

General Terms and Conditions of Purchase (AEB) of Arvato Systems GmbH, Reinhard-Mohn-Straße 18, 33333 Gütersloh, and its affiliated companies (hereinafter referred to as the “client”) for the purchase and maintenance of hardware

(december 2021)

1. Scope

- 1.1 These AEB shall apply exclusively and to all contracts concluded for the purchase and maintenance of hardware. Contradictory terms and conditions of the contractor or terms and conditions of the contractor that deviate from the user of these terms and conditions are expressly not recognized. General terms and conditions of the Contractor shall not become part of the contract even if the Customer does not expressly object to them.
- 1.2 These GPC shall only apply to companies in the sense of § 14 para. 1 BGB (German Civil Code); they are also agreed for all future contracts with the contractor.
- 1.3 Inclusion of the terms and conditions of the contractor or third parties by conclusive action is excluded. In particular, the acceptance of deliveries or services as well as payment by the Customer shall not make the Contractor's terms and conditions of business the subject of this agreement.
- 1.4 For the contractual services of the Contractor relating to the maintenance of hardware, §§ 631 ff. BGB shall apply.

2. Object of the service

The subject matter of this Agreement is (a) the purchase of hardware including the associated materials such as documentation (user manuals etc.), concepts, drafts as well as the provision of other services by the Contractor in connection with the purchase, whereby the intended use of the hardware results from the function and product description and (b) the provision of hardware maintenance services as well as other services in connection with the maintenance of hardware by the Contractor in accordance with the order.

3. Principles of service provision

- 3.1 The Contractor shall provide the services owed under the contract in accordance with the state of the art at the time the contract is concluded and by personnel qualified to provide the agreed services.
- 3.2 Contact persons of the contracting parties are exclusively the responsible contact persons named in the contract. Furthermore, the Customer is entitled to make effective declarations with regard to the services to be rendered by the Contractor not only to the responsible contact person named by the Contractor but also to his representative.
- 3.3 The Client may demand the replacement of a person employed by the Contractor for the performance of the contract if this person has breached contractual obligations or does not have the necessary expertise. The costs arising from the replacement shall be borne by the contractor.
- 3.4 The involvement of third parties as subcontractors of the contractor requires the prior consent of the client in text form.
- 3.5 All deadlines specified by the client are always binding.

4. Placing of orders

- 4.1 Only the content of the order is decisive for the provision of services. Verbal subsidiary agreements have not been made and only become effective upon confirmation by the client.
- 4.2 The contractor is obliged to accept the order within a period of 14 days. The period begins with the receipt of the order signed in text form. An acceptance declared after the expiry of the period shall be deemed to be a new offer. This can only become legally effective if the client does not object within 14 days.
- 4.3 Cost estimates, the preparation of quotations, the preparation of bills of quantities, project planning documents, plans, drawings and models or other related elaborations or similar are only liable to pay costs on the basis of a separate agreement.

5. Scope of services

- 5.1 Unless otherwise agreed, the purchase of hardware includes in particular the following services:

5.1.1 Delivery:

- a) The Contractor shall deliver to the Customer the hardware designated in the order together with the associated documentation (hereinafter referred to collectively as "Hardware Products"). In addition, the Contractor shall supply the Customer with the operating system software designated therein, as well as the standard application software (both programs hereinafter also referred to as "Software") together with the associated documentation and shall grant the Customer all rights of use required for the purpose of the contract and necessary for the operation of the hardware.
- b) The hardware products shall be delivered free of defects and free of charge (including freight and customs duty) in customary packaging to the delivery address specified in the order. If no delivery address is specified, delivery shall be made to the registered office of the Customer.
- c) The Hardware shall be bindingly delivered within the delivery time and on the delivery date specified in the Order. Deliveries are made without reservation of title.
- d) The transfer of risk shall take place when the hardware is handed over free of defects at the place of delivery in accordance with letter b).
- e) The contractor shall be obliged to take out, at his own expense, any insurance necessary for transport to the contractually agreed place of delivery in accordance with point (b).

5.1.2 Set-up / Installation / Test phase / Instruction:

- a) The Contractor shall be responsible for the installation of the hardware as well as for ensuring technical readiness for operation. If requested by the Customer, the installation of the hardware shall also include the professional dismantling of the old hardware.

