Service Specification for Asset Analyzer

Service Name	Type Name
Asset Analyzer Startup Service	SVS921200
Asset Analyzer Basic Service	SVS921201
Asset Analyzer Diagnostic API Usage Service (Pay-as-you-go)	SVS921202
Asset Analyzer Diagnostic API Usage Service (Annual fee) 1000 times	SVS921203
Asset Analyzer Diagnostic API Usage Service (Annual fee) 5000 times	SVS921204
Asset Analyzer Diagnostic API Usage Service (Annual fee) 10000 times	SVS921205
Asset Analyzer Visualization Service (Pay-as-you-go)	SVS921206
Asset Analyzer Model Generation Service	SVS921207
Asset Analyzer Model Improvement Service	SVS921208
Asset Analyzer Visualization Introduction Service	SVS921209

1.   Service Provision

Fujitsu shall provide Customer with the service described in Section 4 ("Service").

2.   Service Configuration

The Service consists of the services set forth below. In this Service Specification, the "Asset Analyzer" part of the service name shall be omitted.

2.1   SaaS

(a)   Basic Service

(b)   Diagnostic API Usage Service

The following services are premised on the implementation of the Basic Service and shall end when the Basic Service ends. In addition, one of the following services must be purchased at the same time as the Basic Service.

(i)   Diagnostic API Usage Service (Pay-as-you-go)

(ii)   Diagnostic API Usage Service (Annual fee) 1000 times

(iii)   Diagnostic API Usage Service (Annual fee) 5000 times

(iv)   Diagnostic API Usage Service (Annual fee) 10000 times

(c)   Visualization Service (Pay-as-you-go)

The Visualization Service is available as independent services.

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2.2   Professional Service

      (a)   Startup Service

          The Startup Service is a prerequisite for the execution of the Basic Service.

      (b)   Model Deployment Service

          (i)   Model Generation Service

          (ii)   Model Improvement Service

      (c)   Visualization Introduction Service

          (i)   Visualization Introduction Service (one-time) (hereinafter referred to as "Visualization Introduction Service")

3.   Prerequisites

3.1   Prior to the conclusion of the agreement, The Customer shall review and confirm the contents of the function manual for the Service ("Function Manual"), in which the functions to be provided as part of the Service ("Functions") are detailed and which is separately delivered by Fujitsu to Customer. The Function Manual may be updated by Fujitsu from time to time during the Term.

3.2   The Customer shall, at its own responsibility and expense, prepare its environment as necessary for its usage of the Service ("Customer System Environment"), which shall be as described in the Function Manual. The Customer System Environment may include hardware, software, network(s), and other infrastructure. If the Customer is required to use software as a part of the Customer System Environment, the Customer shall use such software fully in compliance with its applicable end-user license agreement or equivalent and shall use the latest version of such software unless otherwise specified in the Function Manual.

3.3   The Customer shall designate one (1) contact person ("Customer Administrator") who shall communicate with Fujitsu as a single point of contact.

3.4   The Customer shall submit an application form to Fujitsu as designated by Fujitsu.

3.5   The Customer may allow employees of third parties authorized by the Customer ("Third Party Users") to use the Services.

3.6   The Diagnostic API Usage Service detects and diagnoses using AI technology, but its accuracy is not guaranteed to be 100%. Therefore, not all data can be detected and diagnosed appropriately, and there is a possibility of erroneous detection and diagnosis. Additionally, there may be instances where accurate detection and diagnosis are not possible due to environmental or situational factors. The Customer is expected to make appropriate judgments based on the results of this service, seek expert opinions if necessary, and act at their own risk, understanding and agreeing to these terms.

3.7   The Diagnostic API Usage Service is provided to assist in the detection and diagnosis of equipment. Any other use, especially for illegal activities, invasion of privacy, or human rights violations, is strictly prohibited. Furthermore, Fujitsu assumes no responsibility for any decisions or actions taken based on the results of this service. The Customer is expected to understand and agree to use this service within appropriate boundaries.

3.8   The Customer and Fujitsu acknowledge that the model implementation service is being carried out for the first time as a collaborative effort between both parties. They agree to faithfully perform their respective tasks according to the mutually defined division of roles and to cooperate sincerely in the execution of the other party's tasks. Furthermore,

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during the implementation period of the model implementation service, both the customer and Fujitsu may request the other party to hold meetings to discuss matters necessary for the execution of this service.

3.9   The Customer shall provide Fujitsu with the data collected by themselves or by a third party, which is necessary for the implementation of the model introduction service, as well as any other data requested by Fujitsu ("Customer Provided Data"), in the format specified by Fujitsu.

