

## SaaS Terms and Conditions

The Terms and Conditions set out below (hereinafter: “**T&C**”) apply to the use of software applications on the basis of Software as a Service (**SaaS**) (hereinafter: “**SOFTWARE APPLICATION**”) for a limited period of time in return for payment of a charge, provided by Robert Bosch Manufacturing Solutions GmbH, Wernerstraße 51, 70469 Stuttgart, Deutschland, [www.bosch-connected-industry.com](http://www.bosch-connected-industry.com) (hereinafter: “**BOSCH**”) to the customer (hereinafter: “**CUSTOMER**”). Standard business terms of the CUSTOMER shall not apply; they are hereby explicitly rejected. This applies even if, in connection with a purchase order or in other documents of the CUSTOMER, reference is made to its standard business terms and if BOSCH does not explicitly reject them in this case.

### 1. GENERAL PROVISIONS

- 1.1** The meaning set out in the Preamble and in sec. 20 Definitions applies to the capitalized terms used in these T&C.
- 1.2** Amendments and supplements to these T&C must be made in written form. Emails do not comply with the written form requirement.
- 1.3** Quotations by BOSCH are non-binding pending acceptance by the CUSTOMER.
- 1.4** The Contract is concluded upon an agreement being entered into, upon receipt of an order confirmation from BOSCH or upon activation of the USER ACCOUNT. Delivery times are non-binding.

### 2. SUBJECT MATTER

- 2.1** The subject matter of these T&C is the provision for a limited period of time in return of a payment of the SOFTWARE APPLICATION described in greater detail in the performance specification, if applicable, provision of the storage space necessary for this and the granting and/or procurement of usage rights to the SOFTWARE APPLICATION in return for payment of remuneration.
- 2.2** The SOFTWARE APPLICATION may be an ENGINEERING SOFTWARE. The information and graphical representations stored in the ENGINEERING SOFTWARE serve solely to describe the respective products and lose their validity when the products represented there and/or the corresponding technical DOCUMENTATION are/is changed, at the latest, however, when a new version of the ENGINEERING SOFTWARE is issued. The information and graphical representations stored in the ENGINEERING SOFTWARE are not intended for any constructional or development purposes independent from products. ENGINEERING SOFTWARE does not verify the generated results on the accuracy of the calculation or of the software generated or changed and/or to its executability and suitability for application. The responsibility for the selection and dimensioning and/or configuration of products and/or for the software generated or changed with

the help of the ENGINEERING product therefore lies solely with the CUSTOMER. A product order is placed solely on the basis of the catalogue details and of the DOCUMENTATION belonging to the product.

- 2.3** The SOFTWARE APPLICATION may contain FOSS. The CUSTOMER will be provided with an up-to-date list of the FOSS contained and the corresponding applicable FOSS license terms upon request before entering into the contract, however at the latest, when the SOFTWARE APPLICATION is made available. BOSCH reserves the right to, over the course of introduce new or updated FOSS into the SOFTWARE APPLICATION. The corresponding FOSS license(s) will be provided. If the SOFTWARE APPLICATION contains a FOSS component, CUSTOMER's dealing with such FOSS component shall be primarily governed by the corresponding FOSS license, with which CUSTOMER obliges to comply. FOSS included in the SOFTWARE APPLICATION has no impact on the sales price of the SOFTWARE APPLICATION and thus will be provided without license fee or any other monetary compensation. Beyond the fulfillment of its own license obligations stemming from included FOSS, BOSCH does not render any support services that serve the fulfillment of the CUSTOMER's license obligations stemming from included FOSS.
- 2.4** If, as part of the SOFTWARE APPLICATION, software products are also made available from third-party providers and these are not to be regarded as FOSS, BOSCH reserves the right to transfer them subject to the corresponding exclusive terms and conditions of the third-party provider.
- 2.5** BOSCH has the right to render the services described in sec. 2.1 through third parties (including AFFILIATED ENTERPRISES) as subcontractors.
- 2.6** The implementation of an interface integration with CUSTOMER's existing system landscape is outside the scope of these T&C of Use and requires a separate agreement in writing between the Parties.

- 2.7** If explicitly agreed, BOSCH shall make telecommunications services of a third-party provider available to the CUSTOMER that are necessary for connecting the UNIT. The area of the telecommunications connection is restricted to the transmission and reception areas of the mobile communications stations operated by the third-party provider and is subject to the respective applicable national provisions. If the mobile telecommunications connection is not adequate to ensure a stable data connection to the server in the area of use, the CUSTOMER must provide a wired Internet connection (LAN). When the contract is entered into, BOSCH is not obliged to ensure that an adequate data connection is possible. The CUSTOMER has no claims against BOSCH based on the non-existence of an adequate mobile telecommunications connection in the area of use. The CUSTOMER is responsible for the telecommunication service being operated in accordance with the applicable national regulations. The CUSTOMER shall indemnify BOSCH from any third party claims arising from any infringement of the applicable national regulations (e.g. use of a national sim-card).
- 2.8** IT-security properties and resultant measures arise out of an agreed description included in a separate document or out of the data sheet. Unless agreed otherwise, it is the CUSTOMER's responsibility to, by choosing adequate technical and/or organizational measures, ensure the IT-security of its systems when integrating or using the SOFTWARE APPLICATION taking into consideration the technical nature of the SOFTWARE APPLICATION. This applies in particular when the CUSTOMER is an operator of a critical infrastructure in the sense of sec. 2 sec. 10 German BSI-Act.
- 3. PROVISION OF SOFTWARE APPLICATION AND STORAGE SPACE, USER ACCOUNT**
- 3.1** With effect from the COMMENCEMENT DATE of the License, BOSCH shall hold in readiness the then current version of the Software on server infrastructure provided by BOSCH or its subcontractors, for use in accordance with the provisions of these T&C. During the term of the contract, BOSCH shall provide CUSTOMER with the current version of a DOCUMENTATION for the SOFTWARE APPLICATION in electronic form.
- 3.2** CUSTOMER's access to the SOFTWARE APPLICATION shall be browser-based via the Internet or via an application interface set up by BOSCH.
- 3.3** BOSCH shall transmit the ACCESS DATA required for the access to the SOFTWARE APPLICATION to CUSTOMER, unless access is via independent registration (possibly by using the CENTRAL SINGLEKEY ID).
- 3.4** If, for the use of some SOFTWARE APPLICATION a USER ACCOUNT is necessary, BOSCH will provide this USER ACCOUNT to the CUSTOMER at the COMMENCEMENT DATE. The creation of a USER ACCOUNT is free of charge. Some Services enable registration using the CENTRAL SINGLEKEY ID. In this case the CUSTOMER can use his CENTRAL SINGLEKEY USER ID, if he has already successfully registered for a CENTRAL SINGLEKEY USER ID. Otherwise, the CUSTOMER can set up a new CENTRAL SINGLEKEY USER ID which enables him to use various independent services of the Bosch Group. In this case, the "General Terms and Conditions for the Registration and Use of a Central SINGLEKEY ID" shall apply additionally, which the CUSTOMER will have to accept during registration for the CENTRAL SINGLEKEY ID.
- 3.5** CUSTOMER shall change, without undue delay, all passwords allocated by BOSCH into passwords known only to CUSTOMER. The USER ACCOUNT as well as ACCESS DATA (with the exception of the provision of sub.-sec. 6.4) are non-transferable (including rental, lease, loan or sub-licensing). ACCESS DATA shall be kept in confidence and shall be protected by suitable and effective measures against access by third parties. The CUSTOMER will notify BOSCH without undue delay if there is any reason to fear that unauthorized third parties have obtained or will obtain knowledge of the ACCESS DATA. BOSCH is not responsible for the consequences of abuse of ACCESS DATA. CUSTOMER is liable for all acts performed using its USER ACCOUNT.
- 3.6** For the duration of the contractual relationship, BOSCH shall keep storage space available to the extent that has been agreed, insofar as this is necessary for the intended use of the SOFTWARE APPLICATION.
- 3.7** The CUSTOMER is fully responsible for the CUSTOMER DATA and the CUSTOMER REPOSITORY, in particular, the CUSTOMER shall comply with applicable law and before uploading the CUSTOMER shall ensure that the CUSTOMER DATA does not contain any viruses, Trojans or other malware. BOSCH is neither responsible for CUSTOMER DATA nor for the CUSTOMER REPOSITORY. The operation of the SOFTWARE APPLICATION may not be impaired by CUSTOMER DATA.
- 3.8** The DATA shall, insofar as is possible, be stored and regularly backed up by BOSCH throughout the duration of the contractual relationship. CUSTOMER shall be solely responsible for his compliance with retention periods required under commercial and tax law.