- b) The software is delivered pre-installed on the hardware, unless otherwise agreed in the order. As a rule, however, the Contractor shall be responsible for the installation of the software required for the operation of the delivered hardware and software (in particular operating system) and for the adaptation (configuration) of the software at the Customer's premises. These services require acceptance by the Customer.
- c) When the hardware is used for the first time, the Client shall be entitled to a test period of 14 calendar days from the completion of the activities referred to in (a) and (b). Within this period, the Customer shall be entitled to withdraw from the purchase agreement at any time if the contractually agreed functions of the hardware are not completely fulfilled. If the client has already tested the hardware free of charge before ordering, the above right does not apply.
- d) The Contractor shall support and train the Customer's personnel to the extent necessary and at its own expense so that the Customer is able to use the hardware competently (instruction).
- e) The work to be carried out by the contractor under points (a) and (b) shall be subject to acceptance by the contracting authority.
- 5.1.3 **Documentation:** The Contractor shall be obliged to provide printed or at least printable, detailed user documentation and other manuals in German or, if not available, in English. The user documentation provided shall enable the Customer to operate the hardware and software properly. The Contractor shall provide a replacement free of charge in the event that the Customer no longer has an up-to-date version of the aforementioned documents as a result of loss, accidental deletion or similar events.
- 5.1.4 **Security:** The Contractor shall ensure that the hardware and software does not contain any functionalities which make it possible to weaken, circumvent or eliminate security functions and which were not made known to the Client in text form prior to delivery. Furthermore, he shall ensure that the hardware and software do not enable unauthorised third parties to gain access to the Customer's systems or data without the Customer's consent.
- 5.1.5 **Delivery of spare parts:** The Contractor shall be obliged to deliver spare parts for the hardware for a period of 5 years from the transfer of risk in return for payment in accordance with standard market practice.
- 5.1.6 **Manufacturer's warranty:** The Contractor shall transfer to the Client free of charge any claims arising from a manufacturer's warranty - insofar as the manufacturer offers such a warranty in general. If the Contractor is itself the manufacturer of the hardware, the Contractor shall offer the Customer a manufacturer's warranty customary in the industry free of charge.
- 5.1.7 **Program locks:** Program locks may not be used by the contractor. If the use of program locks is agreed separately, they may not impair the contractually agreed scope of use and must provide for a reaction time after warning that is appropriate for the respective area of use of the software.
- 5.2 Unless otherwise agreed, hardware maintenance includes in particular the following services:
- 5.2.1 **Operational readiness:** The contractor is obliged to maintain and restore the operational readiness of the hardware. To this end, he shall perform repair, maintenance and other servicing work such as configuration and installation work.
- 5.2.2 **Correction of defects:** The Contractor undertakes to remedy any errors, system or equipment failures and other problems ("malfunctions") of the hardware. After notification of the malfunction by the Customer, the Contractor shall immediately begin to remedy the malfunction; it shall remedy it within the service levels specified in Annex 1. The Contractor shall be responsible for ensuring that the Hardware is equipped in accordance with its previous configuration after the fault has been rectified; this includes, but is not limited to, the installation of any software that was installed on the Hardware prior to the fault being rectified. The fault rectification shall be carried out at the location of the hardware products. If agreed between the parties in individual cases, fault rectification can also be carried out by means of remote maintenance. In case of malfunctions that can be easily and simply eliminated directly by the user, the contractor can support the client by telephone in the form of user-suitable instructions. If the client temporarily provides the contractor with a workaround, the contractor's obligation to permanently eliminate the defect remains unaffected.
- 5.2.3 **Functionality:** The Contractor shall ensure the functionality of the hardware by means of equipment maintenance as well as by the free replacement of defective or no longer reliably functioning wear parts. Replaced wear and spare parts shall only become the property of the Contractor after prior agreement with the Client.
- 5.2.4 **Software changes/improvements:** The contractor undertakes to provide the customer with existing, generally offered and released new firmware and operating system versions free of charge for the purpose of improving the hardware provided. In the case of hardware changes, the contractor will, if necessary, instruct the customer's personnel in the new hardware version in good time without separate remuneration.
- 5.2.5 **User support:** The Contractor shall provide user support and shall regularly inform the Client of general user instructions and other special instructions and information on important questions and problems relating to the hardware. He shall support the Customer with regard to further application possibilities and problem solutions of the hardware and inform him about new products.
- 5.2.6 **service desk:** The Contractor shall maintain a service desk during the agreed service hours with the aim of enabling a direct problem solution in the event of malfunctions, application problems or other difficulties arising in connection with hardware processes and to advise and support the Customer in organisational matters and in questions relating to hardware. The Service Desk can be reached under a telephone and fax number free of charge for the Customer as well as by e-mail.
- 5.2.7 **Remote diagnosis/troubleshooting:** After prior consultation with the Customer, the Contractor is entitled to carry out remote diagnosis and remote troubleshooting as follows: The contractor is available to the customer during the agreed service times for diagnosis and processing of occurring defects,

application problems, malfunctions or other difficulties in connection with the functioning of the hardware via remote access (VPN connection or remote desktop sharing).