3.10   The unit price for this service shall be as stated in the price list ("Price List") posted by Fujitsu on the Uvance Portal. The Client acknowledges and agrees that the unit prices in the Price List may be subject to change due to market conditions or other factors. In the event that Fujitsu changes the unit prices in the Price List, Fujitsu shall notify the Client of such change at least 180 days prior to the effective date of the change by means determined by Fujitsu.

4.   Services

4.1   Startup Services

Fujitsu shall perform the following tasks to enable the Customer to use the Basic Services:

(a)   Preparation of a Customer Dedicated Environment

Within the Service Environment, Fujitsu shall provide a dedicated environment for the Customer to use ("Customer Dedicated Environment") and shall make the necessary arrangements for the Customer to use it.

(b)   Diagnostic API Communication Check Support

When the diagnostic API provided by Fujitsu is incorporated into the Customer System Environment, Fujitsu shall respond to the Customer's inquiries.

(c)   Installation of Customer-only Models in the Customer Dedicated Environment

If the Customer wishes, Fujitsu shall receive the custom model delivered to the Customer through the Model Deployment Service and install it in the Customer Dedicated Environment.

(d)   Issuance of Customer Administrator ID

Fujitsu shall issue a Customer Administrator ID ("Customer Administrator ID"), which is necessary to use the Diagnostic API Usage Service and the Visualization Service.

4.2   Basic Service

Fujitsu shall provide a Customer Dedicated Environment that can be used by using Customer Administrator IDs or ID issued by the Customer Administrator (including Customer Administrator ID, hereinafter referred to as "ID").

4.3   Diagnostic API Usage Services

Fujitsu shall make the diagnostic API, as described in the Function Manual, available to the Customer.

(a)   Diagnostic API Usage Service (Pay-as-you-go)

The total service fee for each billing month is calculated based on the Customer's usage of each service. Fujitsu shall use the "Service Name" column in the Price List on the Uvance Portal to determine the Customer's usage. The usage shall be calculated based on the unit specified in the "Unit" column of the Price List. If the Customer's usage is less than one unit, it shall be rounded up to the nearest whole unit. Then, Fujitsu shall multiply the Customer's usage of each service by the unit price listed in the "Unit Price" column of the Price List. If the resulting

fee is less than one dollar, it shall be rounded up to the nearest dollar. This amount is the service-specific fee for that service. Finally, Fujitsu shall add up the service-specific fees for all services listed in the "Service Name" column of the Price List. This total shall be the Customer's service fee for that billing month.

(b)   Diagnostic API Usage Service (Annual fee) 1000 times

The frequency of access to this service ("API Call Frequency") is limited to 1,000 times per year from the service start date.

(c)   Diagnostic API Usage Service (Annual fee) 5000 times

The API Call Frequency to this service is limited to 5,000 times per year starting from the service launch date.

(d)   Diagnostic API Usage Service (Annual fee) 10000 times

The API Call Frequency to this service is limited to 10,000 times per year from the service start date.

4.4   Visualization Service

Fujitsu shall provide the customer with the visualization functions described in the Function Manual.

The total service fee for each billing month is calculated based on the Customer's usage of each service. Fujitsu shall use the "Service Name" column in the Price List on the Uvance Portal to determine the Customer's usage. The usage shall be calculated based on the unit specified in the "Unit" column of the Price List. If the Customer's usage is less than one unit, it shall be rounded up to the nearest whole unit. Then, Fujitsu shall multiply the Customer's usage of each service by the unit price listed in the "Unit Price" column of the Price List. If the resulting fee is less than one dollar, it shall be rounded up to the nearest dollar. This amount is the service-specific fee for that service. Finally, Fujitsu shall add up the service-specific fees for all services listed in the "Service Name" column of the Price List. This total shall be the Customer's service fee for that billing month.

4.5   Model Generation Service

 Fujitsu shall carry out the following operations:

(a)   Creation of a pre-trained model

Fujitsu shall carry out the following tasks based on the Customer's support.

Furthermore, Fujitsu shall accept up to 1,000 pieces of customer-provided data.

(i)   For the object that the Customer wishes to recognize using the diagnostic API in the Model Generation Service ("Recognition Target"), the characteristics of the aspect ("Recognition Target Know-how") shall be disclosed to Fujitsu.

(ii)   Fujitsu shall create a specification document ("Annotation Specification") for the preparation or processing of customer-provided data, based on disclosed Recognition Target Know-how, to be used for training the diagnostic API ("Training Dataset"). The Customer shall then approve the Annotation Specification.

(iii) Fujitsu shall create a training dataset based on the Annotation Specifications, develop various parameter sets ("Trained Models") using this dataset, and deliver them within the Fujitsu service environment.

(b)   Reporting the characteristics of the Trained Models

Fujitsu shall analyze the qualitative and quantitative characteristics of the Trained Models, prepare a detailed report, and present it to the Customer. The report shall be then delivered to the Customer.