#### 4. TECHNICAL AVAILABILITY

**4.1** BOSCH owes the availability agreed in an SLA of the SOFTWARE APPLICATION and the availability of DATA at the Internet hubs of the respective Host-Provider of BOSCH. The SOFTWARE APPLICATION is available when CUSTOMER can execute and use the main functions of the SOFTWARE APPLICATION. The availability of the SOFTWARE APPLICATION is defined as the percentage share of the time in which the SOFTWARE APPLICATION is available for use by CUSTOMER at the Internet hub of data center of BOSCH or the respective Host-Provider of BOSCH during the course of an observation period (unless otherwise agreed in the SLA, this is one YEAR OF CONTRACT) during the service availability period agreed in the SLA (unless otherwise agreed in the SLA, the support availability applies, see sub-sec. 5.5). This definition applies accordingly to the calculation of non-availability. The availability shall be calculated according to the following formula:  $\text{Availability} = (\text{Time of provision of the service (h)} - \text{non-availability (h)}) \div \text{Time of provision of the service (h)} \times 100$ . Unless otherwise agreed in the SLA, an availability of 97.5% per YEAR OF CONTRACT shall be deemed agreed.

**4.2** If the SOFTWARE APPLICATION is not available due to

4.2.1 planned maintenance work (e.g. for Updates and Upgrades),

4.2.2 other planned interruptions in operations,

4.2.3 for other reasons for which BOSCH is not responsible, such as malfunctions in the field of the provision, operation and support of CUSTOMER's communications connection (communications sections outside BOSCH's data center), in particular due to a failure of CUSTOMER's Internet connection,

then for the purposes of calculating availability, the SOFTWARE APPLICATION shall be deemed to have been available during these times.

**4.3** BOSCH shall plan maintenance work so as to ensure that the use of the SOFTWARE APPLICATION by the CUSTOMER is impaired as little as possible. The CUSTOMER must be given at least seven (7) calendar days advance notice of scheduled maintenance.

**4.4** BOSCH shall owe the availability of the functionalities of the SOFTWARE APPLICATION described in the Performance Specification only if the system requirements also regulated therein have been complied with by CUSTOMER. CUSTOMER shall be solely responsible for compliance with the system re-

quirements. The provisions of sec. 14 shall apply accordingly to changes to the system requirements and to changes to the technical system of BOSCH.

#### 5. SUPPORT

**5.1** BOSCH shall provide first level support for CUSTOMER as first point of contact for INCIDENTS.

**5.2** CUSTOMER is obliged to report INCIDENTS to FLS without undue delay, no later than on the next working day. An INCIDENT report must contain at least the following information:

5.2.1 Functionality affected;

5.2.2 Environment affected;

5.2.3 Gateways affected;

5.2.4 Date and time when the INCIDENT occurred;

5.2.5 User name affected, if available;

5.2.6 Categorization of the INCIDENT by CUSTOMER; and

5.2.7 Description of the INCIDENT:

(a) The measures which CUSTOMER has already taken to rectify the malfunction;

(b) The behavior demonstrated due to CUSTOMER's measures to rectify the malfunction.

**5.3** In connection with the FLS, an error ticket shall be created by BOSCH at its reasonable discretion for each INCIDENT and each INCIDENT shall be allocated to the corresponding error category, unless otherwise agreed in the SLA.

**5.4** If no other error categories are defined in the SLA, the following error categories shall apply:

5.4.1 Error category 1: There is a category 1 error if the use of the SOFTWARE APPLICATION or of large parts thereof is not possible or is severely restricted, for example due to malfunctions, incorrect work results or excessively long response times (for example: if there are considerable discrepancies as compared with the Performance Specification, if DATA is wrongly or erroneously stored, if there are program aborts in functions).

5.4.2 Error category 2: There is a category 2 error if, although the use of the SOFTWARE APPLICATION is not impossible or severely restricted, the restriction(s) of use, for example due to malfunctions, incorrect work results or excessively long response times, is/are nonetheless not merely insignificant.

