

Standard Terms of AIMTEC a. s.

Terms and Conditions for the Operation and Provision of the Aimtec Integration Platform – System Integration Service on the aimtec.cloud Platform

1 Introductory provisions

- 1.1 The Aimtec Integration Platform – System Integration service on the aimtec.cloud platform utilises specific solutions running on the aimtec.cloud platform.

2 Definitions of terms

2.1 Aimtec Integration Platform – System Integration (“AIP – SI”)

- (1) AIP – SI is understood herein to mean the operation and provision of a solution as a Service for the transferring of Integrated Objects between Integrated Systems on the aimtec.cloud platform.

2.2 Integrated System

- (1) A system of the Customer or a third party, each uniquely identified by a type and an interface instance.

2.3 Integrated Object

- (1) An entity transferred between Integrated Systems.
(2) The transferring of instances of an Integrated Object (“Transactions”) takes place with the use of one or more Processes.

2.4 Process

- (1) A process is always tied to specific Integrated Systems.
(2) A process serves for the processing of data (for example validating, transforming or transmitting it, or performing specific operations) in accord with an approved Specification.
(3) Specification
(a) the description of the format and data structure in the interface of Integrated Systems,
(b) the description of the mapping of data structures,
(c) the definition of the maximum quantity of data and maximum number of Transactions per unit of time,
(d) the method used for transferring data between instances of the interface of Integrated Systems and AIP – SI Endpoints.
(4) Processes can take on the Development&Testing and Production statuses. Entry into the Production status may take place after prior approval by the Customer.

2.5 AIP – SI Endpoint

- (1) This is a point of the corresponding connector (e.g. HTTP/S or SFTP) on the AIP – SI side, and it is identified by a DNS name or an IP address.

2.6 AIP Connector

- (1) An AIP Connector may be utilised for connecting the Integrated System with AIP – SI.
(2) It is installed on the Customer’s computer network.

2.7 Third Parties

- (1) Certain services may be provided by Third Parties. These Third Parties are not considered to be subcontractors of the Supplier. The support level as per point 3 Support does not apply to these services. A list of these services and the entities that provide them is available on the <https://aimtec.cloud> portal.

3 Support

3.1 AIP – SI with Standard Support level

- (1) Provision of AIP – SI 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 of AIP – SI for Processes that have been moved into the Production status.
- 3.2 AIP – SI with Advanced Support level
 - (1) Beyond the Support defined in the article 3.1 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.
- 3.3 AIP – SI with Premium Support level
 - (1) Beyond the support defined in the article 3.1 the Support is provided in resolving Incidents with a response time of 2 hours within a continuous 24/7 regime.

4 Availability

- 4.1 AIP – SI availability
 - (1) The AIP – SI service is provided at an availability level of 99.5% of the overall monthly time resources. This service runs in nonstop 24/7 mode.
 - (2) The AIP – SI service is considered to be available whenever it is capable of accepting data from Processes that have been moved into the Production status and are in use by the Customer.
- 4.2 VPN
 - (1) If a VPN is being used, the Supplier bears responsibility solely for the availability of its own VPN endpoint.
 - (2) The determination of AIP – SI availability is not affected by the status of the endpoint of the Customer's VPN tunnel.
- 4.3 The AIP Connector is not to be considered the AIP – SI Endpoint for the purposes of determining AIP – SI availability.

5 Other provisions

- 5.1 The Supplier does not bear responsibility for Incidents caused by:
 - (1) data that is not in accordance with the Process specification,
 - (2) unavailability of the Integrated Systems.
- 5.2 A simplified chart of the AIP – SI platform

