



SJ Reseller API Terms and Conditions

1. Introduction

- 1.1 This document contains Terms and Conditions for use of the SJ Reseller API and is an appendix to the Sales Agreement entered into between the Parties.
- 1.2 To gain access to the SJ Reseller API, where SJs Travel Products can be retrieved, a signed Sales Agreement, including the SJ Reseller API Usage Plan and the SJ Security Requirements is required.

2. DEFINITIONS

Acceptance test	Refers to the test conducted during the acceptance testing period, aimed at ensuring the implementation
Acceptance test period	Refers to the period during which the acceptance test is conducted, typically 30 days unless otherwise specified
Access token	An access token is a secure, temporary credential that grants a user or application permission to access specific resources or SJ Reseller APIs.
API User	Refers to the user of the SJ Reseller API via three different keys. API access which includes clientId and client secret together with a sales unit and sales application.
API Usage Plan	The API Usage plan is an appendix to the Sales agreement and contains a self-assessment of the use of the SJ Reseller API.
Book	"Book" is defined as a single call to the POST /fulfillments endpoint, through which a booking is confirmed. The look-2-book-ratio will be calculated based on a weekly rolling average.
Load test	Refers to performance testing with heavy load that might affect performance and cost in SJs systems.
Look-to-book ratio	The ratio between the number of search queries (look) and bookings (book). For example, 200:1, meaning 200 requests per actual bookings. In OSDM that is the ratio between preliminary bookings and confirmed bookings.
Look	"Look" is defined as a single offer request submitted to the SJ Reseller API. Such request may include up to six (6) trips, meaning

	that the response may contain up to six (6) trips with corresponding prices.
OSDM standard	Refers the OSDM API standard defined at www.osdm.io
Request	An API request sent to the SJ Reseller API
Sales Agreement	The Sales Agreement entered between SJ and the API User to which these API Terms and Condition is an Appendix.
Service level	Refers to the service levels SJ offers for SJ Reseller API in accordance with the agreements in this contract
SJ Products	This will mean SJ's Products and Product Types, that are generally available to the public.
SJ Reseller API	The API that certified API Users can connect to receive SJ's Products.
Endpoint	One endpoint is a specific URL + HTTP method that defines what resource you're interacting with and what action you're performing.

3. ACCESS AND USAGE

- 3.1 The SJ Reseller API is based on the global OSDM standard, with local adaptations for the Swedish market. Each party connecting to the SJ Reseller API is responsible for the necessary development and adjustments required to distribute SJ's Products through their sales clients. Additionally, it is the responsibility of each party to stay informed about updates to the OSDM standard and ensure the ongoing maintenance of a stable connection for distributing SJ's offerings via their clients.
- 3.2 The user is granted access to the SJ Reseller API according to the authentication methods and credentials provided by SJ. API Users shall only be provided with access to the network and network services that they have been specifically authorized to use.
- 3.3 A user of the SJ Reseller API is required to adhere to the security guidelines outlined in SJs Security Requirements.
- 3.4 The SJ Reseller API currently supports a subset of the OSDM specification. All listed endpoints are subject to certification based on the User API Usage Plan agreed in the Sales Agreement.

4. FAIR USE

To ensure smooth operations and fair access, the fair use policy applies to SJ's downstream services. Our system includes rate limiting for publicly accessible API calls at a technical level. This means that if the number of requests per minutes exceeds the allowed limits, the system will return a **"Too Many Requests"** (429) error. If this happens, the client should wait and try again later. In this setup, the first request (per endpoint or path) that goes beyond the configured limit will be blocked.

SJ will monitor usage and if a client is at risk of causing service degradation or instability due to excessive API usage, SJ will initiate the following process:

1. Notification

SJ will inform the client in writing about the observed issue, including relevant metrics and potential impact on the API ecosystem. If a client is in risk of being disabled, SJ will inform said client and call for a joint meeting/dialogue before taking any actions.

2. Dialogue and Joint Assessment

Before taking any action, SJ will invite the client to a joint meeting to discuss the situation, explore mitigation options, and agree on a path forward.

3. Temporary Measures

If no immediate resolution is found and the risk to other clients or system stability remains high, SJ reserves the right to temporarily suspend access. This will be done in a controlled and reversible manner, with clear communication to the disabled client.

4. Reinstatement

Access will be restored once the client has implemented agreed-upon changes or mitigations, and SJ has verified that the risk has been addressed.

4.1 Key metrics that will be monitored includes:

- a) Look-to-Book Ratio per offer endpoint.
- b) Maximum offer requests per second (rps). Daily cap of offer requests.
- c) Spamming and repetitive requests

Above mentioned metrics and limitations will be specified in the Agreement entered into between the Parties.