- 5.4.3 Error category 3: There is a category 3 error if the use of the SOFTWARE APPLICATION is not directly and/or significantly/considerably impaired, for example if the basic settings are unfavorably defined or if "nice-to-have functions" are missing.
- 5.4.4 Other errors: In the event of errors which cannot be ascribed to the above categories, e.g. if merely minor errors arise which have no effect on the usability of the SOFTWARE APPLICATION, or in the event of queries or requests for improvements being made by the CUSTOMER, it is at the discretion of BOSCH to take action.
- 5.5** The support availabilities are agreed in the SLA. Unless otherwise agreed herein, support shall be available Monday-Friday during BOSCH's business hours from 08:00 a.m. to 4:00 p.m. CET/CEST, excluding public holiday in Baden-Württemberg.
- 5.6** The response time shall run during the support availability according to sec. 5.5 and commences with provision of the required information as per sec. 5.2. Messages not received during the availability of support are deemed received at 8 a.m. the next day of support availability. Unless otherwise agreed in the SLA, the following response times shall apply to BOSCH: error category 1 - 3: response time max. 12 hours.
- 5.7** The response time shall be deemed complied with if BOSCH has sent CUSTOMER qualified feedback within the response time and rectification of the error has been commenced. On request, BOSCH shall send CUSTOMER a non-binding estimate of the time expected to be required to rectify the error.
- 5.8** INCIDENTS which cannot be rectified by the FLS shall be transferred to the Second Level Support, if any, aiming to set up a temporary workaround.
- 5.9** CUSTOMER shall be informed of the processing status and of the solution at regular intervals until this has been implemented and the malfunction rectified. If, however, the qualification of the error ticket by BOSCH should lead to the result that the malfunction is due to a service or performance by CUSTOMER pursuant to sec. 9 or to other reasons which are not attributable to BOSCH, then the CUSTOMER shall have no right of support by BOSCH.
- 5.10** Actualizations (upgrades, updates, patches or bug-fixes) of the SOFTWARE APPLICATION shall be provided by BOSCH as required and in accordance with the maintenance regulations in the SLA.
- 6. RIGHTS OF USE**
- 6.1** On the COMMENCEMENT DATE, CUSTOMER shall receive a simple, non-transferable and non-exclusive right, limited in time, subject to a charge, to use the SOFTWARE APPLICATION for its own business purposes in accordance with the provisions below and in compliance with the stipulations of the DOCUMENTATION and in the context of the functionalities. The use is only permissible in the agreed countries of designation. In the absence of a specific agreement, this is the country in which CUSTOMER has its registered place of business.
- 6.2** CUSTOMER may use the SOFTWARE APPLICATION only for the purpose set forth in in sec. 2.1. In particular, the following is only permitted if BOSCH has given its prior consent in writing
- 6.2.1 permanent storage or duplication or
- 6.2.2 use of the SOFTWARE APPLICATION for training persons who are not employees of CUSTOMER.
- 6.3** In the context of use in compliance with the contract, CUSTOMER has the right to store and print out the (online) DOCUMENTATION provided whilst retaining any PROPERTY RIGHTS notices that may exist, and to reproduce that number of copies thereof which is reasonable for purposes of this contract.
- 6.4** If so agreed in the individual contract, the CUSTOMER may, as an exception to sec. 3.5 and 6.1, also permit its customers to access the SOFTWARE APPLICATION, provided that this is solely in connection with the designated use of the SOFTWARE APPLICATION for business purposes of the CUSTOMER (e.g. in connection with a product offered by the CUSTOMER to its end customers which contains access to functionalities of the SOFTWARE APPLICATION). The CUSTOMER shall obligate every person using the SOFTWARE APPLICATION and thus using ACCESS DATA provided to the CUSTOMER or to such person in connection with this Contract, to comply with the respectively applicable Terms and Conditions. The CUSTOMER is represented by each user and the user's acts and knowledge are attributable to the CUSTOMER. Further, after BOSCH has given its prior approval in writing, the CUSTOMER has the right to transmit its DATA to service providers for the sole purposes of processing and visualization in management systems. The rights of the CUSTOMER to request the transfer of DATA-ACT-DATA in accordance with sec. 16.3.1(a) remain unaffected.
- 6.5** CUSTOMER is not authorized to use robots, spiders, scrapers or other comparable tools for data collection or extraction, programs, algorithms or

methods to search for, access, acquire, copy or control the SOFTWARE APPLICATION. Further, CUSTOMER is not authorized to obtain access to non-public areas of the SOFTWARE APPLICATION or to the underlying technical systems, to test, scan or examine the SOFTWARE APPLICATION's vulnerability or to knowingly transmit USER DATA or CUSTOMER DATA with viruses or worms, Trojans or other contaminated or harmful components or to otherwise interfere in the proper functioning of the SOFTWARE APPLICATION.

**6.6** Subject to sec. 2.3, CUSTOMER is not authorized to process, change, reverse engineer, decompile, or disassemble the program code of the SOFTWARE APPLICATION or parts thereof or to otherwise establish the source code or to produce derivative works of the SOFTWARE APPLICATION. The mandatory and compulsory provisions of sections 69d and 69e of the German Copyright Act (UrhG) shall, however, remain unaffected by this. The CUSTOMER may only engage third parties to conduct the measures in compliance with sec. 6.6 which are not competitors of BOSCH, unless the CUSTOMER demonstrates that the risk of divulging important CONFIDENTIAL INFORMATION (especially function and design of the SOFTWARE APPLICATION) of BOSCH is excluded.

**6.7** If BOSCH provides CUSTOMER with actualizations during the term of the contract, these shall also be subject to these T&C except insofar as they are the subject matter of a separate agreement.

## **7. DEVICE MANAGEMENT**

**7.1** Insofar as it is agreed with BOSCH, the CUSTOMER may manage UNITS via the SOFTWARE APPLICATION. Additional UNITS can, insofar as this is agreed upon with BOSCH in advance, be signed on by giving advance notice of one week to the first day of the next month and UNITS that have already been signed on can be signed off with the same period of notice to the last day of the month. Signing on and signing off shall be in written form unless browser-based user subscription management is possible.

**7.2** Other extensions to the scope of the Contract (e.g. the use of additional Apps) shall be coordinated individually.

**7.3** In accordance with a separate agreement between the parties

**7.3.1** the UNIT can be directly accessed via remote access for the purpose of remote diagnosis and/or repair and/or for installing updates by BOSCH;

**7.3.2** CUSTOMER DATA, SOTA, FOTA and/or POTA can be flashed onto UNITS via the

SOFTWARE APPLICATION or the CUSTOMER REPOSITORY.

**7.4** Necessary hardware required for this, provided for use or supplied by BOSCH, shall be installed as specified, be kept in operation during business operation of the UNIT and otherwise kept in a serviceable condition.

**7.5** The CUSTOMER shall make suitable stipulations and take suitable actions to ensure that modifications to UNITS by BOSCH, including SOTA and FOTA and/or POTA, are only possible on its UNIT if this is in a SAFE STATE. This also applies to remote access by BOSCH. The CUSTOMER is responsible for specifying the SAFE STATE. BOSCH shall not be liable for any damage incurred by the CUSTOMER or third parties through infringements.

