

General Terms and Conditions of Business for Cedalo AG

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I. General Conditions

§ 1 Scope

- (1) These present Terms and Conditions of Business contain the solely applicable conditions between you as customer / leaser / purchaser / client (hereinafter referred to as "Customer" or "You") and us, Cedalo AG, Schnewlinstr. 6, 79098 Freiburg, Germany (hereinafter referred to as "Cedalo", "We", or "Us", for further details see Legal Notice), insofar as they are not amended by written agreements between the parties. Any other terms and conditions shall not apply, even if we have not separately issued our objection to them. Diverging, additional or conflicting conditions shall therefore only apply, if we acknowledged them in writing. This also applies if you submit or accept an offer with the remark that your own General Terms and Conditions have priority.
- (2) Consumers within the meaning of § 13 BGB are excluded from the use of our services. The Terms and Conditions of Business apply only to entrepreneurs within the meaning of § 14 BGB, legal entities under public law, and special funds under public law within the meaning of § 310 paragraph 1 sentence 1 BGB.
- (3) The following General Terms and Conditions of Business listed in this section number I (hereinafter referred to as "General Terms and Conditions") govern the contractual relationship between Us and the Customer, regardless of which services the Customer makes use of. In addition to these General Terms and Conditions, special terms and conditions apply depending on the type of services used, which are listed in sections number II to V of the Terms and Conditions of Business (hereinafter referred to as "Additional Terms and Conditions"). In the event of a conflict, the provisions of the Additional Terms and Conditions for the services used shall take precedence over those of the General Terms and Conditions, unless such precedence is excluded in the Additional Terms and Conditions.
- (4) Individual agreements made with you in individual cases (including collateral agreements, addenda, and amendments) shall in any case take precedence over the Terms and Conditions of Business. Subject to proof to the contrary, a written contract or our written confirmation is definitive for the content of such agreements.
- (5) References to the application of statutory provisions are only for clarifying purposes. Even without such clarification, therefore, the statutory provisions apply, insofar as they are not directly amended or expressly excluded in these Terms and Conditions of Business.

- (6) These Terms and Conditions of Business do not apply to software provided by Cedalo free of charge. Separate General Terms and Conditions shall apply to such software.

§ 2 Title and Intellectual Property Rights

- (1) Title and the intellectual property rights in the Software remain as a matter of principle in full and at all times with Cedalo. The Customer is only entitled solely to use the Software in accordance with the following provisions of these Terms and Conditions of Business.
- (2) Cedalo reserves the right to ownership of and title over, copyrights and intellectual or industrial property rights (including the right to register any such rights) in all provided offer and quotation documents as well as in instructions, drawings, illustrations and other documents and tools. You may not make these items available to third parties as such or in terms of content, disclose them, use them yourself, or through third parties, or reproduce them without the explicit authorization of Cedalo. The documents listed above must be immediately returned to Cedalo upon Cedalo's request, and any copies must

be destroyed if they are no longer required by you in the orderly business or if negotiations do not lead to the conclusion of a contract. Excluded from this is the storage of electronically provided data for the purpose of usual data backup.

§ 3 Delivery Period and Delays, Partial Performance, Subcontractors

- (1) Information on delivery periods is non-binding unless it has been designated expressly as binding by Cedalo in writing.
- (2) Delivery and performance due dates shall be extended by the amount of time that You are in default of payment under the contract and by the amount of time in which Cedalo is prevented from performance by circumstances for which Cedalo is not responsible, and by a reasonable start-up period after the end of the impediment. Such circumstances shall also include force majeure and labor disputes. Deadlines shall also be deemed to be extended by the period of time during which you fail to cooperate in breach of contract, e.g. if you fail to provide information, fail to provide access, or if one of your employees is not available.
- (3) If the contracting parties subsequently agree on other or additional services which affect agreed deadlines, these deadlines shall be extended by a reasonable amount of time.
- (4) Reminders and setting of deadlines on your part must be in writing to be effective. A grace period must be reasonable. A period of less than two weeks is only reasonable in case of special urgency.
- (5) Cedalo may render partial services, provided that the rendered partial services are reasonably usable for the Customer.
- (6) Cedalo may render the contractual services through third parties as subcontractors. The prerequisite is that the subcontractor has the necessary expertise.