5.2.8 **Documentation:** If the hardware is changed on the basis of this Agreement, e.g. when a fault is rectified, when new hardware is supplied or after the installation of new firmware or a new operating system, the Contractor shall make a corresponding addition/update to the user manual and the installation instructions for the hardware ("Documentation") with an explanation of the resulting changes. The documentation shall be updated in type (paper or electronic form) and scope according to the ideas and requirements of the Customer.

5.2.9 **Adaptation to changed standards:** If mandatory legal framework conditions (i.e. mandatory laws, legal ordinances, regulatory requirements) which are relevant to the intended use of the hardware change, the Contractor shall provide appropriate adaptations within a reasonable period of time free of charge within the scope of its operational and economic possibilities. This obligation shall not apply if the adaptation only involves unreasonable work for the Contractor and the Contractor has sufficiently explained the reasons for the unreasonable work to the Customer. In such a case, the adaptation can only be carried out against a corresponding additional remuneration if the Customer has commissioned this in advance.

5.2.10 **Service Level:** The Service Level Agreement according to Appendix 1 applies.

5.2.11 **Security:** If software in the form of patches, bug fixes, updates, upgrades, new releases, new versions, etc. is handed over in the course of hardware maintenance, the Contractor shall ensure that the software does not contain any functionalities which make it possible to weaken, circumvent or disable security functions and which were not made known to the Client in text form prior to handover. In particular, he shall ensure that this software does not enable unauthorized third parties to gain access to the Customer's systems or data without the Customer's consent.

5.3 **disposal:** In addition, the Contractor shall take over the disposal of packaging free of charge and in accordance with data protection regulations, both in the case of the purchase and maintenance of hardware and, at the request of the Customer, of the hardware products even after the Customer has ceased using them.

6. Partial performance

6.1 Partial services will not be accepted as contractual services.

6.2 In the case of partial performance, the Customer shall be entitled to compensation instead of the entire performance if the Customer is not interested in the partial performance. The §§ 280 ff. BGB shall apply.

6.3 In the event of the purchase of hardware, the return shipment shall be at the expense of the Contractor. Until the return of the goods shall be stored at the risk and expense of the Contractor.

7. Handover / functional test / acceptance

7.1 Prior to the actual handover of purchased hardware or the hardware maintenance services provided to the Customer, the Contractor is obliged to first of all examine the services in detail himself and in particular to

determine whether they meet the contractually required requirements, in particular whether they offer the functions specified in the detailed product description. If the cooperation of the Customer is required for this purpose, the Contractor shall inform the Customer of this in good time.

7.2 The services in accordance with the above clause are to be handed over to the customer at the contractually agreed time after set-up, installation and (re)establishment of technical operational readiness for the purpose of carrying out a functional test. A protocol is to be drawn up which records the performance of the functional test and its results. The protocol shall be signed by the Contractor and the employee nominated by the Customer.

7.3 If no significant defects are found during the functional test, the client is obliged to declare acceptance. The Contractor shall then provide instruction at the contractually agreed time. Both the acceptance and the instruction that has taken place shall be confirmed in text form in accordance with the above provision.

7.4 If the functional test reveals significant functional impairments or complaints (defects, in particular those of defect class 1 and 2 according to Appendix 1), the customer is entitled to refuse acceptance. In this case, the Contractor shall be obliged to remedy the defects immediately, but at the latest within a reasonable period of time. Thereafter, a new functional test shall be carried out. If this is successful, Section 7.3 shall apply accordingly.

7.5 If an extension of the functional test is necessary for reasons for which the Contractor is responsible and exceeds 7 calendar days, the Client is entitled to demand a contractual penalty of 0.5% of the total remuneration per commenced calendar day of delay. A contractual penalty paid by the Contractor due to delay shall be set off against a further claim for damages. Further claims of the client in case of delay in delivery remain unaffected.

8. Principles of personnel deployment

8.1 The Contractor shall perform its services independently or with its own or third-party personnel (hereinafter referred to as "Personnel").

8.2 The Client is entitled to demand the replacement of the personnel employed by the Contractor with reasons, which may be given in writing, if the Contractor has repeatedly violated contractual obligations or if there is any other important reason in the personnel employed which prevents cooperation between the Client and the Contractor.