## **8. REMUNERATION FOR THE LICENSE**

**8.1** In accordance with the scope of use defined in these T&C, the remuneration agreed in a separate document, otherwise the remuneration set out in the price list of BOSCH valid at the respective time, plus the statutory value added tax due and other statutory indirect tax as well as other surcharges and supplements thereon, shall be payable. Except as otherwise agreed, the remuneration shall be payable for the YEAR OF CONTRACT in advance, for the first time on the COMMENCEMENT DATE OF THE LICENSE.

**8.2** Value-added tax may not be charged only in those cases where the prerequisites of a tax exemption are met. For deliveries to EU-member states the following shall apply: CUSTOMER shall without delay contribute to the proof of delivery. In particular, BOSCH may demand a receipt of delivery including date and signature. This receipt shall demonstrate at least name and address of the product recipient, quantity and usual commercial description of the goods, place and date of receipt of the product. Additionally, CUSTOMER shall provide its value added tax identification number. If the respective verification is not given, no VAT exemption for the supplies can be granted. If the CUSTOMER does not meet its obligations, it shall reimburse the resulting VAT and any additional charges imposed on BOSCH by the respective authorities.

## **8.3 Price Changes**

**8.3.1** BOSCH reserves the right, to adjust the remuneration for the time limited provision of Software at its reasonable discretion (pursuant to § 315 BGB) once per calendar year, if and insofar as cost changes occur after the conclusion of the contract, which have an impact on the remuneration. This particularly in-

cludes labour costs, purchasing costs (e.g. license costs, material costs), administrative costs (e.g. Cloud, IT-Infrastructure costs), or changes in legal conditions, which lead to an increase in remuneration.

- 8.3.2 Increases in a specific cost category, e.g., the labour costs, may only be used to justify a price increase to the extent that there is no offset by potentially declining costs in other areas, such as the purchasing costs. In the case of cost reductions, e.g., the administrative costs, BOSCH is required to reduce the prices insofar as these cost reductions are not fully or partially offset by increases in other areas.
- 8.3.3 In exercising its reasonable discretion, BOSCH will select the respective times for a change in prices in such a manner that cost reductions are not accounted for on less favorable terms for the CUSTOMER than cost increases, meaning cost reductions will have at least the same impact on pricing as cost increases.
- 8.3.4 The CUSTOMER will be informed about price changes in text form at least six weeks before they become effective. In the event of a price increase, the CUSTOMER has the right to terminate the Main Contract without notice at the time the price change becomes effective. BOSCH will specifically point this out to the CUSTOMER in the price change notification.
- 8.3.5 Furthermore, § 315 BGB remains unaffected.

**8.4** Unless otherwise agreed in writing, all of BOSCH's invoices are payable at the latest 30 days after the receipt and due date thereof, without any deduction, by cashless transfer to a bank account notified by BOSCH.

## **9. DUTIES OF CUSTOMER TO COLLABORATE AND PROVIDE INFORMATION**

- 9.1** CUSTOMER is responsible for its hardware and software environment being compliant with the system requirements of the SOFTWARE APPLICATION; in case of doubt, CUSTOMER shall obtain advice from BOSCH or an expert third party before entering into the contract.
- 9.2** CUSTOMER is not authorized to deliberately use devices, Software or routines, which have a disruptive effect on the applications, functions or usability of the SOFTWARE APPLICATION or, with respect to other DATA, systems or communications, to deliberately destroy them, generate excessive load, harmfully intervene in them, fraudulently intercept or import them.

## **9.3** CUSTOMER is obliged

- 9.3.1 to obtain consent for customer-specific penetration tests by BOSCH.
- 9.3.2 to keep all the copies of the DOCUMENTATION in a protected place.
- 9.3.3 to check data and information for viruses and other malware prior to sending CUSTOMER DATA and CUSTOMER DATA and information to BOSCH and to implement anti-virus programs in accordance with the state of the art.

**9.4** CUSTOMER shall ensure that he is fully entitled to use CUSTOMER DATA within the SOFTWARE APPLICATION and to make it available to BOSCH for the fulfilment of contractual obligations. The CUSTOMER shall obtain any necessary authorizations/permissions as required.

**9.5** Where the SOFTWARE APPLICATION generates content by means of artificial intelligence, CUSTOMER acknowledges that such content may be erroneous or incomplete. CUSTOMER is obligated to carefully verify the content generated in this manner for accuracy and suitability prior to use. Use occurs at CUSTOMER's sole risk and responsibility and does not constitute or substitute professional advice.

**9.6** Without prejudice to BOSCH's DATA backup pursuant to sec. 3.8, CUSTOMER is obliged to back up its CUSTOMER DATA and CUSTOMER DATA on a regular basis. Every backup conducted by CUSTOMER shall be conducted so as to enable the CUSTOMER DATA and CUSTOMER DATA to be restored at any time.

**9.7** CUSTOMER shall release BOSCH from all claims made against BOSCH by third parties (including state bodies) owing to an infringement of sec. 9.4, 18.2 by the CUSTOMER.

## **10. TERM, BLOCKING AND TERMINATION**

**10.1** Subject to an individual agreement, the product-specific provisions shall apply to the termination of use of the SOFTWARE APPLICATION. In the absence of such provisions, the use of the SOFTWARE APPLICATION can be terminated at any time by giving three months' notice to the end of the calendar month. Notice of termination must be given in written form.

**10.2** If CUSTOMER breaches the provisions of these T&C, in particular the provisions of sec. 6, BOSCH can, after giving CUSTOMER prior notification in writing, block CUSTOMER'S access to the SOFTWARE APPLICATION if the breach can be stopped as a result. The block shall be lifted as soon as the reason for the block no longer exists. If, despite having been given a corresponding warning from

BOSCH in writing, CUSTOMER should continue to or repeatedly breach these T&C, BOSCH may terminate the contractual relationship for extraordinary grounds without complying with a period of notice, unless CUSTOMER was not responsible for such breaches. In this case the CUSTOMER shall have no entitlement to a refund of the license fees already paid. BOSCH's right to claim further damages shall remain unaffected.

**10.3** BOSCH has the right to immediately block the use of the SOFTWARE APPLICATION and of the storage space if there is reasonable ground to suspect that the CUSTOMER DATA or CUSTOMER DATA stored is unlawful and/or infringes third-party rights. There is reasonable ground to suspect unlawfulness and/or a rights infringement in particular if courts, governmental authorities and/or other third parties inform BOSCH thereof. BOSCH shall notify the CUSTOMER of the block and of the reason for it. The block shall be lifted as soon as the reason for the suspicion is ruled out.