§ 4 Prices and Terms of Payment

- (1) Unless agreed otherwise, the prices shown in Cedalo's current list of prices and conditions apply. Additional or special services shall be charged separately.
- (2) The prices are in Euro plus the statutory value added / sales tax. The statutory value added / sales tax shall be shown separately in the invoice at the statutory rate on the day of invoicing. Cedalo can freely decide to offer and bill also in other currency. In such a case we will denote that in the offers and other documents accompanying your order.
- (3) The deduction of a discount requires a separate written agreement.
- (4) One-time fees are due upon conclusion of the contract.
- (5) Recurring fees for recurring services are due upon receipt of a corresponding invoice and, unless agreed otherwise, shall be payable within seven (7) days of the date of invoice.
- (6) However, Cedalo is entitled at any time, even in the context of an ongoing business relationship, to provide the services ordered by the Customer in whole or in part only against advance payment. This applies in particular to cases in which, after the conclusion of the contract, we become aware of circumstances that justify well-grounded doubts about the Customer's ability to pay or creditworthiness and as a result of which a risk that our contractual claim for payment may be jeopardized exists.
- (7) If the Customer fails to pay the purchase price within 10 days as specified under § 4 (5) or otherwise specified on the invoice,

Cedalo is entitled to demand interest of 9% p.a. above the principal refinancing rate of the European Central Bank according to § 247 (1) BGB without prejudice to any other remedies to which we may be entitled.

If Cedalo is able to prove a higher damage, Cedalo shall be entitled to claim such damage. The Customer is, however, entitled to prove that Cedalo has suffered no damage or significantly less damage as a result of the delay in payment. Even in the latter case, however, Cedalo remains entitled to demand from the Customer the statutory interest on arrears applicable at the time.

- (8) If, after the conclusion of the contract, it becomes apparent (e.g. by filing for insolvency proceedings) that Cedalo's claim for payment is jeopardized by the Customer's inability to pay, Cedalo shall be entitled to refuse performance in accordance with the statutory provisions and - if necessary after setting a time limit - to rescind the contract (§ 321 BGB). In the case of § 650 (3) BGB, Cedalo may declare the rescission immediately; the statutory provisions on the dispensability of setting a time limit remain unaffected.

§ 5 Limitation of Liability

- (1) Any liability of Cedalo is excluded, except in the cases described in the following paragraph (2).
 - (a) Data communication over the Internet cannot be guaranteed to be error-free and/or available at all times according to the current state of the art. Insofar as Cedalo provides or performs services via the Internet, Cedalo makes every endeavor to maintain the services offered as uniformly consistent as possible. However, Cedalo shall not be liable in particular for the fact that products and/or services offered over the internet are unavailable from time to time.
 - (b) In particular, Cedalo accepts no liability for the susceptibility of errors of products or services, the functionality of which depends on the data or services of third parties.
 - (c) The foregoing limitation of liability applies also in favor of the legal representatives and vicarious agents of Cedalo if claims are asserted directly against them.
- (2) The foregoing disclaimer does not apply
 - in case of culpable intent or gross negligence,
 - in case of injury to life, limb, or health,
 - in the case of claims under the provisions of the Product Liability Act ("Produkthaftungsgesetz"), and
 - in the event of a slightly negligent breach of an obligation that is essential for achieving the purpose of the contract (cardinal obligation). A cardinal obligation is an obligation whose fulfillment is essential for the proper execution of a contract, and on whose fulfillment the contracting parties may regularly rely. In the latter case, Cedalo's liability shall be limited to the amount of the damage which is foreseeable and typical for the type of business in question.
- (3) Cedalo remains open to the plea of contributory negligence. In particular, the Customer is in charge of data security, and of defense against malicious software in each case in accordance with the current state of the art.

§ 6 Privacy

The protection of personal data of the Customer is an important concern for Cedalo. For the purpose of clarifying and informing the

Customer, Cedalo provides a privacy policy that can be retrieved at any time.

§ 7 Assignment of Claims

- (1) Unless otherwise agreed in the Additional Conditions of these Terms and Conditions of Business, or in the contract with the Customer, the assignment of claims other than monetary claims shall only be permissible with the prior written consent of the other contracting party. Such consent may not be unreasonably withheld. § 354a of the German Commercial Code ("Handelsgesetzbuch (HGB)") remains unaffected.
- (2) Cedalo is entitled to transfer the rights and obligations arising from the contract in whole or in part to a third party with a notice period of four weeks. In this case, the Customer is entitled to withdraw from the existing contract.

§ 8 Offset and Right of Retention

- (1) The contracting parties may only offset claims that have been legally established or are undisputed.
- (2) A right of retention may only be asserted due to counterclaims from the respective contractual relationship.