If the Contractor uses external personnel (such as freelancers or temporary workers), the Client may also demand the replacement of the external personnel with justification, if a further use is not reasonable for the Client. As the main contractual obligation to perform, the Contractor shall ensure and control on its own responsibility that any external specialists or subcontractors it employs are deployed and controlled in accordance with the statutory regulations. At the request of the Customer, the Contractor shall provide the Customer with documentation of the controls carried out and confirm their correctness in text form. Inconsistencies or missing confirmation proofs entitle the client to immediate extraordinary termination of the contractual relationship.

The Contractor must comply with the Client's request for the replacement of personnel without delay. The

additional expenditure arising from the expansion or change of personnel shall be borne by the contractor.

- 8.3 In the individual contract, the contractor designates its own project manager as central contact person. This person controls the entire project work on the contractor's side. On the other hand, the client provides its own project manager as the central contact person for the entire project management. This manager controls the entire project work on the part of the sold-to party.
- 8.4 Under no circumstances will the contractor's personnel be integrated into the client's business. The contractor shall remain solely responsible for such personnel to the full extent. There shall be no division of labour between the staff of the contracting authority and the staff of the supplier. The personnel employed by the contractor is not included in the internal holiday planning and representation regulations of the customer. Periods of deployment or service times are agreed exclusively with the project manager contractually appointed by the contractor. The contractor's personnel do not take part in internal meetings and events of the customer with company-specific content and events (e.g. presentation round, company party). The only possible participation is in project and technical meetings which are directly connected with the concretization of the contractual service, the provision of the service or the acceptance of the service. The Contractor as well as the personnel employed by him use his own operating resources, unless an objective reason makes the use of the Client's operating resources necessary (e.g. IT security, data protection).
- 8.5 No project-related coordination, instructions or comparable communication between the contractor's personnel on assignment and the client's personnel takes place without the participation of the responsible project manager. The Contractor shall involve the Client's project manager for binding information and for all questions arising from the performance of the contract. The latter shall provide information and make or communicate decisions without delay. Decisions and information from other persons shall only be binding on the Contractor and his staff if they have been made or confirmed in writing by the Client's project manager.
- 8.6 In the event of any complaints about defects in the performance of the Contractor, the Contractor's project manager is the sole contact person for the Client's project manager. No complaints about the performance of the contractor shall be made to the contractor's other personnel.
- 8.7 The Contractor shall ensure that all personnel employed by it has taken note of the regulations regarding confidentiality, data protection, plant security, the information sheet on the Federal Data Protection Act, the flyer for emergencies and the Customer's information security guidelines and complies with the regulations accordingly.
- 8.8 Upon request, the Contractor shall inform the Client at a reasonable distance about the status of the project and compliance with the contractual requirements and shall report interim results. In addition, the Customer may request to inspect the relevant documents and extracts thereof.

9. Personnel deployment for end customers

- 9.1 If the Contractor provides services to an end customer of the Client within the scope of this Agreement, the Contractor and the Client shall each remain solely responsible for their personnel. This means that neither

the personnel of the Customer nor the personnel of the Contractor will be integrated into the operation of the end customer. Furthermore, there is also no cooperation based on the division of labour and no direct communication between the personnel of the contractor, the client and the end customer.

- 9.2 Any project-related coordination, instruction or comparable communication with the end customer takes place solely via the responsible project managers of the client. This person is the exclusive contact person for both the end customer and the contractor's project manager with regard to the services provided at the end customer of the customer under this agreement. In all other respects, the above provisions of sections Fehler! Verweisquelle konnte nicht gefunden werden. to 8.6 apply mutatis mutandis.

10. Minimum wage

- 10.1 The contractor is obliged to pay his employees the statutory minimum wage. At the request of the Client, the Contractor shall prove to the Client that this obligation has been fulfilled by submitting suitable documents (in particular documents pursuant to Section 17 (1) MiLoG, clearance certificate from the competent social security or holiday fund, etc.) within 14 days of termination of the present contractual relationship for the entire duration of the contract up to six months.
- 10.2 The Contractor shall indemnify the Client from all claims of third parties (in particular employees of the Contractor, Client's customers, Federal Employment Agency) in connection with the violation of the obligation to pay the statutory minimum wage on first demand.
- 10.3 The Contractor is obliged to oblige any subcontractor to pay the statutory minimum wage and release the Client from work to the same extent as the Contractor itself is obliged to do under Sections 10.1 and 10.2. If the subcontractor in turn uses subcontractors, the Contractor shall ensure that all subcontractors are also obliged accordingly.
- 10.4 The contractor is liable to the client for all claims of third parties arising from the violation of the obligation to pay the statutory minimum wage by subcontractors.