**10.4** Further, the contract may be terminated in writing by either party for cause without compliance with a period of notice. Cause shall be deemed to exist in particular if

10.4.1 CUSTOMER is in arrears with two consecutive payments of remuneration for the license pursuant to sec. 8.1 or with a not inconsiderable part of this remuneration for two successive time periods or is in arrears in a period of time covering more than two time periods with a payment of remuneration corresponding to the remuneration for two time periods;

10.4.2 (there is a significant deterioration in the financial circumstances of CUSTOMER or if this is impending and as a result the performance of a payment obligation to BOSCH is in jeopardy,

10.4.3 the CUSTOMER has applied for insolvency proceedings or comparable debt settlement proceedings to be opened with respect to its assets or

10.4.4 the criteria for insolvency or over-indebtedness have been met by CUSTOMER.

BOSCH reserves the right to claim additional damages.

**10.5** CUSTOMER's right to terminate the contract due to not being permitted use pursuant to sec. 543 (2) sentence 1 no. 1 German Civil Code (BGB) is excluded insofar as the creation of the use in conformity with the contract is not to be deemed to have failed. The creation of the use in conformity with the contract shall be deemed to have failed at the earliest after the second unsuccessful attempt to do so.

**10.6** Statutory rights and claims over and above this shall not be restricted by the provisions contained in sec. 10.

**10.7** Notice of termination or termination of the contractual relationship simultaneously denotes notice of termination/termination of the authorizations, registrations and of the USER ACCOUNT and, if applicable, of all User IDs provided for the CUSTOMER or end customers of CUSTOMER, as of the next possible date. The termination of this contractual relationship has no effect on the use of the CENTRAL SINGLEKEY ID. For this it is necessary to have termination in accordance with the usage relationship of the contract terms underlying the use of the CENTRAL SINGLEKEY ID.

## **11. SERVICES UPON TERMINATION**

**11.1** Upon termination of the contract, BOSCH shall, at CUSTOMER's request, support CUSTOMER as far as possible in the export and backup of the CUSTOMER DATA, in return for payment of remuneration to be agreed separately.

**11.2** In the event of termination of the contract, BOSCH shall endeavor to support CUSTOMER on request, in the best possible way, in return for payment of remuneration, in the transition to a new service provider. The parties shall agree upon the details of this in a separate migration agreement.

## **12. DEFECTS AS TO QUALITY/DEFECTS OF TITLE**

**12.1** Only the description of the SOFTWARE APPLICATION provided by BOSCH or agreed in a separate document (e.g. in the DOCUMENTATION) prior to the date of conclusion of the contract is authoritative for the quality of the SOFTWARE APPLICATION. In the event of updates to the SOFTWARE APPLICATION, the version of the description provided last shall be applicable. This shall especially encompass its IT-security features. The details contained therein are solely to be understood as Performance Specifications and not as guarantees. A guarantee is only provided if it is explicitly designated as such by BOSCH prior to the date of conclusion of the contract. More far-reaching quality is not owed and does not derive, in particular, from public statements or advertising of BOSCH or of its distribution partners.

**12.2** BOSCH does not provide a guarantee for errors in the SOFTWARE APPLICATION,

12.2.1 caused by faulty application by CUSTOMER that could have been avoided if the DOCUMENTATION had been carefully consulted; inexistent or insufficient backup measures pursuant to sec. 9.5 which would have avoided DATA loss are to be considered as application errors;

- 12.2.2 due to virus contamination or to other external influences for which BOSCH is not responsible such as fire, accidents, power failure etc.;
- 12.2.3 caused by the SOFTWARE APPLICATION being used in an operating environment which is different from that approved by BOSCH or due to faults in the hardware, the operating system or to the software of other manufacturers;
- 12.2.4 caused by the SOFTWARE APPLICATION having been subjected to independent modification by CUSTOMER or third parties.
- 12.3** Defects in the SOFTWARE APPLICATION, including the DOCUMENTATION (e.g. the user manual/online manual), shall be rectified by BOSCH within the specified response times after having been notified immediately of the defect accordingly by CUSTOMER. The same shall apply to other malfunctions in the possibility of using the SOFTWARE APPLICATION for which BOSCH is accountable. Any claims for damages are governed by sec. 13 of these T&C.
- 12.4** The provisions of this sec. 12 shall apply accordingly in the event of defects of title which are not based on an infringement of third-party rights according to sec. 15.
- 13. CLAIMS FOR DAMAGES**
- 13.1** BOSCH shall be liable for damages in accordance with the provisions of statute based on a violation of contractual or non-contractual obligations only
- 13.1.1 in the event of intent (Vorsatz) or gross negligence (grobe Fahrlässigkeit);
- 13.1.2 in the event of a negligent or intentional injury to life or limb or health,
- 13.1.3 on account of provision of a guarantee,
- 13.1.4 in the event of a culpable violation of material contractual obligations; such contractual obligations shall be deemed material which, when performed, enable the proper execution of the contract altogether and which the CUSTOMER may regularly rely on compliance with,
- 13.1.5 on account of mandatory liability pursuant to the German Product Liability Act (Produkthaftungsgesetz),
- 13.1.6 for mandatory reasons related to data protection law, or
- 13.1.7 on account of other mandatory liability.
- 13.2** The liability for damages of sub.-sec. 13.1d) by a violation through simple negligence (einfach fahrlässige Verletzung wesentlicher Vertragspflichten) shall be limited to the amount of damage typical of the contract and foreseeable at the time when the contract was concluded. This applies accordingly for damages caused by persons engaged in the performance of an obligation of BOSCH (Erfüllungsgehilfen) by simple negligence (einfache fahrlässige Verletzung). The amount of damages typical of the contract and foreseeable, based on violations of obligations by BOSCH, corresponds to the amount of the remuneration paid by the CUSTOMER for one YEAR OF CONTRACT, but not, however, exceeding EUR 100,000. If the maximum amount of liability is not reached in one YEAR OF CONTRACT, this shall not increase the maximum amount of liability in the next YEAR OF CONTRACT.
- 13.3** Strict liability ("liability without fault" - "verschuldensunabhängige Schadensersatzhaftung") is excluded for defects which already existed when the contract was concluded.
- 13.4** Any liability for damages beyond that provided for in sec. 13 is excluded - regardless of the legal nature of the claim established. In particular, BOSCH shall not be liable for damage incurred by CUSTOMER due to its failure to back up in accordance with sec. 9.5 or for damage incurred because of the upload of USER DATA according to sub.-sec. 3.7.
- 13.5** The CUSTOMER is obliged to indemnify BOSCH from and against all costs and disadvantages claimed and claims raised against BOSCH by third parties on account of the infringement of their rights by CUSTOMER DATA or CUSTOMER DATA or due to a violation of the law committed by CUSTOMER when using the SOFTWARE APPLICATION.
- 13.6** In addition, the CUSTOMER is obliged to refund to BOSCH all the costs accruing due to the above infringement or violation, in particular the costs of reasonable legal defense, including the court costs and attorney fees. This does not apply if and to the extent that the CUSTOMER proves that the CUSTOMER was not responsible for the above infringement or violation.
- 13.7** Insofar as the liability for DAMAGES by BOSCH is excluded or reduced, this also applies to the personal liability for DAMAGES of the employees, representatives and of persons engaged in performance of an obligation (Erfüllungsgehilfen). With regard to telecommunications services, the limitations of liability pursuant to sec. 44a of the German Telecommunications Act (TKG) shall remain unaffected.

