

Standard Terms of AIMTEC a. s.

Sub-Conditions for operation and provision of the Aimtec Integration Platform on the aimtec.cloud platform (Multi Tenant)

1 Opening Provisions

1.1 These Sub-Conditions for operation and provision of the Aimtec Integration Platform on the aimtec.cloud platform (Multi Tenant) supplement to and particularize Standard Terms of AIMTEC a. s. – Terms and Conditions for operations and provision of the aimtec.cloud Service (Multi Tenant) in relation to the specific solution used on the aimtec.cloud platform. In the event that the Sub-Conditions for operation and provision of the Aimtec Integration Platform on the aimtec.cloud platform (Multi Tenant) differ from the Terms and Conditions for operations and provision of the aimtec.cloud Service (Multi Tenant), the Sub-Conditions for operation and provision of Aimtec Integration Platform on the aimtec.cloud platform (Multi Tenant) shall take precedence over the Terms and Conditions for operations and provision of the aimtec.cloud Service (Multi Tenant). For the avoidance of doubt, the Contract concluded with the Customer takes precedence over the Sub-Conditions for operation and provision of the Aimtec Integration Platform on the aimtec.cloud platform.

2 Definitions

2.1 Terms defined in the Contract and in Terms and Conditions for operations and provision of the aimtec.cloud Service (Multi Tenant) shall have the meanings given to them in these documents, unless expressly agreed otherwise herein.

2.2 Aimtec Integration Platform

- (1) The term Aimtec Integration Platform refers to the operation and provision of solutions for EDI communication as a service on the aimtec.cloud platform.

2.3 Message

- (1) means a document in human-readable form or in machine-readable form, both in electronic form, which is related to the processes of ordering, purchasing, invoicing, logistics, etc., and all related confirmations.

2.4 Partner

- (1) It is a supplier or customer or other business partner of the Customer with whom the Customer exchanges Messages;
- (2) Partner may also be understood as an organizational or other unit of the Customer involved in the exchange of Messages with the Customer, or it may also be a specific information system or application or an employee of the Customer.

2.5 Production Message

- (1) Is a Message processed by a Process in production operation.

2.6 Test Message

is a Message that meets at least one of the following conditions:

- (1) was not accepted into the Aimtec Integration Platform Production Environment,
- (2) contains a test flag – for example, a set value in the data field of a file intended for this purpose, file name, specific settings of the transmission parameters of the given Report (e.g. Virtual File Name for OFTP2),
- (3) belongs to a Process that has not yet been put into production after implementation,
- (4) is used to verify the functionality of the connection or the availability of the Customer's or Partner's Endpoint, or to verify processing on the Aimtec Integration Platform.

2.7 Production Environment

- (1) It is used for the exchange of Production Reports between the Customer and its Partners.

2.8 Test Environment

- (1) It is not used for the exchange of Production Reports between the Customer and its Partners,
- (2) Reports from the Customer's Test Environment are processed in the Aimtec Integration Platform Test Environment,

- (3) The Customer shall ensure that the Messages are routed from its Test Environment to the Aimtec Integration Platform Test Environment.
- 2.9 Activation, Basic settings
- (1) Activation means the creation of the Customer's profiles and accounts necessary for the provision of Aimtec Integration Platform.
- 2.10 Integration with the information system
- (1) is the definition and approval of the formats of the Messages and the specifics of the Customer, the method of connection between Aimtec Integration Platform and the Customer's information system, and their implementation.
- 2.11 Incoming Message
- (1) is a Message received to the Endpoint of the Aimtec Integration Platform.
- 2.12 Outgoing Message
- (1) is a Message that was created by the Process at Aimtec Integration Platform and is intended to be forwarded to the Endpoint of Aimtec Integration Platform.
- 2.13 Conversion
- (1) is converting the Message from one format to another.
- 2.14 Connection with an EDI Partner
- (1) (hereinafter referred to as the "Connection") is a communication determined by specific parameters and is used for data transfer from the Customer to the Partner and/or from the Partner to the Customer
- 2.15 Extension of an existing Connection (duplication of a Connection)
- (1) is setting up a Connection with another Endpoint for existing Connection
- (a) HTTPS – new path on the same URL,
- (b) FTP - new user or folder on the same destination server,
- (c) OFTP2 – new routed station (new SFID) on the same gateway (same SSID),
- (d) AS2 – new AS2 ID at the same AS2 address.
- 2.16 Process
- (1) The set Process is used to process the transmitted Messages (change of format, sending, performance of specific operations) and is always bound to a specific Partner and his Connection;
- (2) Setting up the routing of the Message and creating a Conversion to the required export/import according to the Specification agreed to be a part of the Process settings;
- (3) Specification means the description of the Message by the Customer and/or the delivery of sample files covering all required Processes, including their variants;
- (4) The Process goes into production after approval by the Customer;
- (5) A single Process cannot be shared by multiple Connections.
- 2.17 Endpoint
- (1) It is the point of the relevant connector (OFTP/2, AS2, HTTP/S) on the side of Aimtec Integration Platform or Customer or Partner and is identified by DNS name or IP address, the list of Endpoints is in Appendix 1 of these Sub-Conditions for operation and provision of the EDI Service.
- 2.18 Communication Protocol
- (1) Communication Protocol means a convention or standard according to which electronic communication and data transmission between the Customer's Endpoints and its Partners takes place.
- 2.19 TSB Generator
- (1) Is a tool used to create forms and labels for deliveries to the VW Group (Volkswagen Group headquartered in Wolfsburg, Germany), should the TSB Generator be installed at the request of the Customer in another environment, the Supplier does not provide any guarantee for its error free operation whatsoever.
- 2.20 Aimtec Integration Platform Connector
- (1) It is used for integration with the Customer's systems.
- (2) It stores data (data flow towards the Customer) into mutually agreed import structures.
- (3) It reads data (data flow from the Customer) from mutually agreed export structures.
- 2.21 Prioritization
- (1) Enables the processing of Messages to be prioritized for selected processes of the Customer.
- 2.22 Test Portal
- (1) It is a tool for simulating the receipt of a Test Message from a Partner into the Aimtec Integration Platform Test Environment;
- (2) The purpose is to verify the processing of the Test Message in Aimtec Integration Platform, including integration into the Customer's ERP.
- 2.23 Duplication of a Process
- (1) is to create a copy of an existing Process on another Connection with an EDI Partner without the need for testing.
- 2.24 File Forwarding
- (1) is a Process that is used to transmit Messages in an unchanged format without the need for Conversion and testing.