11. Compensation

- 11.1 All agreed prices are exclusive of the legally applicable sales tax and include all incidental expenses, in particular travel expenses, travel times, transport costs and customs duties.
- 11.2 In case of wrong, bad or partial deliveries, the client is entitled to refuse payment until proper fulfilment.
- 11.3 Insofar as the Contractor is obliged to provide a warranty to the Client, the services owed under the contract, in particular the hardware maintenance services, shall be provided free of charge for the duration of the warranty period.
- 11.4 The agreed hardware maintenance services shall be remunerated by the monthly, quarterly, half-yearly or annual flat-rate maintenance fee specified in the order. Section 11.3 remains unaffected.
- 11.5 An increase of the respective maintenance fee is not possible before 36 months have expired. The Contractor shall give at least three months' notice of the increase in text form at the latest before the increase takes effect. The increase of the maintenance fee shall be within the scope of what is customary in the industry; it shall under no circumstances exceed 2% of the annual maintenance fee valid until then. In the event of an increase, the Customer reserves the right to

terminate the contract with two weeks' notice before the increase takes effect. The termination shall become effective at the time the increase becomes effective.

- 11.6 Subject to a deviating regulation, the remuneration is due for payment 30 days after receipt of a verifiable invoice, but in principle only after acceptance of the services owed. The invoice must contain the order number of the client as well as, if no lump-sum remuneration has been agreed, details of the service provision (including time, place, service provided).
- 11.7 In the event of payment within 14 days of receipt of the auditable invoice, the contractor shall grant the client a discount of 3% on the invoice amount.
- 11.8 The Contractor shall only be entitled to withhold payments or services and work results or to offset them against counterclaims if the claims asserted by the Contractor from the same legal relationship have either been acknowledged by the Client at least in text form or a legally binding decision has been made in legal proceedings. The assignment of claims of the contractor against the client to third parties is excluded.

12. Default

In the event of default, the client is entitled to the statutory claims. In addition, in the event of default on the part of the Contractor, the Customer shall be entitled to demand a contractual penalty of 0.5% of the total order value per commenced calendar day of default.

If the Contractor exceeds an agreed delivery date by more than 7 calendar days, the Client is entitled to withdraw from the contract immediately.

The contractual penalty can be claimed until the final payment of the remuneration.

A contractual penalty paid by the Contractor due to delay shall be set off against a further claim for damages. Further claims of the client in case of default remain unaffected.

13. Defects (notification of defects) / Warranty

- 13.1 § Section 377 of the German Commercial Code (HGB) shall apply in such a way that the customer is obliged to give notice of defects within one week of acceptance, insofar as a defect was identifiable in the course of random checks of an appropriate scope. Visible transport damage shall be reported immediately, at the latest within one week. Payment of the remuneration does not constitute approval of the service.
- 13.2 The client is entitled to the full statutory warranty claims.
- 13.3 During the warranty period, the Contractor shall remedy defects immediately.
- 13.4 The warranty period shall begin to run again if the defect is rectified.

14. Force majeure

If the contractor is not able to provide the service in due time due to force majeure (war, riots, strikes, lockouts, fire and floods), the client may choose to withdraw from the contract instead of unilaterally extending the deadline for the contractual provision of the service.

15. Liability

- 15.1 If the customer demands compensation for damages instead of performance, the claim to performance shall not lapse until the contractor has paid the compensation.

- 15.2 In all other respects the statutory provisions shall apply.

16. Term and termination of hardware maintenance

Unless otherwise agreed in the order, the following applies with regard to hardware maintenance:

- 16.1 The hardware maintenance contract has a term of three years from the productive use of the hardware.
- 16.2 The contractor must inform the customer three months before the end of the contract at least by eIDAS-compliant text form about the end of the contract period.
- 16.3 Contractor may terminate the hardware maintenance agreement by giving six months' notice to any end of the month, but not earlier than three years. The Customer may terminate the hardware maintenance agreement at any time with a notice period of three months to any end of the month.
- 16.4 The right to extraordinary termination for good cause remains unaffected.

17. Third-party rights

Insofar as the hardware products or hardware maintenance services supplied by the contractor violate the rights of third parties and this at least slightly negligent violation of rights is based on a service provided by the contractor, the contractor undertakes to indemnify the customer on first demand from all claims of third parties which are raised as a result and from all costs associated with the legal defence, including the costs for an adequate licence acquisition.