#### 14. CHANGES TO THE SOFTWARE AND AMENDMENTS TO THESE T&C

**14.1** BOSCH reserves the right to adapt these T&C, the SLA and the SOFTWARE APPLICATION at any time in line e.g. with changes in technical or legal conditions, API compatibility or with regard to further developments of the SOFTWARE APPLICATION or technical progress, such adaptation also being effective in respect of existing contractual relationships, whereby the basic functionalities of the SOFTWARE APPLICATION shall be maintained.

**14.2** CUSTOMER shall be notified of such changes in a suitable manner no later than thirty (30) calendar days before the planned effective date of the changes insofar as the adaptation involves a restriction in the usability or other not only insignificant disadvantages (e.g. adaptation expenses). If CUSTOMER does not object within thirty (30) days of receipt of the notification and continues to use the SOFTWARE APPLICATION after expiry of the period for objection, then the changes shall be deemed to have been effectively agreed as from the expiry date of the time limit. In the event of an objection, the contractual relationship shall be continued subject to the conditions applying hitherto. If an objection is raised, BOSCH is entitled to terminate the contractual relationship subject to a one (1) month notice period. CUSTOMER shall be advised in the change notification of its right to object and of the consequences.

#### 15. PROPERTY RIGHTS AND COPYRIGHTS

**15.1** BOSCH shall be liable for claims resulting from an infringement of PROPERTY RIGHTS, if at least one PROPERTY RIGHT from the property rights family has been published either by the European Patent Office or in one of the following countries: Federal Republic of Germany, France, Great Britain, Austria or the USA.

**15.2** The preconditions of a liability according to sec. 15.1 are that

15.2.1 the PROPERTY RIGHT is not or was not owned by the CUSTOMER or by an affiliated company (as defined in sec. 15 German Stock Corporation Act (AktG)) and

15.2.2 the CUSTOMER is not accountable for the infringement of PROPERTY RIGHTS.

**15.3** Claims by the CUSTOMER are excluded if the SOFTWARE APPLICATION was produced in accordance with the specifications or instructions of the CUSTOMER or if the (alleged) infringement of the PROPERTY RIGHT derives from use in interaction with another product not originating from BOSCH or if the SOFTWARE APPLICATION is used in a way which was not foreseeable for BOSCH.

**15.4** The claims against BOSCH under this sec. 15 are subject to the condition that the CUSTOMER

15.4.1 informs BOSCH without undue delay of the third-party claims raised,

15.4.2 provides BOSCH with a copy of all respective correspondence with the claimant and courts without undue delay after receipt thereof,

15.4.3 provides BOSCH with the information required to defend against the claim,

15.4.4 on request of BOSCH, confer to BOSCH the exclusive right to steer the conduct of the legal action by the CUSTOMER and the right to make the final decision on reaching any judicial or out-of-court settlements and

15.4.5 supports BOSCH to an appropriate degree in averting third-party claims.

**15.5** If the CUSTOMER is ordered to cease the use of the SOFTWARE APPLICATION or of a part thereof either by a final and absolute court judgment or if a preliminary injunction is served on the CUSTOMER, then in order to remedy the rights' infringement BOSCH shall, at its discretion, either obtain for the CUSTOMER the right to continue to use the SOFTWARE APPLICATION, or replace or modify the PRODUCT whilst upholding the agreed functionalities. If the aforementioned alternatives cannot be realized by BOSCH subject to reasonable conditions, both parties have the right to revoke the contract. Insofar as can be reasonably expected of the CUSTOMER, the revocation shall only be to the extent required to rectify the infringement of rights. BOSCH reserves the right to take any of the measures provided by this sec.15.5, sentence 1, if the infringement of PROPERTY RIGHTS is not finally asserted or acknowledged by BOSCH.

**15.6** The obligation of BOSCH to pay DAMAGES in the event of an infringement of PROPERTY RIGHTS is otherwise governed by sec. 13.

**15.7** Further and other claims than those regulated in this sec. 15 by the CUSTOMER based on infringements of third party PROPERTY RIGHTS are excluded.

#### 16. DATA USE, REGULATION (EU) 2023/2854 AND DATA PROTECTION

**16.1** BOSCH processes CUSTOMER DATA and, where applicable, DATA-ACT-DATA, in compliance with statutory provisions and the following regulations.

**16.2** BOSCH is authorized to process CUSTOMER DATA for the purpose of providing, securing and maintaining the agreed services in accordance with the contract, including error analysis and support.

### 16.3 Supplementary provisions pursuant to Regulation (EU) 2023/2854

Where the SOFTWARE APPLICATION used by CUSTOMER falls within the scope of application of the DATA ACT, the following provisions of this sec. 16.3 shall apply additionally and with priority.

#### 16.3.1 Right of CUSTOMER to data access

- (a) CUSTOMER has the right to request access to DATA-ACT-DATA and their transfer to a third party designated by CUSTOMER (data recipient). The request for transfer to a data recipient must be submitted in writing to the contact point designated by BOSCH for this purpose (e.g. [nexeed.helpdesk@de.bosch.com](mailto:nexeed.helpdesk@de.bosch.com)). BOSCH shall comply with such request without undue delay. Should the provision require additional time due to the complexity or scope of the data, BOSCH shall inform CUSTOMER accordingly.
- (b) Further information and guidance, particularly regarding the available DATA-ACT-DATA and access possibilities, can be found in the respective DATA INFORMATION SHEET.

#### 16.3.2 Usage rights of BOSCH

- (a) Notwithstanding CUSTOMER's rights under sec. 16.3.1(a), CUSTOMER hereby grants BOSCH a non-exclusive, sub-licensable, royalty-free, perpetual and territorial unlimited license to freely use the DATA-ACT-DATA for its own purposes, provided that the DATA-ACT-DATA is not or is no longer considered as personal data under Regulation (EU) 2016/679. These purposes include, but are not limited to:
  - (i) error correction, improvement and further development of existing products and services, including the SOFTWARE APPLICATION;
  - (ii) development of new products, functions and offerings, including AI solutions, by BOSCH, by third parties acting on behalf of BOSCH, in cooperation with other parties or through special purpose entities (such as joint ventures);
  - (iii) aggregation of DATA-ACT-DATA with other data or creation of derivative data, including for the purpose of selling or otherwise making available such aggregated or derivative data to third parties, provided that such data does not

enable the identification of specific data transmitted to BOSCH by a connected product, or enable a third party to derive such data from the dataset.