4.6   Model Improvement Service

Fujitsu shall carry out the following operations:

(a)   Creation of a pre-trained model

Fujitsu shall create a pre-trained model based on the Customer's assistance.

In addition, Fujitsu shall receive a maximum of 500 sheets of customer-provided data from the Customer.

   (i)   For the Recognition Target, the Recognition Target Know-how shall be disclosed to Fujitsu.

   (ii)   Fujitsu shall create the Annotation Specification for the preparation or processing of customer-provided data, based on disclosed Recognition Target Know-how, to be used for training the Training Dataset. The Customer shall then approve the Annotation Specification.

   (iii)   Fujitsu shall create a Training Dataset based on the Annotation Specifications, develop various Trained Models using this Training Dataset, and deliver them within the Fujitsu service environment.

(b)   Reporting the characteristics of the Trained Model

Fujitsu shall analyze the qualitative and quantitative characteristics of the Trained Models, prepare a detailed report, and present it to the Customer. The report shall be then delivered to the Customer.

4.7   Visualization Introduction Service

Fujitsu shall carry out the following operations:

(a)   Introduction task for Visualization Service

Fujitsu shall perform the tasks specified in the Statement of Work from the following items (i) to (v):

   (i)   Fujitsu shall review the number and scale of the point cloud data held by the Customer and organize the point cloud data, including splitting the point clouds and adjusting point density. The maximum number of data sets to be organized is 20.

   (ii)   Fujitsu shall support the entire process from uploading to converting and downloading the point cloud data. Fujitsu shall perform the conversion of the Customer's point cloud data and convert it into a format that can be used within the service. The maximum number of conversion tasks to be performed by Fujitsu is 20.

   (iii)   Fujitsu shall provide technical support related to the Visualization Service. This includes arranging the necessary equipment and introducing the usage methods for the Visualization Service. During the contract period, on-site support shall be provided for a maximum of 1 day, and online support shall be provided for a maximum of 8 hours.

   (iv)   Fujitsu shall support the integration of the Customer's existing asset information with the point cloud data. The asset information shall be placed as panels in the space managed by the Visualization Service, allowing the asset status to be understood remotely. The specific number of integration tasks is up to 30 per facility, with a maximum of 20 asset information items.

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(v)   Fujitsu shall conduct simulations based on several patterns specified by the Customer. By superimposing 3D models such as work vehicles and construction equipment onto the target facility, the construction situation can be confirmed in advance. Up to 3 simulation patterns can be performed.

(b)   Delivery of a brief report.

Fujitsu shall prepare a brief report on the provided services and deliver it to the Customer. This report shall include an overview of the tasks performed and their effects.

5.   Operational Hours

This service shall be provided 24 hours a day, 365 days a year unless otherwise specified in this agreement.

6.   Support

The Customer may ask questions about the usage of Service and the Fujitsu shall make reasonable efforts to answer the questions, via the Uvance Portal Website. Questions may include questions about specifications of the Service, instructions for the usage of Service or investigation of causes of any Service malfunctions. The answers will be provided during the following times: JST 9:00 to 17:00, Mondays to Fridays except for national holidays in Japan and other holidays designated by Fujitsu.

7.   Term

The Term of the Service is as follows:

		Note
Initial Term	1 year	
Commitment period	N/A	

8.   Customer Obligations

8.1   The Customer shall be responsible for its use and management of any ID and password(s) and any charges incurred by its use of any ID and password(s) shall be borne by the Customer. Fujitsu shall not be liable or otherwise responsible for any damage incurred by the Customer which arises from the Customer's use of any ID and password(s) by any third party.

8.2   The Customer shall maintain the Customer System Environment at its own responsibility and expense, including by taking appropriate security measures.

9.   Termination of One-off Professional Service

9.1   Upon completion of work associated with the One-off Professional Service, Fujitsu shall provide a completion report ("Completion Report") to Customer as a document that signifies the completion of services. Completion Report is considered as certification that the One-off Professional Service is complete.

9.2   Upon completion of work associated with Model Generation Service, Model Improvement Service and Visualization Introduction Service, which are One-off Professional Services, Fujitsu shall provide the deliverables as specified in the

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Statement of Work. The Customer shall confirm the contents of the deliverables, and such confirmation shall constitute completion of the relevant services.

10.   Billing Month

The billing month for Diagnostic API Usage Service (Pay-as-you-go) and Visualization Service (Pay-as-you-go) shall be from the 21st of the previous month to the 20th of the current month.

11.   Special Provisions

Notwithstanding Article 11.1 of the Fujitsu General Terms and Conditions for SaaS, the contract period for the following services shall not be automatically extended.

(a)   Diagnostic API Usage Service (Annual fee) 1000 times

(b)   Diagnostic API Usage Service (Annual fee) 5000 times

(c)   Diagnostic API Usage Service (Annual fee) 10000 times

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