§ 9 Termination of Contract

- (1) Contracts concluded for a specified amount of time shall end upon expiry of the agreed time without the need for termination by notice. No automatic renewal shall take place unless otherwise agreed in the Additional Terms of these Terms and Conditions of Business, or in the contract with the Customer.
- (2) Any termination of the further exchange of services (e.g. in case of rescission, reduction, termination for cause, damages in lieu of performance) must always be threatened by stating the reason and setting a reasonable deadline for remedy (usually at least two weeks) and may only be declared within two (2) weeks after expiry of the deadline. In the cases stipulated by law (cf. §323 (2) of the German Civil Code ("Bürgerliches Gesetzbuch (BGB)"), the setting of a deadline may be omitted. Anyone who is wholly or predominantly responsible for the disruption may not demand reversal.
- (3) An extraordinary right of termination of both parties due to an important reason remains unaffected.

§ 10 Changes to the Terms and Conditions of Business

You will be notified of any amendments to these Terms and Conditions of Business in writing, by fax or by e-mail. If you do not object to this amendment within four (4) weeks after receipt of the notification, the amendments shall be deemed as accepted by you. You will be informed separately of the right to object and the legal consequences of silence in the event of an amendment to the Terms and Conditions of Business.

§ 11 Other Provisions

- (1) The law of the Federal Republic of Germany is applicable to these Terms and Conditions of Business with the exclusion of the United Nations Convention on Contracts for the International Sale of Goods.
- (2) Amendments or supplements to the agreements made, including these Terms and Conditions of Business, must be made in writing to be effective. This shall also apply to the cancellation of this written form requirement. With the exception of managing directors or authorized signatories, the employees

of Cedalo AG are not entitled to make verbal agreements deviating from this requirement. Transmission by telecommunication, in particular by fax or by e-mail, shall be sufficient to comply with the written form requirement, provided that a copy of the signed declaration is transmitted.

- (3) Legally relevant declarations and notifications by You with regard to the contract (e.g. setting of deadlines, notification of defects, withdrawal or reduction) must be made in writing, excluding text form. Legal formal requirements and further proof, in particular in case of doubts about the legitimacy of the declarant, remain unaffected.
- (4) Place of performance is Freiburg im Breisgau, Germany.
- (5) If the Customer is a merchant and has his place of business in Germany at the time of the order, the sole Court of jurisdiction is the registered office of Cedalo, Freiburg im Breisgau, Germany. The same Court of jurisdiction shall apply, if the Customer has no general Court of jurisdiction within Germany, relocates its domicile or usual place of residence out of Germany after the conclusion of the contract or whose domicile or usual place of residence is unknown on the date of bringing an action. However, Cedalo shall also be entitled to assert claims in Court at the Customer's registered office. Otherwise, the applicable statutory provisions shall apply to local and international jurisdiction.
- (6) Should provisions of these General Terms and Conditions wholly, or partially be or become ineffective or contradict the statutory provisions, the validity of the remaining provisions of these General Terms and Conditions shall not be affected hereby. In this case, the contracting parties shall enter into negotiations and replace the invalid provision with a legally valid provision that comes as close as possible to the economic sense and purpose of the invalid provision. The above provision shall apply mutatis mutandis in the event of regulatory gaps.

II. Additional Conditions for Software Purchase

§ 1 Object of the Contract

- (1) The object of the contract in the case of the purchase of Software is
 - (a) the permanent provision of the Software specified in the offer as a download in the version specified in the offer or, if the version is not specified in the offer, in the version specified in the current price list valid at the time of conclusion of the contract,
 - (b) the provision of the associated user documentation; and
 - (c) the granting of the rights of use described in § 2.
- (2) The Software is transferred electronically. Insofar as the Software is protected by means of a license key, the Customer shall receive the license key exclusively for the use of the Software as specified in this Agreement, in particular in § 2.
- (3) In particular the following are not objects of the contract:
 - (a) the creation of the system environment required for the use of the Software. The Customer is solely responsible for setting up a functional hardware and Software environment for the Software that is sufficiently dimensioned, also taking into account the additional load caused by the Software that is the subject matter of this agreement;
 - (b) the source code of the Software;

- (c) updates, further developments or any other version of the Software;
 - (d) services of any other kind (e.g. installation, configuration, software maintenance, training courses or seminars, telephone support), unless the Customer agrees these separately in writing with Cedalo.
- (4) The quality characteristics of the Software are conclusively stated in the offer as well as in the price list for the respective version of the Software. Such information is to be understood as a description of performance but does not constitute a warranty. Any such expressly designated warranty requires a written declaration by the management of Cedalo to be effective.