- (iv) creation of anonymized statistics as well as optimization of BOSCH's service processes.
  - (v) transfer of DATA-ACT-DATA to third parties, provided that DATA-ACT-DATA is used (1) exclusively to support BOSCH in achieving the purposes set forth in (i) to (iv), (2) in cooperation with BOSCH or through special purpose entities to achieve such purposes, or (3) for fulfilment of the third party's own contractual purposes.
  - (b) BOSCH warrants not to use DATA-ACT-DATA to gain insights into CUSTOMER's economic situation, assets and production methods or into CUSTOMER's usage in any other manner that could undermine CUSTOMER's commercial position in markets in which CUSTOMER operates. BOSCH also undertakes not to use DATA-ACT-DATA in a manner that would materially harm CUSTOMER's legitimate interests. The provisions of applicable data (protection) laws remain unaffected.
- 16.4** Where the SOFTWARE APPLICATION does not fall within the scope of application of the DATA ACT, BOSCH is authorized to use all non-personal data generated through CUSTOMER's use of the SOFTWARE APPLICATION for the purposes set forth in sec. 16.3.2(a). CUSTOMER's legitimate interests shall be given due consideration.
- 16.5** CUSTOMER warrants that it is authorized to grant BOSCH the usage and exploitation rights necessary for the purposes pursuant to sec. 16.2, 16.3.2 and 16.4, which extend beyond mere contract performance, and that it has not entered into any agreements that conflict with such grant of rights.
- 16.6** Insofar as personal data is processed by BOSCH or by an AFFILIATED ENTERPRISE, the statutory data protection regulations, in particular those of Regulation (EU) 2016/679 (GDPR), shall be observed. In such case, the details regarding the data collected and their respective processing are set forth in BOSCH's data protection notices (<https://www.bosch-connected-industry.com/de/en/impressum/impressum/datenschutz>) or those of the AFFILIATED ENTERPRISE, as appropriately referenced. To the extent BOSCH processes personal data on behalf of CUSTOMER, the parties shall enter into a separate data processing agreement (DPA).

## 17. CONFIDENTIALITY

- 17.1** All the CONFIDENTIAL INFORMATION originating from BOSCH shall be kept secret from third parties and may be made available only to those persons in the CUSTOMER's own operations who have a need to know the respective information for performance of the purpose of the contract and who are similarly committed to confidentiality. The respective CONFIDENTIAL INFORMATION shall remain the exclusive property of BOSCH. CONFIDENTIAL INFORMATION may not be duplicated or used commercially without the prior consent of BOSCH in writing. Upon request of BOSCH, all CONFIDENTIAL INFORMATION originating from BOSCH (if applicable, inclusive of any copies or records made) and loaned items which contain CONFIDENTIAL INFORMATION shall be returned to BOSCH or fully destroyed without undue delay.
- 17.2** The obligation to uphold secrecy pursuant to sec. 17.1 does not apply to CONFIDENTIAL INFORMATION which
- 17.2.1 were already in the lawful possession of the CUSTOMER before being handed over by BOSCH;
  - 17.2.2 the CUSTOMER lawfully received from third parties without any secrecy obligations;
  - 17.2.3 are disclosed to third parties by BOSCH without any conditions regarding secrecy;
  - 17.2.4 are developed by the CUSTOMER itself independently of the information received;
  - 17.2.5 have to be disclosed by law; or
  - 17.2.6 are disclosed by the CUSTOMER with the prior written consent of BOSCH.

## 18. EXPORT CONTROL

- 18.1** If it turns out that the fulfillment of the contract by BOSCH is impossible or hindered due to national or international (re-)export control regulations, particularly embargoes or other sanctions (hereinafter "Foreign Trade Law"), BOSCH is entitled to revoke the contract or terminate it without notice. Delays due to export control checks or approval procedures suspend the delivery period unless they are attributable to BOSCH.
- 18.2** The CUSTOMER shall provide all information and documents and, if necessary, obtain any required licenses needed for access to the SOFTWARE APPLICATION as well as for the export or transfer of the SOFTWARE APPLICATION and CUSTOMER DATA or for the integration of service providers, unless these fall within BOSCH's sphere. The CUSTOMER and its end customers must comply with the applicable Foreign Trade Law.

- 18.3** The CUSTOMER and its end customers shall comply with applicable Foreign Trade Law concerning CUSTOMER DATA and the CUSTOMER REPOSITORY. In particular, no CUSTOMER DATA should be provided in the CUSTOMER REPOSITORY or the MANAGED REPOSITORY that is subject to Foreign Trade Law, unless such provision has been approved by the competent authorities. The examination and assurance of the export control related admissibility of the provision and the transfer of CUSTOMER DATA to both the CUSTOMER REPOSITORY and the MANAGED REPOSITORY as well as the granting and management of access rights to the SOFTWARE APPLICATION are solely the responsibility of the CUSTOMER.
- 18.4** The CUSTOMER agrees that the CUSTOMER REPOSITORY, the SOFTWARE APPLICATION, and the CUSTOMER DATA will neither directly nor indirectly be used for the proliferation of chemical or biological weapons, nuclear weapons or other nuclear explosive devices including their missiles, nor for military purposes.
- 18.5** The CUSTOMER and their end customers must not transfer or provide the SOFTWARE APPLICATION, directly or indirectly, to persons in Russia and Belarus or for use in Russia and Belarus.
- 18.6** The CUSTOMER shall, upon BOSCH's request, provide all information and documents that are necessary for compliance with the Foreign Trade Law or requested by the relevant authorities.
- 18.7** The CUSTOMER shall indemnify and hold BOSCH harmless from and against any and all liability, claims, proceedings, actions, fines, losses, costs, expenses, and damages arising out of, connected with, or resulting from CUSTOMER'S or its end customers' infringing (by act or omission) upon Foreign Trade Law.
- 18.8 Re-exportation prohibition**
- Insofar as the CUSTOMER is supplied with goods or technology from BOSCH that fall under the scope of Article 12g of Regulation (EU) No. 833/2014 or Article 8g of Regulation (EC) No. 765/2006 as amended, the following shall apply:
- 18.8.1 The CUSTOMER shall not sell, export or re-export, directly or indirectly, to the Russian Federation or Belarus or for use in the Russian Federation or Belarus any goods or technology supplied under or in connection with this contract that fall under the scope of Article 12g of Council Regulation (EU) No 833/2014 or Article 8g of Regulation (EC) No. 765/2006, as amended from time to time.
  - 18.8.2 The CUSTOMER shall undertake its best efforts to ensure that the purpose of sec. 18.8.1

is not frustrated by any third parties further down the commercial chain, including by possible resellers.

