

Standard Aimtec Company Conditions

Terms and Conditions for the Operation and Provision of the Aimtec DEEP Service on the aimtec.cloud Platform

1 Introductory provisions / Contract structure

- 1.1 These Sub-conditions for the Operation and Provision of the Aimtec DEEP service form a supplement to and particularize the Terms and Conditions for the Operation and Provision of the aimtec.cloud Service in connection with specific utilised solutions running on the aimtec.cloud platform as follows:

2 Definition of functionality

- 2.1 The Aimtec DEEP Service provides the following standard functionalities:
- 2.1.1 The service allows the input of data from external systems.
 - 2.1.2 Configurable data controls over standard entities of Aimtec DEEP.
 - 2.1.3 Results and graphical display of the data check.
 - 2.1.4 Preparation of data export to an external system.
 - 2.1.5 Historical data storage required for reports.
 - 2.1.6 Accumulation of data needed for reports.
 - 2.1.7 Notification system regarding progress and errors.
 - 2.1.8 Reports related to production processes.
 - 2.1.9 Enabling access to the necessary data via API.
 - 2.1.10 Complex functionality to prepare, recalculate or edit data.
 - 2.1.11 Comprehensive and more detailed reports over data.
 - 2.1.12 The Service archives data for a maximum of 3 months.
- 2.2 The standard functionality can be expanded to include items listed in the Service's Price List and can be further specified in the proposal document.

3 Definitions of terms

- 3.1 The basic fee for the service with Low support covers the provision of a web portal for communication with Partners.
- 3.1.1 Provision of the Service at a guaranteed availability level of 99.5%, with the service running nonstop in 24/7 mode.
 - 3.1.2 Nonstop active monitoring of the Service.
 - 3.1.3 A guaranteed response time of 5 business days during the Supplier's standard business hours for the resolution of the following situations reported by the Customer: Incident, Service Request and Change Request.
- 3.2 A Partner is understood to mean one location for a partner in business (supplier or customer) of the Customer.
- 3.2.1 A Location is understood to mean each physical location of a partner in business that has its own address assigned, i.e. a city, street, and street address in accord with the Territorial Identification Address Register.

4 Definition of service availability

- 4.1 The Service is considered to be available as long as the following conditions are met, or, as appropriate, even if certain conditions arise:
- 4.1.1 It is possible to log into the Azure Monitor.
 - 4.1.2 Any interruption in functionality must not exceed 5 minutes.
 - 4.1.3 Data must be displayed no longer than 5 minutes after upload.