



# QNB H2H Connection Service Request

## Customer Details

Company Name \_\_\_\_\_  
P.O.Box \_\_\_\_\_ Tel. \_\_\_\_\_ Fax \_\_\_\_\_

## Company Contact Details

Primary Contact Person Mr./Mrs./Ms. \_\_\_\_\_  
Title/Designation \_\_\_\_\_ Mobile \_\_\_\_\_ Email \_\_\_\_\_  
Secondary Contact Person Mr. / Mrs. / Ms. \_\_\_\_\_  
Title/Designation \_\_\_\_\_ Mobile \_\_\_\_\_ Email \_\_\_\_\_

Note: The contacts above will receive the encrypted email for the details of Host-to-Host (H2H) connection from QNB.

## Account Details

Please list up all accounts which you want to make the payments via QNB H2H Connection Service.

Account Number	Currency	Add / Update / Delete	Note

## Reviewer / Authorizers Details

Options for File authorization via QNB eBusiness<sup>1</sup>:

No Authorization via QNB eBusiness

Authorization via QNB eBusiness

In case for Authorization via QNB eBusiness option, please add all reviewers or authorizers.

Name	User ID <sup>2</sup> (*QNB eBusiness)	Reviewer/Authorizer	Note

Note:1. You can select options to review or authorize the H2H file(s) which is/are transferred from your ERP or Host system to QNB server before processing via QNB eBusiness, Corporate Internet Banking system. If you opt to process the payment file(s) without additional authorization via QNB e Business, kindly select 'No Authorization' Option. If you want to review or authorize the file via QNB eBusiness before processing, kindly select 'Authorization' Option.  
2. Please provide your user ID which is for QNB eBusiness.

The management accepts full responsibility for all actions taken on QNB eBusiness accessed through their User ID and Password combination for QNB H2H Connection Service.

The authorized users are obligated, by signing below, to follow all QNB policies, procedures, standards and practices with regard to Information Security and Customer Confidentiality.

### Company Authorized Signatory

Name \_\_\_\_\_ Signature \_\_\_\_\_ Date

Name \_\_\_\_\_ Signature \_\_\_\_\_ Date

Name \_\_\_\_\_ Signature \_\_\_\_\_ Date

### For Bank Use

Company's Signature Verified by I hereby that QNB H2H Connection Service set-up for above request was completed.

Processed by \_\_\_\_\_ Signature \_\_\_\_\_ Date

Authorized by \_\_\_\_\_ Signature \_\_\_\_\_ Date

## Addendum For QNB H2H Connection Service

- 1. ADDITIONAL TERMS & CONDITIONS FOR SERVICES.**  
This Addendum sets forth additional terms and conditions applicable to Customers who enter or entered into a Service Agreement for QNB Corporate Internet Banking 'QNB eBusiness' to obtain QNB H2H Connection Services ("The Services").
- 2. SOFTWARE SPECIFIC LICENSING AGREEMENTS.**  
QNB ("The Bank") may provide some Hosted Services through hosting and/or reseller agreements between the Bank and third parties. Customer may be required to review and accept a separate licensing and/or service agreement with third party provider as a condition to downloading or activating the Services, in which case the applicable third party licensing and/or service agreement, with the terms of this Agreement, shall govern Customer's use of the Services. Customer should further warrant that the use of third party software will not infringe the intellectual property rights of any other party
- 3. SOFTWARE INSTALATION.** Customer may be responsible for taking certain action, such as installing software that the Bank or one of its third party providers makes available to Customer, before Customer can use the Services. As part of the Services, the Bank may support the installation and/or implementation upon the Customer's request.
- 4. UPDATES, NEW RELEASES AND MAINTENANCE.** The Bank reserves the right to adopt updates and upgrades at its sole discretion and to choose the timing of any individual upgrade. Routine scheduled maintenance is performed on the Services platform. In the event an update or upgrade may create disruption to use of the Service, the Bank may, at its option, (i) reverse any updates or upgrades; (ii) determine if, in the Bank's sole discretion, a viable customer-specific solution can be deployed; (iii) indicate recommended changes for customer compatibility or (iv) validate the continued use of the Upgrade or Update.
- 5. ACCESS AND SECURITY.** Access to the Services involves the use of credential information between file transmission or other nonpublic information. Customer shall be responsible for keeping such information private, maintaining an appropriate level of confidentiality, and for routinely monitoring service access credential. Customer shall use its best efforts to prevent unauthorized use of the Services or any nonpublic information and shall promptly report to the Bank any suspected unauthorized use or other breach of security. The Bank shall not be responsible for any unauthorized use of the Services or nonpublic information. The Bank will promptly, upon written notice of a breach of security, block further access for the Services.

Upon termination of services for any reason, the Software licence terminates. Within 3 days of termination you must return or erase all copies of the related Software provided by bank. You must ensure that neither you nor your employees do anything on or after the termination of services which will result in insecurity of the systems or insecurity of any other customers

- 6. PROVISIONING TOOLS.** The Bank may provide Customer with access to the systems for Customer's use to check or monitor the Services. Use shall be subject to any applicable user license agreements and use of such software for any other purpose is prohibited. Such software shall remain the property of the Bank or its suppliers at all times. Unavailability of any such software shall not be considered a Service Interruption.
- 7. SERVICE LEVEL AGREEMENT.**
  - 7.1. OBJECTIVE.** The Bank shall operate and maintain the Services in a professional manner for those Services directly provisioned by the Bank. The Bank will use reasonable commercial efforts to choose third party vendors, where required and available, to operate and maintain in a professional manner any Services with its third party vendors which may be required
  - 7.2. SERVICE INTERRUPTION.** "Service Interruption" means that the affected Service is Unavailable for Customer's users as a result of the failure or malfunction of the Bank's controlled equipment or personnel for a period. Customer may escalate the Service interruption with reporting the Unavailable Service. "Unavailable" shall mean unable to transmit the file(s) to the affected Service platform for the payment processing by the Bank. In case of the Service being unavailable, Customer shall send the payment files via QNB eBusiness or medium decided between the concerned parties
  - 7.3. BANK'S RESPONSE TO SERVICE INTERRUPTIONS.** The Bank will commence efforts to resolve a Service Interruption upon the customer report after learning the problem. If the source of the Service Interruption is within the sole control of the Bank, the Bank will attempt to remedy the Service Interruption within the reasonable time. If the source involves third parties, the Bank will use commercially reasonable efforts to promptly notify such third parties and cooperate to resolve the problem.