice. Either Party may terminate the Agreement at will in writing at twelve (12) months notice calculated from the end of the notice month.

14.2 Either Party has the right to terminate the Agreement by notifying the other Party thereof in writing without being entitled to demand any compensation for damages, when

- The Service performance as per the Agreement has been delayed, due to a force majeure event, for more than one (1) month; or
- Customer does not accept Supplier's essential changes in the Service or changes in the Service prices informed by Supplier.

14.3 Either Party shall have the right to terminate the Agreement with immediate effect through written notice in the event of a material breach of the Agreement by the other Party.

14.4 Grounds for termination include, but shall not be limited to, the following:

- The Party's failure to use or produce the Services in accordance with the terms and conditions of the Agreement and failure to rectify such breach within thirty (30) days of the receipt of written notice thereof from the other Party;
- Customer's failure to pay an invoice, which has fallen due, within fourteen (14) days of a written payment request by Supplier;
- Supplier's essential, continuous failure, under several measuring periods, to meet the agreed service level metrics and failure to rectify the situation within thirty (30) days of the receipt of written notice thereof;
- If it is suspected that a Party will not be able to fulfill the Agreement and the said Party fails to provide sufficient collateral thereto;
- A Party files for bankruptcy or submits an application for financial restructuring, or an application has been submitted for a Party to be declared bankrupt or subjected to restructuring,

- A Party applies for a public summons for its creditors, or an authority has declared a Party unable to fulfill its obligations under the terms of the Agreement;

14.5 Upon termination of the Agreement either Party shall immediately return to the other Party all material and computer programs and any copies thereof it has obtained unless otherwise agreed in the Agreement. Customer must immediately compensate Supplier for outstanding debts due. The same applies to debts regarding work performed as per the date of termination. Work performed after the date of termination will be performed on a time and material basis in accordance with Supplier's from time to time applicable price list.

15 ASSIGNMENT

15.1 The Parties are not entitled to assign or transfer the Agreement or part of it without the other Party's written consent.

15.2 Supplier is however entitled to transfer the Agreement or part of it without the consent of Customer to a subsidiary of Supplier or any company belonging to Itella Group.

16 APPLICABLE LAW AND SETTLEMENT OF DISPUTES

16.1 All Agreements shall be governed by the laws of Finland excluding the choice of law stipulations.

16.2 Any disputes between the Parties shall primarily be resolved through mutual negotiations. If agreement cannot be reached in these negotiations, the disputes shall be finally resolved by arbitration by one (1) arbitrator, and the rules of the Arbitration Board of the International Chamber of Commerce shall be observed in the procedure. The procedure shall take place in Helsinki in the English language

COUNTRY-SPECIFIC ADJUSTMENTS

These adjustments shall be applied when the Agreement is signed in a country other than Finland

ESTONIA

Clause 16

The Agreement shall be governed by the laws of the Republic of Estonia.

Any disputes between the Parties shall primarily be resolved through mutual negotiations. If agreement cannot be reached in these negotiations, the disputes shall be finally resolved in the Arbitration Court of the Estonian Chamber of Commerce and Industry in Tallinn on the basis of the regulation of this Arbitration Court by one (1) arbitrator and the procedure shall take place in the English language.

As an exception to clause 16.2 above, a Party may file a claim for payment or an expenses compensation claim against the other Party if the amount of the claim is less than 10.000 EUR to Harju County Court (*Harju Maakohus*) in Tallinn, Estonia.

GERMANY

Clause 16

The Agreement shall be governed by the laws of Germany excluding the choice of law stipulations.

Any disputes between the Parties shall primarily be resolved through mutual negotiations. If agreement cannot be reached in these negotiations, the disputes arising in connection with the contract governed by these terms or its validity shall be finally settled according to the Arbitration Rules and the Supplementary Rules for Expedited Proceedings of the German Institution of Arbitration e.V. (DIS) without recourse to the ordinary courts of law. The place of arbitration is Hanover, Germany. The substantive law of Germany is applicable to the dispute. The language of the arbitral proceedings is English.