18. Secrecy

- 18.1 The Contractor undertakes to keep secret all information (e.g. business and trade secrets, data, technical and commercial information of any kind) which it has come to know about the Customer and the order within the framework of this contractual relationship, whether verbally, in writing, in electronic or any other form, even beyond the duration of the contractual relationship, and to maintain secrecy about such information. The information must be stored in such a way that any misuse is excluded.
- 18.2 Furthermore, the Contractor guarantees that its employees, consultants and other vicarious agents who are entrusted with the execution of the contract and who receive information pursuant to 18.1 are bound to secrecy in writing.

19. Data protection and security

- 19.1 The Contractor shall ensure that all persons entrusted with the performance of this contract observe the statutory provisions on data protection and are demonstrably obliged to maintain data secrecy in accordance with the rules on data protection.
- 19.2 In the case of order processing, a separate agreement shall be concluded between the contracting parties.
- 19.3 The client expressly does not give his consent to the use of the contact data for advertising purposes. Any disclosure, transmission or other use of the client's contact data is expressly prohibited.
- 19.4 The Contractor undertakes to take all necessary measures to ensure information and operational safety and quality assurance at the Client's premises during the performance of the contract. The relevant guidelines and information sheets of the Customer shall apply, which shall be made available to the Contractor at the latter's request.

20. Insurance

- 20.1 The Contractor undertakes to maintain a business liability insurance throughout the entire duration of the contract, the scope and amount of which is appropriate to its liability risks under this contract.
- 20.2 Upon request of the Customer, the Contractor shall provide evidence of the conclusion and existence of the insurance policy and the payment of the corresponding premiums.

21. Audit

- 21.1 The Client is entitled, either himself or through an appointed third party, to carry out an audit once a year, after prior notice and during business hours, at the Contractor's premises for the purpose of verifying the Contractor's compliance with the contractual obligations.
- 21.2 The confidentiality of the contractor's information shall be maintained and appropriate security provisions shall be taken into account.
- 21.3 The Contractor is obliged to grant access to all systems, books, records, business processes and facilities that the Client requires in order to conduct a proper and thorough inspection. The contractor shall provide the necessary cooperation in such an inspection.

22. Final provisions

- 22.1 This agreement can only be transferred to third parties with the consent of the other party in text form using an electronic signature (in accordance with eIDAS requirements). On the part of the customer, third parties within the meaning of this clause are not the companies affiliated with Bertelsmann SE & Co KGaA, Gütersloh, group companies (§§ 15 ff. AktG) and Bertelsmann SE & Co KGaA itself.
- 22.2 The contractor is not entitled to name the client, details of the order or the client's end customer as a reference without the client's express consent.
- 22.3 The contractual penalties referred to in these contractual conditions may not exceed 5% of the total contract value.
- 22.4 The contractor acknowledges the provisions of the Supplier Code of Conduct of Bertelsmann SE & Co KGaA and undertakes to act in accordance with them. This Code of Conduct for business partners can be found at www.bertelsmann.de/unternehmen/grundwerte/compliance/geschaeftspartner/.
- 22.5 Changes, additions and the cancellation of this contract require the text form by means of electronic signature (according to eIDAS requirements). This means that an e-mail format does not meet these requirements. The same applies to the cancellation of the written form requirement. All design rights must always be asserted with a signature variant that is at least eIDAS-compliant.
- 22.6 The existence of this contract shall not be affected by the invalidity of individual provisions or by loopholes in the provisions. An ineffective provision or a gap in the provisions shall be replaced or filled by a valid provision which corresponds as far as possible to the meaning and purpose of the omitted provision or the remaining provisions of this contract.

The law of the Federal Republic of Germany shall apply, excluding the UN Convention on Contracts for the International Sale of Goods. The place of jurisdiction for all disputes arising out of or in connection with this contract is the court that is competent for the client in terms of subject matter and location.

Annex 1

service level agreement

1. Service Level Table

	error class 1	error class 2	error class 3
Service time of the contractor	24x7	Mon - Fri, 8.00 - 18.00 with the exception of national bank holidays ("public holidays"). These holidays are treated as Sundays.	
Acceptance of requests from the client (incidents)	< 1 minute		
Response time	< 10 minutes	< 20 minutes	appropriate
Troubleshooting time	< 2 hours	< 4 hours	appropriate
Status report: Status of bug fixing	Every 60 minutes	Every 90 minutes	appropriate
Post mortem report	2 working days after error correction	5 working days after error correction	–
Maximum number of faults	3 per year	6 per year	12 per year

Penalties for non-compliance

	error class 1	error class 2	error class 3
Troubleshooting within the service hours	> 2 h: - 10 % > 4 h: - 30 % > 6 h: - 70 % > 8 h: - 100 % > each additional 4 hour period: each - 100	> 4 h: - 10 % > 6 h: - 25 % > 8 h: - 50 % > each additional 8 hour period: each - 100	–

The non-performance credits are calculated as a percentage of the average monthly remuneration to be paid during the basic term of the contract. Otherwise, Section 6.5 shall apply.