- 2.25 Third Parties
- (1) The provision of certain services may be provided by third-party entities. These third parties are not considered subcontractors of the Supplier. These services are not covered by the support level per point 4 Support. The list of these services and the entities that provide them is as follows: available in the portal <https://aimtec.cloud>
- 3 Fees**
- 3.1 Professional Services
- (1) are charged when the given setting is created in Aimtec Integration Platform, unless specified otherwise.
- 3.1.2 Integration with the information system
- (1) is charged after the connection of Aimtec Integration Platform and the Customer's information system.
- 3.1.3 Setting up Connection with an EDI Partner
- (1) The Connection with an EDI Partner settings is also charged if the configuration of an existing Connection with an EDI Partner is changed.
- 3.1.4 Process
- (1) A maximum of two hours of a consultant is available for testing and commenting on the delivered Process;
 - (2) Services beyond the scope of the settings defined in point (1) are charged at an hourly rate, in the amount agreed in the Contract.
- 3.1.5 Duplication of the Process
- (1) In this case, the Supplier does not provide (within the Price) any consultant capacity for testing and comments on the content of the Messages.
- 3.1.6 File Forwarding
- (1) In this case, the Supplier does not provide (within the Price) any consultant capacity for testing and comments on the content of the Messages.
- 3.2 Regular Fees
- 3.2.1 Communication Protocol
- (1) The use of the Communication Protocol is subject to a fixed monthly fee regardless of the number of Connections that use the given protocol;
 - (2) For the VAN Communication Protocol, in addition to the above conditions, there is a limit of 10 MB per calendar month of two-way data transfer. Data transferred beyond this limit is charged according to the current Price List.
- 3.2.2 Connection with an EDI Partner
- (1) The fee for the Connection with an EDI Partner is charged for each set Connection with an EDI Partner;
 - (2) In the case of using the same EDI service provider with different business Partners, fees for the Connection with each Partner are charged.
- 3.2.3 Process
- (1) The fee is charged for the Process set up in the Production Environment.
- 3.2.4 Support Levels
- (1) Aimtec Integration Platform is offered with three levels of support – See point 4 Support.
- 3.2.5 TSB Generator
- (1) Providing TSB generator as a service functionality.
- 3.2.6 Aimtec Integration Platform Connector
- (1) Aimtec Integration Platform Connector has 2 levels of support:
 - (a) Basic – In the direction from Aimtec Integration Platform to the Customer's system the Supplier monitors each transaction on the Aimtec Integration Platform and reacts proactively if an error is detected. In the direction from Customer's system to Aimtec Integration Platform, the Supplier reacts to errors reported by the Customer to the Service Desk (SED).
 - (b) Extended – Beyond the Basic level the Supplier proactively verifies the availability of the Aimtec Integration Platform Connector. If a problem is detected, it contacts the Customer and, in cooperation with the Customer, performs an analysis and correction.
 - (2) Response times are derived from the purchased level of support of Aimtec Integration Platform.
- 3.2.7 Process prioritization
- (1) The Fee is charged for the Process set up in the Production Environment.
- 3.2.8 Test Portal
- (1) A Fee is charged for the ability to use the Test Portal.
- 3.3 The Support Fee is invoiced from the moment the Contract is signed.
- 4 Support**
- 4.1 Support is provided only for Production Messages.
- 4.2 Aimtec Integration Platform with Standard Support level
- (1) Provision of Aimtec Integration Platform with a guaranteed response time of 8 hours in the Supplier's Standard Business Hours to deal with the following situations:
 - (a) Incidents,
 - (b) Service Requests,
 - (c) Change Requests.
 - (2) Continuous active monitoring Aimtec Integration Platform
- 4.3 Aimtec Integration Platform with Advanced Support level

