

PREEvision Hosting Service Definition

Preamble

The purpose of this PREEvision Hosting Service Definition (hereinafter "Service Definition") is to detail the provided services and to clarify the obligations of Vector regarding scope and quality of the PREEvision Hosting Service (hereinafter "Hosting Service"). This Service Definition shall be applicable and deemed an integral part of the Hosting Agreement.

Definitions

All terms defined in the Terms and Conditions for the Hosting Service have the same meaning in this Service Definition.

In addition, the following definitions apply:

- "Major Release Update" means a version change to a new PREEvision major release like 10.0 or 10.5. A major release typically provides new major functionalities in PREEvision. The change between major releases typically requires data migration along with other tasks and needs to be planned accordingly in a Migration Project.
- "Minor Release Update" and "Service Pack Version Update" means a update of the PREEvision Version to a new PREEvision Minor Release / Service Pack Patch Level. This requires an update of the PREEvision Client and the PREEvision Server components.
- "Object" means an abstract or concrete artefact in the PREEvision model. This could be for example a wire, pin, or sensor etc. The total number of all Objects in a PREEvision model ("Model Size") are displayed in the PREEvision Client when the model has been opened.
- "Tenant" means a dedicated area, or proportionate resources provided to the Customer taken out of a larger managed environment.

1. Service Description

1.1 Technical Architecture

1.1.1 The Hosting Service infrastructure is set up and operated according to the relevant version of the PREEvision System Requirements documentation and best practices.

1.1.2 A PREEvision Client is necessary to access and use a CP Environment. The PREEvision Client is located on the Customer's End User's PC.

1.1.3 Vector will provide the PREEvision Client in machine-readable format (Object code). Vector will provide the user documentation solely in electronic format. The user documentation will be provided as a separate file and/or integrated in PREEvision as help function. Vector may deliver the PREEvision Client and/or the user documentation on the Internet for downloading.

1.1.4 Data between PREEvision Client and the CP Environment is transferred via the Internet. Vector's responsibility for providing and transmitting data through the Hosting Service ends at the point where the Server is linked to the Internet.



1.1.5 The CP Environment and its necessary infrastructure (like the database), runs on a customer-specific tenant in a datacenter. This infrastructure on the Server is operated by Vector and/or a Subcontractor.

1.1.6 Optionally, the hosted CP Environments can be provided with the PREEvision API Server Component if the necessary additional item is quoted and purchased. Note that the PREEvision Server API requires the Customer to also acquire additional licenses for its use.

1.2 Number of Environments

Vector provides two (2) CP Environments, when not specified differently in the quotation document. Optionally, further CP Environments can be provided at additional expense.

1.2.1 The intended usage is one for productive usage and the other(s) for testing and migration purposes. The usage can be switched, so that the test environment becomes the new productive environment and vice versa.

1.2.2 All CP Environments provided have the same size and performance characteristics, when not specified differently in the quotation document. The size is adapted dependent on the offered Hosting Package as specified in the quotation document.

1.3 Limitations

1.3.1 The following limitations shall apply, based on the offered Hosting Package specified in the quotation document:

Hosting Package	Hosting Users (Maximum)	Model Size (Maximum)
2XS	Five (5)	Ten million (10.000.000)
XS	Fifteen (15)	Ten million (10.000.000)
S	Twenty-five (25)	Twenty million (20.000.000)
M	Fifty (50)	Thirty million (30.000.000)
L	Seventy-five (75)	Thirty million (30.000.000)
XL	One hundred (100)	Forty million (40.000.000)
2XL	As specified in quotation document	As specified in quotation document

1.3.2 Depending on the Hosting Package, a CP Environment is limited in the number of Hosting Users. The number of Hosting Users is calculated based on number and type of PREEvision Licenses.

1.3.3 Depending on the Hosting Package, a CP Environment is limited in the total number of Objects counted across all PREEvision models in the CP Environment. The Model Size limit is exceeded when either of the Customer's CP Environments (irrespective of e.g., production or test purposes) exceeds the maximum number of Objects.



1.3.4 Hosting Users and Model Size are tracked regularly. If an upgrade into the next bigger Hosting Package becomes necessary, Vector will contact the Customer, and provide a quotation for the upgrade.

1.4 Customer Requests

1.4.1 The Customer is entitled to request the installation of a Service Pack Version or Minor Release Update of the PREEvision Collaboration Platform and the delivery of a corresponding version of the PREEvision Client, four (4) times per year per CP Environment. Further details see section 4.3.

1.4.2 The Hosting Service furthermore includes a typical amount of support from Vector for Special Hosting Requests from the Customer.

1.4.3 Special Hosting Requests are (I) to clone data from the productive instance to the test instance, (II) to recover data because of a user made mistake, (III) to assist in performance analysis from Server side or (IV) other relevant requests which require manual interactions on the CP Environments or corresponding infrastructure from Vector.

1.5 Complementary Licenses

The required licenses on the Server side for running the CP Environments, like the Oracle database license, are included in the offering.

1.6 Data Backup

The backup of the PREEvision data is performed every night to an external storage in encrypted format with a minimum retention time of 5 days for every CP Environment.

2. Vector Support

2.1 Submission of Requests

2.1.1 "Vector Support" is the single point of contact for incident reports, change and service requests (hereinafter collectively "Support Requests") regarding the Hosting Service. Vector Support receives Support Requests, cares for their processing, and keeps the Customer informed of their progress. In order to facilitate an effective processing of Support Requests, all Support Requests must be submitted to Vector Support using the contact details listed below.