5. **BOOKING FLOW AND LIMITATIONS**

- 5.1 API Users may not create preliminary bookings for all offers received, only for the specific offer chosen by the customer.
- 5.2 In the event of timeouts in downstream services, all client applications must ensure that the status of all bookings and offers remains synchronized between the client and SJ systems. This includes implementing appropriate handling mechanisms to detect inconsistencies, trigger necessary updates, and maintain data integrity across both API User and SJ platforms.
- 5.3 Booking round-trip journeys shall be done in separate reservations to enhance consistency and minimize the risk of errors between systems. This approach ensures better synchronization, reduces the likelihood of discrepancies, and improves overall booking reliability across all IT systems involved.
- 5.4 All clients shall use the **externalRef** booking reference provided in the OSDM standard for all reservations to ensure proper alignment and synchronization between systems.
- 5.5 SJ Products must always be presented and structured in line with SJ's official product definitions (see the Sales Agreement). This means avoiding any mixing of different product types or incorrect use of comfort levels.
- 5.6 Access tokens is a key aspect of the authentication process. To optimize system performance, active tokens shall be re-used for their entire lifetime. This helps keep sessions active and reduces the number of unnecessary token request calls.

6. AVAILABILITY AND UPTIME

SJ strives for the highest possible uptime but does not guarantee continuous availability of the SJ Reseller API. The provider is responsible for maintaining backups and defining recovery times for its customers in the event of extended downtime. SJ has four SLA levels, which are determined internally based on SJ's assessment.

1. Critical
2. High
3. Medium
4. Low

- 6.1 In the event of an incident concerning the API User, the priority and assignment is based on SJ assessment and categorized as **Critical, High, Medium** or **Low**. All incidents will be taken into account during normal office hours, Monday to Friday, 9 to 16.
- 6.2 Planned downtime will be communicated at least 48 hours in advance. Downtime notifications include events such as major upgrades or upgrades that might affect users in any way.
- 6.3 SJ will in principle make the SJ Reseller API available to the API User 24/7 with the exception of maintenance windows and downtimes for which SJ is not responsible.

7. CONTACT INFORMATION

- 7.1 **SJ Service Desk** (servicedesk@sj.se) should be used as the primary communication channel for incidents in production environments. This includes incidents that has been identified and need to be reported to SJ.
- 7.2 Any questions related to SJ Reseller API and product offerings should be communicated via sjresellerapi@sj.se. Communication will be supported in English or Swedish.

8. CHANGES

- 8.1 SJ reserves the right to deploy data updates and non-breaking API changes (within current OSDM version) at any time with release notes sent afterwards.
- 8.2 If changes involve new business rules and regulations for the Swedish market or semantic changes in data that may impact API User clients, SJ reserves the right to implement them, provided they are communicated within a reasonable timeframe.
- 8.3 In case of substantial changes to the SJ Reseller API current OSDM version, SJ deems the right to change the SJ Reseller API with 3 months notice if any of the following conditions are met:
 - 1. Critical updates in the OSDM standard.
 - 2. New rules decided by the international OSDM working group.

In all other cases, a breaking API change will be implemented in a new API version.

- 8.4 SJ will support two API versions at a time. Older versions of the SJ Reseller API will be removed and SJ expects the SJ Reseller API User to migrate to the latest version as soon as an scheduled end-of-life date is communicated and align with the SJ Reseller API User. To benefit from the newest features and improvements, SJ reseller API Users must use the latest version of the SJ Reseller API.

9. LOAD TEST

9.1 Load tests by SJ Reseller API User must be communicated and approved by SJ in advance.

10. API USAGE PLAN

10.1 The SJ Reseller API User agrees to comply with the API Usage Plan, agreed on in The Sales Agreement. If anything changes in the Usage Plan, this needs to be approved by SJ.

10.2 Before the API User will get access to the production environment, the User will be required to fill in a detailed plan (API Usage Plan) that specifies the intended usage of the SJ Reseller API, including specific use cases, expected interactions, and any relevant technical or functional considerations as described in the API Usage Plan, which is Appendix 5 to the DB-SJ Sales Agreement.

10.3 API usage must be approved by SJ before access is granted. Any changes to the usage plan must be communicated and approved in advanced.

10.4 Users are required adhere to the API Usage Plan. Any deviations may result in temporary or permanent suspension of API access.

11. LIABILITY

11.1 SJ is not responsible for any losses or damages caused by how the SJ Reseller API is used.

12. VIOLATIONS

If a user fails to comply with SJ's established guidelines, SJ reserves the right to take appropriate action, including but not limited to:

- a) Temporarily or permanently suspending the User's access to the SJ Reseller API, depending on the severity of the violation.
- b) Terminating this agreement in cases of repeated or serious breaches. This termination may be governed by the terms outlined in the Sales agreement.

12.1 SJ retains full discretion to enforce these measures to ensure the security, integrity, and proper use of its services.

13. REVIEW AND COMPLIANCE

13.1 SJ reserves the right to audit the API User in relation to the API Usage Plan, either directly or through an independent third party.

14. VERSIONING

Version	What has changed	Date
0.3	4.1 Specific metrics will be specified in the Agreement entered between the parties	2026-02-13