§ 2 Grant of Rights of Use

- (1) Upon full payment of the remuneration as defined in § 4 of the General Terms and Conditions, the Customer shall receive the simple, non-exclusive right to use the Software for an unlimited period of time to the extent granted in these Additional Conditions for the Purchase of Software, in the offer and in the price list.
- (2) The Software may only be used simultaneously by a maximum number of natural persons corresponding to the licenses purchased by the Customer ("Agreed Use"). The Agreed Use includes the installation of the Software, the loading into the working memory, as well as the intended use by the Customer. The number of licenses and the type and scope of use are otherwise determined in the offer and the price list.
- (3) Without the prior express written consent of Cedalo, the Customer shall not have the right to lease or otherwise sublicense the Software, to publicly reproduce or make it accessible by wire or wireless means, or to make it available to third parties against payment or free of charge, e.g. by way of application service providing or as "Software as a Service". §2 (4) shall remain unaffected.
- (4) The Customer shall be entitled to permanently transfer the acquired copy of the Software to a third party by handing over the documentation. In this case, he must completely stop using the program, remove all installed copies of the program from his computers and delete all copies located on other data carriers, unless he is legally obligated to retain them for a longer period of time, and notify us of the name and address of such third party. Upon Cedalo's request, the Customer shall confirm in writing the complete performance of the aforementioned measures or, if applicable, explain the reasons for a longer retention. Furthermore, the Customer shall expressly agree with the third party on the observance of the scope of the granting of rights according to this § 2. A splitting of purchased license volume packages is not permitted. If the Customer violates this clause, he shall owe us a reasonable contractual penalty to be determined by Cedalo at its reasonable discretion, the amount of which may be reviewed by the competent court in the event of a dispute. Any further claims for damages by Cedalo shall remain unaffected. Any contractual penalty paid shall be set off against any claims for damages. The contractual penalty represents the minimum damage.
- (5) The Customer is entitled to create a backup copy if this is necessary to secure future use. The Customer shall visibly affix the note "Backup Copy" as well as a copyright notice of the manufacturer to the created backup copy. The customer shall not be granted any further right to reproduce the software in parts or as a whole, in particular to create derivative works.
- (6) If the Customer uses the software to an extent that exceeds the acquired rights of use qualitatively (with regard to the type of use permitted) or quantitatively (with regard to the number of licenses acquired), the Customer shall immediately acquire the rights of use necessary for the permitted use.

- (7) The Customer shall not be entitled to remove or circumvent the existing protective mechanisms of the Software against unauthorized use unless this is necessary to achieve trouble-free use. Copyright notices, serial numbers and other features serving to identify the software may also not be removed or modified. The same applies to suppression of the screen display of corresponding features.
- (8) If Cedalo supplements or replaces the Software by way of subsequent performance, the Customer shall be entitled to the same rights to this subsequently provided Software as to the previously provided Software. If the supplementation or replacement results in the Customer receiving more than one - not necessarily complete - version of the Software, the Customer shall delete the surplus Software and confirm the deletion in writing. Rights of use to the surplus software shall expire with the use of the new software parts after a period of four weeks. The provisions of this paragraph shall also apply to services rendered by Cedalo without any obligation to do so.
- (9) The granting of rights shall be subject to the condition precedent of full payment of the purchase price.

§ 3 Duties of the Customer, Indemnity in the Case of Unlawful Use of the Software

- (1) The Customer undertakes to inspect the Software prior to the conclusion of the contract to ascertain whether its specification matches the Customer's wishes and needs. The Customer is aware of the material operating characteristics and conditions of the software.
- (2) The Customer shall take adequate precautions for the event that the Software might not work properly in whole or in part (e.g. through regular backups, documentation of the use of the Software, fault diagnosis, regular checking of the results, emergency planning). It is his responsibility to ensure the functionality of the working environment of the program.
- (3) The Customer shall comply with the guidelines issued by Cedalo for the installation and operation of the Software and takes care to check in regular intervals on current notes on Cedalo's website.
- (4) In the event of a breach of the foregoing duties the Customer shall bear the associated disadvantages and costs.
- (5) The Customer undertakes to use the storage space and the Software only in accordance with the applicable law, in particular with the statutes, official regulations and third-party rights and these Terms and Conditions of Business. The statutory provisions of the home country of the Customer and of Cedalo are definitive. The Customer will not engage in any actions which breach applicable law. The Customer shall not use the Software:
 - to send spam or other multiple or unsolicited messages in violation of applicable laws;
 - to send, or store libelous, obscene, threatening, defamatory ,or other unlawful or banned material, including material that is harmful to children, or breaches the rights of third parties; or
 - to send or store material, which contains software viruses, worms, Trojan horses, or other harmful computer codes, files, scripts, agents, or programs.

The Customer accepts sole liability for content resulting out of their use of the Software, and indemnifies and holds Cedalo harmless from all claims, actions, and consequences of actions, losses or damage, which arise by virtue of the Customer's conduct contrary to the contract.