2.1.2 Vector will make its best efforts to maintain short response times. Critical and High Priority requests should be reported via phone channel to ensure a quick processing.

2.1.3 Vector Support contact details:

- Phone: +49 711 80670-200
- E-Mail: support@de.vector.com
- Internet: <https://portal.vector.com> (Vector Customer Portal)

2.1.4 Vector Support operating hours are Monday through Friday (except public holidays in the German Federal State of Baden-Württemberg), 8:30 a.m. to 5:00 p.m. (CET/CEST).

3. Availability

3.1 Availability of the Hosting Service



3.1.1 The CP Environment and the necessary infrastructure are constantly monitored by a central monitoring system.

3.1.2 The accessibility of the Hosting Service via the Internet is subject to a monthly average availability. The CP Environment shall be deemed available if access to the CP Environment and a user login is possible.

3.1.3 Vector provides an availability of the CP Environment (hereinafter "availability") of 95%.

3.1.4 The availability will be calculated as follows:

$$\text{Percentage of availability (\%)} = \frac{\text{Total minutes of the invoiced month} - \text{Total of Unavailability}}{\text{Total minutes of the invoiced month}} * 100$$

"Total of Unavailability" in the calculation above means the total number of minutes of the invoiced month during which the CP Environment was not available.

The term "Total of Unavailability" does not include periods during which the CP Environment is not available due to (I) Maintenance and Updates as stated in section 4; or (II) Force Majeure.

3.2 Recovery Time

3.2.1 "Recovery Time" means the time between the point in time where Vector Support confirms the presence of an issue with the Hosting Service and the point in time where Vector Support notifies the Customer that such issue has been resolved.

3.2.2 Vector will use reasonable efforts to meet the following recovery times:

Component	Typical Recovery Time	Maximum Recovery Time
PREEvision Server	Four (4) hours	Twenty-four (24) hours
Database	Four (4) hours	Twenty-four (24) hours

"Typical Recovery Time" means the recovery time for a typical, foreseeable incident – other than Maintenance – for which precautionary measures have been taken (e.g., breakdown of Servers for which a redundancy device is available) and which occurs during the operating hours stated in section 2.1.4.

"Maximum Recovery Time" means the recovery time for an atypical, unforeseeable incident – other than Force Majeure – for which precautionary measures have not been taken (e.g., breakdown of Servers for which a redundancy device is not available) and which occurs during the operating hours stated in section 2.1.4.

4. Maintenance & Updates

4.1 Scheduled Maintenance of the CP Environment

A regular, weekly Maintenance Downtime window is required for tasks such as installation of Operating System Updates, Database Updates, or other updates in the infrastructure. Unless explicitly agreed upon otherwise between Vector and the Customer, this Maintenance Downtime window will be scheduled on Sundays from 2:00 a.m. to 5:00 p.m. (CET/CEST). The estimated duration of the Maintenance Downtime window is no longer than four (4) hours.



4.2 Emergency Maintenance of the CP Environment

- 4.2.1 Under certain circumstances, including, and not limited to Vector becoming aware of the existence of a high-criticality potential security risk that is relevant to the Hosting Service (such as publication of a Zero-Day Exploit for a relevant operating system), Vector may need to request additional Maintenance Downtime windows. These additional Maintenance Downtime windows will be coordinated with the Customer as far as possible.
- 4.2.2 To facilitate such Emergency Maintenance the Customer shall provide Vector with E-Mail and phone contact details for three (3) separate individuals (the "Emergency Contact Points") that should be notified in the event of Emergency Maintenance being required.
- 4.2.3 If none of the Emergency Contact Points provided by the Customer are responding to Vector's attempts to make contact within four (4) business hours, Vector hereby:
- i. Reserves the right, at its sole discretion, to either: Immediately perform the necessary Emergency Maintenance on the CP Environment, or immediately suspend all access (including by the Customer) to the Hosting Service until Vector has been able to schedule and complete the Emergency Maintenance. Such suspension time shall not contribute towards the Total Unavailability used in calculating the Percentage of Availability.
 - ii. Excludes any liability subsequent to any actions taken by Vector in preparing for, or in the performance of the Emergency Maintenance in this scenario, including, and not limited to any liabilities due to loss of service, or loss of data.
- 4.2.4 For the avoidance of doubt: The Customer holds the sole responsibility for ensuring that all contact details held by Vector for the Emergency Contact Points are updated, as and when necessary.

4.3 Service Pack Version & Minor Release Updates

- 4.3.1 For requesting an update, the Customer must have a valid maintenance contract for their licenses or have active subscription licenses.
- 4.3.2 Service Pack Version and Minor Release Updates will be planned, coordinated, and scheduled between Vector and the Customer.
- 4.3.3 Access to the CP Environment will typically be interrupted for up to eight (8) hours.
- 4.3.4 Service Pack Version and Minor Release Updates must be tested and validated in a test environment from Customer side before deployment in production.

4.4 Major Release Updates

- 4.4.1 A Major Release Update needs to be planned in a (separately quoted) Migration Project between the Customer and Vector; Migration Projects are not included in the Hosting Service and require a separate purchase order.
- 4.4.2 A Major Release Update must be carried out at the latest when the used PREEvision version used is no longer supported by Vector.