

Service Specification of SupplyOn Services for Supplying Companies (SLB 1.1)

1 Introduction

This Service Specification defines the scope of services of SupplyOn Services for Supplying Companies (hereinafter referred to as "Contractual Partner"). In addition to this Service Specification also the Master Contract, the "SupplyOn AG General Terms and Conditions for SupplyOn Services (in the currently valid version), hereinafter referred to as "GTC", and their respective contractual components regulate the provision of SupplyOn Services and the contractual relationships between SupplyOn and the Contractual Partner. The definitions included in the GTC shall analogously apply to this Service Specification.

SupplyOn Services facilitate the processing of electronic business transactions – in particular in the areas of sourcing and engineering, supply chain management and quality management – by means of a browser interface or integration in internal systems of the Contractual Partner or the Buying Company. SupplyOn Services involve the processing, temporary storage and transmission of data. In addition, SupplyOn performs for the Contractual Partner the single-sign-on by integration of the access data between SupplyOn and the relevant systems of the Buying Company, which means that the Contractual Partner can access internal systems of the Buying Company directly without further log-in. The SupplyOn Services agreed in each case also include the provision of the respective Customer Support.

2 List of SupplyOn Services

The following basic service is the prerequisite for the use of further services:

- **SupplyOn Master Data Administration** supports the storage, update and exchange of company profile data. The data entered by the Contractual Partner can be viewed and also downloaded by the Buying Companies.

In addition to the basic service, the following SupplyOn Services may be used after invitation by a Buying Company and after application for and granting of access to the respective SupplyOn Service (cf. § 3 GTC):

- **SupplyOn Advanced Auctions** supports specific buying auctions to which the Contractual Partner can be invited as bidder.
- **SupplyOn Sourcing** is a solution for the online submission of offers (including participation in buying auctions as bidder).
- **SupplyOn Document Manager** supports the provision and exchange of documents (drawings, standards, part submission warrant documents, etc.).
- **SupplyOn Collaboration Folders** is a joint virtual project room for storing and managing data centrally.
- **SupplyOn WebEDI** handles logistics and finance processes using a browser interface or by means of a direct integration in the Contractual Partner's internal systems via EDI.
- **SupplyOn Vendor Managed Inventory** allows visualisation of consumption-based disposition processes to support disposition.

- **SupplyOn Performance Monitor** shows the supplier assessment data.
- **SupplyOn Problem Solver** supports the processing of complaints.
- **SupplyOn Project Management** supports project planning and project implementation.
- **SupplyOn Customer Application Access** includes the single-sign-on in internal systems of the Buying Company. The systems of the Buying Companies themselves shall not be an integral part of the scope of services provided by SupplyOn.

Detailed descriptions of the SupplyOn Services can be viewed in the Internet under www.SupplyOn.com/contract or can be obtained from your contact person at SupplyOn.

3 Technical availability

SupplyOn shall make 99% of the individual SupplyOn Services available on the productive system on a monthly basis (Monday-Sunday, 00:00 - 24:00 h). "Availability" refers to usability on the interface to the Internet. For ISDN connections, "Availability" refers to the incoming inter-face at SupplyOn. For the determination of availability, downtimes resulting from necessary and regular maintenance windows which apply to all SupplyOn Services shall not be taken into account. As a rule, the regular maintenance windows take place once a month on a weekend. SupplyOn shall inform the Contractual Partner of the intended maintenance windows in advance.

For the determination of availability the following downtimes shall not be taken into account:

- all forms of *force majeure*
- downtimes as a result of computer crime caused by third parties
- business interruptions caused by employees of the Contractual Partner or the Buying Company
- non-compliance with or breach of cooperation duties pursuant to the GTC
- downtimes or interruptions of the Internet or the telecommunications network
- downtimes of the internal systems of the Contractual Partner or the Buying Company in the course of integration within the scope of SupplyOn Services.

4 Necessary system requirements

To be able to use the SupplyOn Services via the browser interface the Contractual Partner has to fulfil certain technical requirements (e.g. released browsers as well as browser versions).

The currently valid system requirements are described in detail under www.SupplyOn.com/requirements.

5 Services for integration in internal systems

Certain SupplyOn Services facilitate connection of the internal systems of the Contractual Partner directly with the system on which the relevant SupplyOn Service is based ("integration"). In such a case the automatic system-to-system communication in part or in whole replaces manual browser operation by the user.

The responsibility for the internal system as well as for the preparation of the internal system in respect of creating and handling electronic business processes on the basis of the SupplyOn data format shall lie exclusively with the Contractual Partner.

SupplyOn shall assist the Contractual Partner with the one-off integration of the internal system pursuant to the process description separately made available for the relevant SupplyOn

Service. In this connection the Additional General Terms and Conditions for Consulting Services (CGTC) in the currently valid version shall also apply.

6 Security Declaration

SupplyOn guarantees the security of the SupplyOn Services within the scope of the concepts described in the security declaration under www.SupplyOn.com/contract.

7 Notification by e-mail and obligation to co-operate

Certain SupplyOn Services inform the users actively if their customer registered with SupplyOn changes important information. Details are included in the relevant online documentation.

The notification e-mails generated by the system do not release the Contractual Partner from having to check regularly whether new or changed data of the business partners are available in the systems. For this reason the Contractual Partner has to regularly log on to the SupplyOn Services (dependent on customer requirements) in order to check whether there is any relevant information.

8 Customer Support

Customer Support shall assist the Contractual Partner with all SupplyOn Services. Customer Support for internal systems of the Contractual Partner (cf. clause 5) as well as the systems of the Buying Company (cf. clause 2: SupplyOn Customer Application Access) shall, unless indicated otherwise, not be part of SupplyOn's scope of services. SupplyOn's customer support can be reached by a central telephone number, by e-mail or from the application using an online support form (support button).

For Customer Support the following service levels apply:

Services	Service level:
Service hours hotline (first-level support) in German and English	Monday-Sunday: 00:00-24:00 h
Service hours hotline (first-level support) in Italian, French, Spanish, Portuguese, Chinese	Monday-Friday: 06:00:00-20:00 h CET