2. Service Desk, error message

- 2.1. The contractor accepts error messages from the client by telephone, e-mail or fax at the service times defined in the service level table.
- 2.2. The client can fix error messages - if necessary subsequently - in text form and assign the errors to a category according to section 3
- 2.3. The client can summarize already reported and newly detected errors in open-point lists and send them to the contractor. The following regulations apply accordingly to the errors contained in these lists.

3. Error categories

Defects are assigned by the customer to the following categories: operation-preventing defects (defect class 1), operation-impeding defects (defect class 2) and other defects (defect class 3). After an error has been adjusted / processed, the classified error category can be changed. The definition of the defect category is determined by the following classification:

- 3.1. **Failure class 1:** A failure preventing operation exists if the use of the hardware is impossible or severely restricted, for example due to malfunctions, incorrect work results or response times. There are no functions available that can replace the faulty function ("bypass solution").
- 3.2. **Failure class 2:** A failure that impedes operation exists if the use of the hardware is partially impossible or seriously restricted, for example due to malfunctions, incorrect work results or response times, and there is a bypass solution of a type and scope that is reasonable for the customer and can be used temporarily.
- 3.3. **Failure class 3:** Another failure exists if the use of the hardware is not and/or not significantly impaired. Example: Unfavourably defined basic settings, lack of desirable functions/extensions ("Nice-to-have functions"), deficiencies in the documentation, impairment of the ease of use, in each case without impairment of functions.

4. Reaction times and troubleshooting

- 4.1. **Fault class 1:** In the case of operation-preventing faults, the Contractor shall begin to rectify the fault within the reaction time defined in the service level table after the fault has been reported by the Customer - if necessary also on site - and shall continue to do so without interruption, i.e. 24 hours a day, 7 days a week, in consultation with the Customer until the fault has been rectified. The Contractor undertakes to eliminate an operation-preventing fault within the fault elimination time defined in the service level table and will remain in constant contact with the Client during this phase.
- 4.2. **Fault class 2:** In the case of operation-obstructing faults, the contractor begins to rectify the fault within the response time defined in the service level table after the fault has been reported by the customer - if necessary also on site - and continues to do so without interruption on the days defined in the service level table and within the support times defined in the service level table in consultation with the customer until the fault has been rectified. In the case of particularly serious errors that impede operation, the customer can demand uninterrupted troubleshooting during the support hours defined for the errors that impede operation (error class 1) in accordance with the service level table.

- 4.3. **Error class 3:** Other errors are eliminated in a reaction and elimination time appropriate to the severity of the error, unless otherwise defined in the service level table.
- 4.4. **Response time: A** response is considered to be any reasonable action taken by the contractor to start searching for the cause of the fault. The reaction time is therefore the time from the time of the error message by the client until the action is taken.
- 4.5. **Troubleshooting time:** The Contractor undertakes to remedy faults within the troubleshooting times specified in the service level table. Troubleshooting time is the time from the time of the error message by the Customer until the Customer confirms that the error has been corrected. Confirmation of the fault rectification by the Customer is provided by signing the fault rectification protocol in accordance with Section 5.5.
- 4.6. **Status reports:** The Contractor shall inform the Client on an ongoing basis at intervals appropriate to the severity of the error by means of status reports provided by telephone, fax, e-mail or online reporting on the status of error analysis and elimination. The times defined in the service level table, within which status reports are to be delivered, are to be fulfilled at a minimum, regardless of the severity of the error. In individual cases, the parties may agree on a different sensible cycle.
- 4.7. **Early Warning:** If the Contractor has been notified by other customers or by the manufacturer of an error of error class 1, the Contractor shall notify this error and the necessary or recommended measures to be taken to eliminate the error within the periods defined in the service level table and shall begin implementing the measures at the Customer's premises. The error correction times defined in the service level table apply accordingly. The time limit starts from the successful troubleshooting of the Contractor at another customer or after notification by the manufacturer.
- 4.8. **Interfaces to other systems:** If the hardware is connected to other systems via interfaces and the customer detects faults in these or other systems to be connected in the future, which cannot be excluded that they may be caused by the hardware of the contractor, the contractor is obliged to proceed according to the regulations of this service level agreement until it is clearly established that the fault was not caused by the hardware of the contractor.
- 4.9. **Adaptation of the documentation:** In case of hardware changes/improvements and troubleshooting, the documentation is adapted within the periods defined in the service level table. The periods begin to run at the time when the parties agree on the success of the error correction.
- 4.10. **Reimbursement of expenses:** If the contractor determines that an error reported by the client does not actually exist or is not attributable to the contractor's hardware, the contractor is entitled to charge the client for the expenses incurred with the analysis and other processing.