- (1) Beyond the Support defined in the article 4.2 Support is provided in resolving Incidents with a response time of 4 hours within the regime of 6:00 – 22:00 on the Supplier's Standard Business Hours.

4.4 Aimtec Integration Platform with Premium Support level

- (1) Beyond the support defined in the article 4.2 the Support is provided in resolving Incidents with a response time of 2 hours within a continuous 24/7 regime.

4.5 Hypercare

- (1) Hypercare is an intensive supervision of Processes that have been newly handed over to production. The Service is optional;
- (2) The response time for the Process covered by Hypercare is max. 2 hours;
- (3) The Service is billed on an hourly basis;
- (4) The minimum duration of the Hypercare service is 4 hours;
- (5) The surcharge for supervision outside of Aimtec's Standard Business Hours according to Aimtec's Standard Terms and Conditions is 100% of the hourly rate.

5 Availability

5.1 Availability of Aimtec Integration Platform

- (1) Aimtec Integration Platform is provided with the availability of 99.9 % of the total monthly time fund, while it works continuously in 24/7 mode;
- (2) Aimtec Integration Platform is considered to be available when it is able to receive Production Messages from the Partner or Customer at all Endpoints of the Production Environment used by the Customer and at the same time each Message is processed within a defined time.

5.2 Specification of availability for individual types of Endpoints is contained in the document "Aimtec Integration Platform Endpoints".

6 Message processing time

6.1 At least 99% of the total number of Incoming Production Messages is processed within 60 minutes.

6.2 100% of Incoming Production Messages are processed within 24 hours at the latest.

6.3 The 60-minute period does not apply to Messages that Process consists of several steps that follow each other (e.g. merging several Messages) or involves a requested delay of the Message before its further processing.

6.4 The period of 60 minutes and 24 hours does not apply to Messages that cannot be processed for reasons beyond the Supplier's control (e.g. damaged file, data error, structure other than defined).

6.5 The processing time of the Production Message is counted from the successful receipt of the Report to the Endpoint of the Aimtec Integration Platform infrastructure to the first attempt to send it from the Aimtec Integration Platform, provided that the Aimtec Integration Platform is functional and available.

6.6 The method of calculating the processing time of the Report for individual types of Endpoints is further specified in Annex 1 "Aimtec Integration Platform Endpoints" of this document.

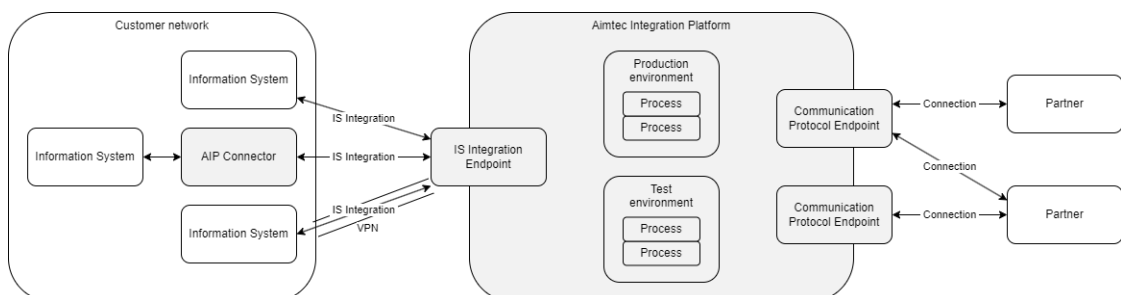
7 Other Provisions

7.1 Processed Messages are stored for at least 6 months.

7.2 The Customer undertakes not to share the details of the contractual relationship with the Supplier to its Partners (in particular prices and delivery conditions).

7.3 The Supplier does not assume responsibility for erroneous Messages and does not assume penalties for charges.

7.4 Simplified scheme of the Aimtec Integration Platform:



8 Termination of a component

8.1 The Supplier has the right to terminate the provision of Aimtec Integration Platform components with a notice period of three (3) months if it is necessary for technical or economic reasons.

8.2 The Customer has the right to terminate the use of Aimtec Integration Platform components by a written notice with effect from the first day of the month following the month in which such notification was delivered to the Supplier.