§ 4 Warranty

- (1) Cedalo warrants the agreed quality as well as that the Customer can use the Software without infringement of third-party rights. The warranty of quality shall not apply to defects based on the fact that the Software is used in a hardware and software environment which does not meet the requirements specified by Cedalo or to changes and modifications which the Customer has made to the Software without being entitled to do so by law, by this contract, or on the basis of a prior written consent by Cedalo.
- (2) The Customer shall inspect the Software for obvious defects immediately upon receipt and shall notify Cedalo thereof without undue delay, otherwise any warranty for such defects shall be excluded. The same shall apply if such a defect becomes apparent later. § 377 HGB ("Handelsgesetzbuch" /German Commercial Code) shall apply.
- (3) In the event of a material defect, Cedalo shall first be entitled to subsequent fulfillment, i.e. at its own discretion to remedy the defect ("rectification"), or to deliver a replacement. Within the scope of the replacement delivery the Customer shall, if necessary, take over a new version of the Software unless this leads to unreasonable impairments. In case of defects of title, Cedalo shall, at its own discretion, provide the Customer with a legally unobjectionable possibility to use the Software, or modify the Software in such a way that no third-party rights are infringed anymore.
- (4) Cedalo already fulfills its obligation to remedy defects by providing updates with an automatic installation routine for download.
- (5) As long as the Customer has not fully paid the remuneration due under this contract and as long as he has no legitimate interest in retaining the overdue remuneration, Cedalo shall be entitled to refuse the supplementary performance.
- (6) The Customer's right to reduce the purchase price or to withdraw from the contract in the event that the rectification or replacement delivery fails twice remains unaffected. A right of withdrawal does not exist in the case of insignificant defects. If the Customer claims damages or reimbursement of futile expenses, Cedalo shall be liable in accordance with § 5 of the General Terms and Conditions.
- (7) With the exception of claims for damages, warranty claims based on material defects are subject to a limitation period of one year. The limitation period begins after the download has been made available. Claims for damages and claims for reimbursement of futile expenses are subject to § 5 of the General Terms and Conditions.
- (8) The Customer shall support Cedalo in locating and eliminating the defects and grant immediate access to documents detailing the appearance of the defect.
- (9) Before asserting claims for supplementary performance, the Customer shall examine with due diligence whether a defect subject to supplementary performance exists. If an alleged defect is not subject to the obligation of subsequent performance (sham defect), the Customer may be charged for the services rendered by Cedalo for verification and error correction at the respective valid rates of remuneration plus the expenses incurred, unless the Customer could not have recognized the sham defect even by exercising due diligence.

§ 5 Third Party Rights

- (1) Cedalo shall indemnify the Customer at its own expense against all claims of third parties under German law arising from infringements of intellectual property rights for which Cedalo is responsible. The Customer agrees to notify Cedalo without

delay and in writing if third parties assert intellectual property rights in the purchased delivery item against it. If the Customer does not notify Cedalo immediately about the asserted claims, this right of indemnification shall expire.

- (2) In case of infringement of intellectual property rights Cedalo may - without prejudice to any claims for damages of the Customer - at its own discretion, and at its own expense with regard to the affected performance
 - (a) after prior consultation with the Customer, make changes which, while safeguarding the Customer's interests, ensure that an infringement of intellectual property rights no longer exists, or
 - (b) acquire the necessary rights of use for the Customer.

§ 6 Safeguarding Measures, Right to Audit

- (1) The Customer shall take suitable measures to secure the software, and, if applicable, the access data for online access against access by unauthorized third parties. In particular, all copies of the Software as well as the access data shall be kept in a protected location.
- (2) The Customer assumes it as an independent obligation to enable Cedalo to verify at the place of use of the Software the compliance of the Customer with the terms of this Agreement, in particular whether the Customer uses the program qualitatively, and quantitatively within the scope of the licenses acquired by him, and to support Cedalo in this verification to the best of his ability. For this purpose, the Customer shall provide Cedalo with information, grant access to relevant documents and records, and allow Cedalo, or an auditing company named by Cedalo and acceptable to the Customer to inspect the hardware and software environment used. The review shall take place upon notice during the Customer's normal business hours. Notice shall be given with at least seven (7) day notice. Cedalo shall endeavor to cause as little disruption as possible to the Customer's business activities.

§ 7 Export and Import Restrictions

The parties are aware that the contractual software may be subject to export and import restrictions. In particular, there may be official authorization requirements, or the abroad use of the software, or related technologies may be subject to restrictions. The Customer shall comply with the applicable export and import control regulations, in particular of the Federal Republic of Germany and the European Union, as well as all other relevant regulations. Cedalo's performance of the contract is subject to the proviso that no obstacles due to national and international regulations of export and import law as well as no other legal regulations prevent the performance.