4.11. in accordance with the current price list, provided that the client is guilty of intent or gross negligence when reporting the error.

5. Error Reporting

5.1. Together with the first status report in accordance with Section 4.6 the Contractor shall send the Client an error report by fax or e-mail which shall include the following points: (i) Time of the first error message or error detection; (ii) Description of the error by the contractor; (iii) Procedure for analysis and correction of the error by the contractor; (iv) Estimated correction time.

5.2. If the fault rectification time stated by the Contractor is not acceptable to the Client, the Client may demand further measures. In this case, the Contractor is obliged to discuss the implementation of the further measures with the Client without delay and to reach agreement on the details of the further measures and their costs.

5.3. In cases in which the estimated or actual time required to rectify errors for errors that prevent or hinder operations leads to considerable impairment of business operations or if there are differences of opinion about the manner in which the errors can be rectified in a meaningful way, the client can demand the involvement of a neutral expert third party in the error analysis. The contractor is obliged to cooperate with the third party and to provide him with all information necessary for error analysis. If only the involvement of the third party makes it possible to eliminate the error or if his involvement leads to a considerable reduction in the time required to eliminate the error compared to the time period specified by the contractor or if the impairments associated with the error can be considerably reduced, the contractor shall bear the costs of the involvement of the third party. Instead of calling in an expert third party, the parties may also initially agree on an internal escalation. If no agreement is reached here, the expert third party can be called in immediately.

5.4. **Troubleshooting log:** After the respective error has been corrected, the contractor sends the client a troubleshooting report. The troubleshooting log contains the test measures to be carried out to check the troubleshooting. The Customer shall immediately check the success of the troubleshooting measures taken. The error is only considered eliminated after the error correction has been checked and the error correction protocol has been signed by the customer.

5.5. **Post Mortem Report:** After the respective error has been corrected, the Contractor shall send the Customer a detailed error correction protocol (Post Mortem Report) within the deadlines specified in the Service Level Table, which documents the cause of the error, the measures and changes made to correct the error and the test measures taken to verify the error correction.

6. Delays and other disruptions in performance / right of termination

6.1. The agreed response, fault rectification and performance times and deadlines are binding. Impediments and delays are to be notified immediately in text form with a precise description of the circumstances and with calculation of the additional time required.

6.2. After setting a reasonable period of grace, the Customer shall be entitled to commission the work to another company and to charge the costs to the Contractor ("substitute performance"). In addition, the Customer may assert its statutory rights.

6.3. Clause 6.2 apply accordingly if the Contractor repeatedly fails to comply with the response times and fault rectification times defined in the service level table or interrupts fault rectification before the fault has been rectified, fails to rectify faults within reasonable or contractually agreed periods and in the event of other significant breaches of duty.

6.4. The Contractor shall not be responsible for delays if the Customer has changed the hardware without the Contractor's consent and the Contractor can prove that the changes have made it considerably more difficult or impossible to rectify the error. This shall not apply if the Customer has carried out system parameterisation measures in accordance with the manual. The contractor guarantees that no defects will occur in this case.

6.5. In the event that the fault rectification times defined in the service level table are exceeded, if the Contractor is unable to demonstrate its nonrepresentation, the Customer may demand the non-performance credits defined in the service level table in addition to and without prejudice to its other rights. Unless otherwise provided in Section 0 the non-performance credits are calculated as a percentage of the average monthly remuneration payable during the basic term of the Agreement. The non-performance credits shall be offset against the next payment due for the care services owed and shall be shown accordingly on the invoices. The client reserves the right to assert further claims.

6.6. **Maximum number of malfunctions:** The Customer is entitled to terminate the hardware maintenance contract in whole or in part with extraordinary notice of 10 working days if the maximum number of malfunctions defined in the service level table has been exceeded and if the malfunctions were caused by the Contractor. The notice of termination must be given within 2 months after the maximum number of faults has been exceeded. If the remuneration for the services of the contractor has already been paid (advance payment), it must be reimbursed proportionally. The client reserves the right to assert further claims.