18.8.3 The CUSTOMER shall set up and maintain an adequate monitoring mechanism to detect conduct by any third parties further down the commercial chain, including by possible resellers, that would frustrate the purpose of sec. 18.8.1.

18.8.4 If the CUSTOMER breaches sec. 18.8.1, 18.8.2, or 18.8.3, at least negligently, this shall entitle BOSCH to immediately cease further deliveries to the CUSTOMER and to terminate the Main Contract and any contracts concluded under the Main Contract at any time, insofar as these have not yet been fully performed. In this case, a previous warning letter to be issued before the termination notice shall not be required. The statutory right of both Parties to terminate the Main Contract for cause shall not be affected by this.

18.8.5 The CUSTOMER shall immediately inform BOSCH about any problems in applying sec. 18.8.1, 18.8.2, or 18.8.3, including any relevant activities by third parties that could frustrate the purpose of sec. 18.8.1. The CUSTOMER shall make available to BOSCH information concerning compliance with the obligations under sec. 18.8.1, 18.8.2, or 18.8.3 within two weeks of the simple request of such information.

## 19. MISCELLANEOUS PROVISIONS

19.1 The courts of Stuttgart, Germany, (for proceedings before the local court, this is the Amtsgericht (local court) in 70190 Stuttgart) shall have exclusive jurisdiction and venue insofar as this is legally permissible. BOSCH reserves the right, however, to take legal action at a court with jurisdiction at the registered office or establishment of CUSTOMER.

19.2 Solely German law shall apply to all legal relations between BOSCH and the CUSTOMER, excluding the conflict of laws provisions. The applicability of the UN Convention on Contracts for the International Sale of Goods (CISG) shall be explicitly excluded.

19.3 If any provision should be or become ineffective, the effectiveness of the remaining provisions shall not be affected thereby. In this case the ineffective provision shall be replaced by a permissible agreement approximating most closely the economic purpose of the original ineffective provision. This shall apply accordingly to any omissions.

## 20. DEFINITIONS

20.1 ACCESS DATA: The data required for the USER ACCOUNT, especially user name and password.

20.2 AFFILIATED ENTERPRISE: Every legal entity which is controlled by BOSCH, which controls BOSCH or which is jointly-controlled together with BOSCH. Control is deemed to exist where more than fifty percent (50 %) of the capital shares or voting rights is held or where the corporate management and policy are controlled either directly or indirectly on the basis of capital shares, by virtue of agreements or in any other way.

20.3 CENTRAL SINGLEKEY -ID: User ID of the Single Sign-On Authentication Service of Robert Bosch GmbH, Robert-Bosch-Platz 1, 70839, Gerlingen, Germany, enabling the use of various independent services of the Bosch Group and which requires the CUSTOMER's e-mail address with any e-mail provider.

20.4 COMMENCEMENT DATE OF THE LICENSE: Agreed date with effect from which the software application shall be made available.

20.5 CONFIDENTIAL INFORMATION: Information in accordance with sec. 2 no. 1 of the German Trade Secrets Act (GeschGehG).

20.6 CUSTOMER DATA: All data, content, software or information that is actively entered, uploaded or stored in the SOFTWARE APPLICATION by CUSTOMER or on its behalf (input data). This includes in particular configuration data, master data and content stored in the CUSTOMER REPOSITORY.

20.7 CUSTOMER REPOSITORY: Storage space provided by the CUSTOMER for storing CUSTOMER DATA on third-party servers. By using the Device Management System of the SOFTWARE APPLICATION, the UNITS can be instructed to request software stored in the CUSTOMER REPOSITORY.

20.8 DATA ACT: Regulation (EU) 2023/2854.

20.9 DATA-ACT-DATA: All readily available data pursuant to the DATA ACT that are generated through the use of a SOFTWARE APPLICATION falling within the scope of application of the DATA ACT by CUSTOMER or its UNITS.

20.10 DATA INFORMATION SHEET means the information document provided by BOSCH pursuant to Article 3 paragraph 3 of the DATA ACT.

20.11 DOCUMENTATION: All the information required to be able to work with the software application in accordance with the intended use.

20.12 ENGINEERING SOFTWARE: SOFTWARE APPLICATION with which certain products can be selected, calculated, dimensioned and/or configured

and/or a toolbox comprising Software components and development environment to generate additional information and/or to support the CUSTOMER when creating/changing SOFTWARE APPLICATION.

- 20.13** FLS: First Level Support.
- 20.14** FOSS: Free and Open Source SOFTWARE, in particular software under an approved license of the Free Software Foundation (FSF) or the Open Source Initiative (OSI).
- 20.15** FOTA: Firmware over the Air; automated firmware update of the UNIT via the SOFTWARE APPLICATION.
- 20.16** INCIDENTS: Malfunctions occurring in the context of the SOFTWARE APPLICATION.
- 20.17** MANAGED REPOSITORY: Storage provided by BOSCH as part of the SOFTWARE APPLICATION for storing CUSTOMER DATA. The device management system of the SOFTWARE APPLICATION can be used to instruct UNITS to request software stored on the MANAGED REPOSITORY.
- 20.18** POTAs: Parameter over the Air; automated parameter update for the UNIT via the SOFTWARE APPLICATION.
- 20.19** PROPERTY RIGHT: Industrial PROPERTY RIGHT or third-party copyright.
- 20.20** SAFE STATE: A state of the UNIT defined by the CUSTOMER enabling the UNIT's software and/or SOTA/FOTA to be updated without influencing the danger-free and designated operation of the UNIT.
- 20.21** SERVICE LEVEL AGREEMENT (SLA): Defines availability and support of BOSCH.
- 20.22** SOTA: Software over the Air; automated software update of the UNIT via the SOFTWARE APPLICATION.
- 20.23** UNIT: Relevant system or component that is managed using the SOFTWARE APPLICATION.
- 20.24** USER ACCOUNT: Enables access to and use of the relevant SOFTWARE APPLICATION.
- 20.25** YEAR OF CONTRACT: The first twelve (12) months with effect from the Commencement Date of the License in accordance with the contract and every subsequent twelve-month period.

**Robert Bosch Manufacturing Solutions GmbH**