



Credit Policy – IXT

1. Purpose

The purpose of this Policy for Payment Security and Customer Credit is to minimize credit risk and ensure financial stability for IXT, while providing customers with clear, consistent, and transparent commercial terms.

2. Core Principles

- IXT does not provide services without adequate security for payment unlimited or unsecured credit as standard practice.
- Security for payment and any payment terms involving credit are based on a risk assessment of each customer, including company maturity, financial transparency, and payment history.
- IXT general objective is to have adequate security for an amount that correspond to the expected fees (i.e. usage or other fees) for IXT's services provided over a period of **minimum of 3 months** per customer.

3. Standard Payment Security and Credit Models

a) Prepayment (Default)

- Customers pay in advance for expected/forecasted usage, volume, or credit balance.
- Applies to new customers, low-volume customers, or customers where there is higher risk.

b) Secured Credit

- Credit may be granted once financial security equivalent to **3 months of expected invoice amount** is established.
- Accepted security mechanisms include one or more of the following securities:
 - Pre-payment (i.e. advance invoicing and payment of forecasted services)
 - Cash deposit
 - Credit card backed account
 - Bank guarantee
 - Combination of credit and prepayment

4. Credit Limits

- Credit limits are set on an individual basis.
- The credit limit shall not exceed the customer's expected revenue for the next **3 months**.
- If the expected service fee (i.e. usage or other fees) for the next 3 months is expected to exceed the approved credit limit, IXT reserves the right to increase the security payment by demanding additional cash deposits, pre-payment
- Failure to increase the security may result in:

- Suspension of service
- Temporary service restriction
- Immediate payment request

5. Payment Terms and default payment

- Invoicing cycle (advance or arrears)
- Standard payment terms: **Net 14 days from invoice date.**
- Extended payment terms require explicit approval.
- In case of late or late payments or defaulted payments, IXT reserves the right to:
 - Suspend or limit services
 - Require prepayment for continued service delivery
 - Charge late payment interest for the full amount from the due date

6. New and High-Risk Customers

The following customer categories are subject to stricter credit requirements:

- Newly established companies
- Companies without available financial statements
- Venture-funded or startup companies without positive cash flow
- Customers operating in new or unproven markets

Such customers are normally offered **prepayment or secured credit only.**

7. Ongoing Review

- Customer credit status is reviewed on an ongoing basis.
- Credit limits may be increased based on stable payment history and reduced risk.
- Credit limits may be reduced or revoked if the risk profile deteriorates.

8. Exceptions

- Any exception to this policy must be explicitly approved by executive management.
- Exceptions require documented justification and appropriate risk-mitigating measures.

9. Enforcement

IXT reserves the right to enforce this Policy for Payment Security and Customer Credit at any time to protect against financial exposure, including immediate suspension of services in case of material breach.