III. Additional Conditions for Subscription

§ 1 Object of the Contract

- (1) The object of the contract is the temporary provision of the software specified in the offer in the basic version. Regarding the object of the contract, § 1 of the Additional Conditions for Software Purchase applies with the proviso that, in derogation from §1 (1) (a) of the Additional Conditions for Software Purchase, the Software shall be provided temporarily for the duration of the subscription.
- (2) In addition to the basic version of the Software, the Customer may at any time rent additional services such as additional data points, machines, users and/or connectors (hereinafter referred to as modules).

- (3) The scope of the subscription agreement, in particular additionally booked modules, and any subscription period agreed upon in derogation from these Terms and Conditions of Business shall result from the offer, alternatively from Cedalo's current price list.

§ 2 Granting of Rights of Use

- (1) Upon full payment of the remuneration as defined in § 4 of the General Terms and Conditions, the Customer shall receive a simple, non-exclusive right to use the Software for a billing period of twelve (12) months, limited in time to the duration of the subscription, in accordance with §2 of the Additional Conditions for Software Purchase.
- (2) §2 (4) of the Additional Terms for Software Purchase shall not apply.

§ 3 Prices and terms of payment

In addition to §4 of the General Terms and Conditions, the following additional provisions shall apply:

- (1) An invoice is issued for a period of twelve (12) months in advance (hereinafter referred to as the billing period).
- (2) The Customer shall raise objections to the billing for the services provided by Cedalo in writing to the office indicated on the invoice within four weeks after receipt of the invoice. After expiry of the aforementioned period, the invoice shall be deemed approved by the Customer. Cedalo shall specifically draw the Customer's attention to the significance of his actions when sending the invoice.
- (2) Cedalo is entitled to adjust the prices on which its services are based for the following contractual months at its reasonable discretion. Cedalo will inform the Customer about changes in prices in text form at least six weeks before the end of the billing period (§ 315 (3) BGB ("Bürgerliches Gesetzbuch")). If the Customer does not agree with the change of prices, he may terminate this contractual relationship extraordinarily at the time when the change of the price list is intended to become effective. The termination must be in text form. If the Customer does not terminate the contractual relationship at the time the price change becomes effective, the price change shall be deemed to be approved by him. When notifying the Customer of the price change, Cedalo shall specifically draw the Customer's attention to the intended significance of his conduct.

§ 4 Warranty and limitation of liability

- (1) Technical data, specifications, and performance data in public statements, in particular in advertising material, are not an exact description of the appearance and performance of the Software. The functionality of the Software shall initially be based on the description in the user documentation and the supplementary agreements made in this regard. In all other respects, the Software must be suitable for the use presumed under this contract and must otherwise have a quality that is customary for software of the same type.
- (2) Cedalo shall provide and maintain the Software in a condition suitable for the contractual use. The obligation to maintain does not include the adaptation of the Software to changed conditions of use and technical and functional developments, such as changes in the IT environment, in particular changes in the hardware or the operating system, adaptation to the functional scope of competing products or establishing compatibility with new data formats.
- (3) §4 (8) and (9) of the Additional Terms and Conditions for the Purchase of Software shall apply.

- (4) Liability without fault in accordance with § 536a of the German Civil Code ("Bürgerliches Gesetzbuch" (BGB)) for defects existing at the time of conclusion of the contract is excluded.
- (5) §5 of the General Terms and Conditions remains unaffected.

§ 5 Duration

- (1) The contract is concluded for an indefinite period.
- (2) The contract may be terminated with a notice period of three (3) months to the end of a billing period.
- (3) Additional modules may be terminated with a notice period of three (3) months to the end of a billing period. A refund of payments made is excluded.
- (4) The right to extraordinary termination without notice remains unaffected. In this case Cedalo is entitled to block access to the Software with immediate effect.

§ 6 Other Provisions

§3, §5, §6 and §7 of the Additional Conditions for the Software Purchase shall apply accordingly.

IV. Additional Conditions for Maintenance and Support

§ 1 Object of the Contract

- (1) The object matter of the contract shall be support services for the elimination of errors in the software specified more detailed in the offer. §1 (3) (a) and (b) of the Additional Conditions for the Software Purchase shall apply accordingly.
- (2) During the term of the contract, the Customer shall receive new versions of the Software free of charge.
- (3) Unless otherwise agreed in writing in particular cases, the Customer shall not be entitled to the following services:
 - (a) The adaptation of the Software to versions or statuses in use by other users or distributed by Cedalo;
 - (b) The adaptation of the Software to a changed hardware or software environment including the adaptation to changed operating systems;
 - (c) The adaptation of the Software to legal or other sovereign requirements;
 - (d) The installation of the Software delivered under this Agreement;
 - (e) The instruction and training of the Software users;
 - (f) Other inquiries and advice, unless otherwise provided for below.