LATVIA

Clause 14.4

Grounds for termination include, but shall not be limited to, the following:

- The Party's failure to use or produce the Services in accordance with the terms and conditions of the Agreement and failure to rectify such breach within thirty (30) days of the receipt of written notice thereof from the other Party;
- Customer's failure to pay an invoice, which has fallen due, within fourteen (14) days of a written payment request by Supplier;
- Supplier's essential, continuous failure, under several measuring periods, to meet the agreed service level metrics and failure to rectify the situation within thirty (30) days of the receipt of written notice thereof;
- If it is suspected that a Party will not be able to fulfill the Agreement and the said Party fails to provide sufficient collateral thereto;
- An insolvency proceedings or (out-of-court) legal protection proceedings of a Party have been commenced.

Clause 16

The Agreement shall be governed by the laws of Latvia excluding the choice of law stipulations.

Any dispute, controversy or claim arising out of or relating to this contract, or the breach, termination or invalidity thereof shall be settled in the Latvian Chamber of Commerce and Industry Court of Arbitration in Riga in accordance with its Rules of Arbitration. If the amount of claim does not exceed LVL 1000, the dispute shall be settled in compliance with the Latvian Chamber of Commerce and Industry Rules of Arbitration for the Settlement of Small Disputes, unless the parties have agreed otherwise. The number of arbitrators shall be 1 (one). The language of the arbitration shall be Latvian.

LITHUANIA**Clause 16**

The Agreement shall be governed and interpreted in accordance with the laws of the Republic of Lithuania.

Any dispute between the Parties shall primarily be resolved through mutual negotiations. If agreement cannot be reached in these negotiations, the Parties agree that any dispute, controversy or claim arising out of or relating to this Agreement, its breach, termination or validity shall be finally settled by the Lithuanian courts.

NORWAY**Clause 16**

The Agreement shall be governed by the laws of Norway excluding the choice of law stipulations.

Any disputes between the Parties shall primarily be resolved through mutual negotiations. If agreement cannot be reached in these negotiations, the Parties undertake to settle it finally by Mediation pursuant to the Rules of the Arbitration and Dispute Resolution Institute of the Oslo Chamber of Commerce in force at any time. If the dispute has not been settled by such Mediation within 60 days of its request by one of the Parties and the Parties have not agreed to extend that time period, the dispute shall be settled finally by Arbitration pursuant to the Rules of the Arbitration and Dispute Resolution Institute of the Oslo Chamber of Commerce in force at any time. The procedure shall take place in Oslo in the English language. The existence and outcome of the arbitration shall be kept confidential.

SWEDEN**Clause 11.1**

Each Party's liability for direct damage, regardless of the extent of the damage, caused by a material breach of the Agreement is restricted (in continuous Services) to a one (1) month Service charge of the Service effected at the time the damage occurs, however not exceeding three (3) monthly fees during a calendar year. Under non-continuous Services the liability for direct damage caused by a material breach of the Agreement is restricted to thirty (30%) percent of the total value of the Service provided. The liability shall not however exceed two (2) times the from time to time applicable price base amount in accordance with the Swedish National Insurance Act (1962:381).

Clause 16

The Agreement shall be governed by the laws of Sweden excluding the choice of law stipulations.

Any disputes between the Parties shall primarily be resolved through mutual negotiations. If the agreement cannot be reached in these negotiations, disputes arising from the Agreement shall ultimately be settled by arbitration administered at the Institute of Arbitration of the Stockholm Chamber of Commerce (the Institute).

If the value of the object of the dispute does not exceed one hundred thousand Swedish crowns (100,000 SEK) the Institute's Rules for Expedited Arbitrations shall apply. If the value of the object of the dispute exceeds one hundred thousand Swedish crowns (100,000 SEK), the Rules of Arbitration of the Institute of Arbitration of the Stockholm Chamber of Commerce shall apply. If the value of the object of the dispute is between one hundred thousand Swedish crowns (100,000 SEK) and one million Swedish crowns (1,000,000 SEK), the arbitration board shall consist of one arbitrator. If the value of the object of the dispute exceeds one million Swedish crowns (1,000,000 SEK), the arbitration board shall consist of three arbitrators.

The value of the object of dispute includes the claim of the plaintiff as stated in the claim document and any countersuits in the respondent's opinion on the claim document.