This list is not exhaustive. It cannot be concluded from the lack of naming of services that these services are subject of Cedalo's contractual obligations. The rights of the Customer based on Cedalo's liability for defaults under this contract shall remain unaffected.

§ 2 Troubleshooting

- (1) The aim of error correction is to establish or maintain the functionality of the Software to the extent agreed in the contract

for the provision of the Software. An error shall be deemed to exist if the Software does not exhibit its functionality in the system environment contractually intended for it and when used as intended and if this has more than a minor effect.

- (2) The notification of errors in the Software must always be made in text form. A verbal report via a hotline provided by Cedalo is permissible if the Customer makes up for the report in text form within two working days at the latest. Errors of the Software shall be described by the Customer as detailed as possible, including a description of the error symptoms, the conditions of use, previous instructions to the Software, the number of workstations affected, a description of the system and hardware environment including any third-party software used and any changes made to the Software. Any report shall be made by the Customer immediately after discovery of the error. Errors shall be reported by indicating their priority. The priorities are divided into the following classes:

Priority	Classification	Description	Response time
I.	urgent; the business operation is interrupted	The application is not executable, program crashes, printing, and selecting and/or transferring data cannot be started, data is not or not correctly and completely stored or read.	1 day
II.	high; the business operation is impaired	The operation of the application is impaired or malfunctions occur, in particular: messages are incomprehensible or are not in the correct context to the called function, functionalities do not show the expected results.	4 days
III.	low; the business operation is not impaired	Working with the software is possible, even if not consistently within the agreed parameters, the user-friendliness needs improvement, malfunctions can be bypassed.	12 days

The classification of errors into the various categories shall be made by the Customer at its reasonable discretion, taking due account of the impact that the error has on business operations and the interests of Cedalo. The main factor for the classification of an error into an error category is the presence of identical or comparable characteristics as specified in the error description. The response time is calculated from the receipt of the error report by Cedalo from the Customer. It runs from Monday to Friday, excluding public holidays at Cedalo's headquarters. If the error reaches a higher priority level, the Customer shall notify Cedalo thereof without delay.

- (3) Upon receipt of a proper error report from the Customer, Cedalo undertakes to initiate measures to eliminate the error within the specified response times. Elimination of the error within the response time is not owed. Cedalo renders the services for error elimination in accordance with generally accepted business practice. Cedalo does not guarantee the elimination of the error at all or within a certain time. There is also no obligation to ensure a certain availability of the Software.
- (4) Cedalo may eliminate occurring errors, considering the above prioritization, at its own discretion by the following measures:
- provision of software on data carriers, or online, which modifies, and/or supplements the software specified in the preamble and which is to be installed by the Customer himself. This regularly includes the provision of software components ("patches"), but may also include the provision of the complete software, which requires a new installation,
 - troubleshooting via remote access to the Customer's systems, by means of which the Software itself can be modified or its settings changed,
 - proposal to the Customer to bypass the error or to correct the error,

- (d) and, if the aforementioned measures are not possible or do not promise success, on-site troubleshooting.

§ 3 Duties of the User

- A prerequisite for the provision of the support services, in particular for error handling and elimination by Cedalo, is that the Customer uses the Software at the current status based on the services contractually provided by Cedalo, i.e. in particular installs patches or implements suggestions made by Cedalo for circumventing the error or eliminating the error.
- A further prerequisite for the performance of the Services is that the Customer does not operate the Software in a system environment other than the one relevant at the time of the conclusion of this Agreement without consultation with Cedalo.
- The Customer shall support Cedalo in every respect in the performance of the Services under this Agreement. In particular and in the interest of an efficient troubleshooting and error handling, the Customer shall immediately after conclusion of the contract appoint two responsible employees (hereinafter referred to as "Contact Persons") as well as corresponding deputies with in-depth knowledge (administrator knowledge) regarding the Software as contact persons for Cedalo and shall name them in writing to Cedalo.
- The Contact Persons shall bundle and coordinate messages and inquiries from the Customer. Before passing on the messages and inquiries, they will first check on the basis of their own expertise how they can help the users concerned. If they are unable to solve the problems, they will forward the messages and requests to Cedalo in text form or via the hotline. They are entitled to give orders to Cedalo also for the provision of services not owed under this contract. Other employees of the Customer are not authorized to submit reports and inquiries to Cedalo.
- The Contact Persons shall also support Cedalo during the troubleshooting work, for example, by transmitting test cases and/or test data, providing error logs, screenshots, etc.
- Insofar as Cedalo is obliged to provide services for the performance of which Cedalo has to access the Customer's IT system by way of remote data transmission, the Customer shall provide the corresponding access to the Software via a communication network (e.g. Internet). If it is not possible to eliminate the error by remote data transmission because such access was not ensured and, as a consequence, an on-site visit becomes necessary, Cedalo shall charge for such visit in accordance with the remuneration agreed in the offer plus half the hourly rate for the travel time as well as travel costs and other expenses. Access by remote data transmission shall be made via a connection protected against unauthorized access by third parties.

§ 4 Prices and Terms of Payment

§ 3 of the Additional Conditions for Subscription shall apply.

§ 5 Warranty and Limitation of Liability

- For defects reported by the Customer to Cedalo during the term of this contract, the provisions of § 2 of the Additional Conditions for Maintenance and Support shall apply. Furthermore, there shall be no claims for subsequent performance for defects during the term of the contract.
- If Cedalo provides the Customer with software within the scope of the error elimination, the Customer shall have the rights according to this § 5 and the supplementary applicable statutory

provisions with regard to the software parts which result in a change and addition to the previously used Software.

- (3) § 377 of the German Commercial Code ("Handelsgesetzbuch" (HGB)) applies to notifications of defects.
- (4) The above claims shall become statute-barred within 12 months, except in cases of intent and fraudulent intent.
- (5) Insofar as the Software provided is identical to the Software already in use, § 4 of the Additional Conditions for the Software Purchase shall apply.
- (6) § 5 of the General Terms and Conditions remains unaffected.

§ 6 Right of Use

- (1) To the extent that Cedalo makes Software available to the Customer on a permanent basis, Cedalo grants the Customer rights of use thereto to the extent of § 2 of the Additional Conditions for the Software Purchase.
- (2) To the extent that Cedalo makes Software available to the Customer on a temporary basis, Cedalo grants the Customer rights of use thereto to the extent of § 2 of the Additional Conditions for Subscription.

§ 7 Duration

- (1) The contract is concluded for an indefinite period.
- (2) The contract may be terminated with three (3) months' notice to the end of a billing period.
- (3) In the event that Cedalo permanently discontinues the distribution of a product, Cedalo shall be entitled to partially terminate the contract with respect to this product with a notice period of three (3) months.
- (4) The right to extraordinary termination and to termination without notice remains unaffected.

V. Additional Conditions for other Services

§ 1 Object of the Contract

- (1) Cedalo offers the Customer further services in relation to the sale and rental of the Software, such as training, workshops, installation support or development support. The respective object of the contract shall be defined by the offer.
- (2) The provision of services on the premises of the Customer requires a separate agreement and is also only possible if the Customer provides the technical equipment.

§ 2 Remuneration

- (1) The remuneration shall be based on the offer, alternatively on the respective valid price list.
- (2) Cedalo shall be reimbursed for expenses for board, lodging, and travel according to the rates agreed upon with the Customer. Travel on account of the Customer requires mutual agreement.
- (3) All services are invoiced on the basis of the work actually done unless otherwise agreed in the offer, contract or framework agreement. Work comprises here: Productive work, wait time that is not caused by Cedalo, and travel time.

- (4) Otherwise, § 4 of the General Terms and Conditions shall apply.

§ 3 Dates, Delays in Performance, Force Majeure

- (1) Cedalo undertakes to comply with agreed deadlines. If delays arise or can already be foreseen at Cedalo, Cedalo shall inform the Customer without delay about the extent and duration of the resulting or foreseeable delays.
- (2) If Cedalo cannot provide the service on the agreed dates due to force majeure, illness, accident, or any other hindrance for which Cedalo is not responsible, Cedalo shall inform the Customer without delay. Cedalo and the Customer will settle the further procedure together. Claims for damages by the Customer are excluded in this case, unless Cedalo has not informed the Customer immediately.

§ 4 Revocation

- (1) The Customer may cancel the contract free of charge eight weeks before the appointment.
- (2) If it turns out after the expiry of this period that the Customer cannot keep the agreed appointment - regardless of the reason - the Customer shall endeavor to offer an alternative appointment in consultation with Cedalo.
- (3) If the parties cannot agree on an alternative date, in the event of a cancellation
 - less than eight to four weeks before the agreed appointment 50%
 - less than four weeks before the agreed date 75%

of the net fee plus VAT shall be paid by the Customer to Cedalo. With the aforementioned payments all claims of Cedalo are settled.

§ 5 Cancellation

- (1) Except for the cancellation in § 4, there is no right to ordinary termination.
- (2) The right to extraordinary termination for good cause remains unaffected.