

Service Specification for Fujitsu Data Intelligence Basic

| Service Name | Product Code |
|---|--------------|
| Fujitsu Data Intelligence Basic Discovery Service | SVS920900 |
| Fujitsu Data Intelligence Basic Building Service | SVS920901 |
| Fujitsu Data Intelligence Basic Standard Service | SVS920902 |
| Fujitsu Data Intelligence Basic Help Desk Service Light | SVS920903 |
| Fujitsu Data Intelligence Basic Help Desk Service Standard | SVS920904 |
| Fujitsu Data Intelligence Basic Help Desk Service Standard Additional Incident | SVS920905 |
| Fujitsu Data Intelligence Basic Managed Service Backup Light | SVS920906 |
| Fujitsu Data Intelligence Basic Managed Service Backup Standard | SVS920907 |
| Fujitsu Data Intelligence Basic Managed Service Log Report | SVS920908 |
| Fujitsu Data Intelligence Basic Managed Service Status and Performance Monitoring | SVS920909 |
| Fujitsu Data Intelligence Basic Managed Service Usage Alert | SVS920910 |
| Fujitsu Data Intelligence Basic Managed Service Apps and Infrastructure Statistical Analytics | SVS920911 |

1. Service Provision

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

2. Structure of Service

The Service consists of the services set forth below. In this document, the "Fujitsu Data Intelligence Basic" part of the service name shall be omitted.

2.1 SaaS

2.1.1 Standard Service

2.2 Professional Service

2.2.1 Implementation Support Service

a. Discovery Service

b. Building Service

2.2.2 Support Service

a. Help Desk Service Light

- b. Help Desk Service Standard
- c. Help Desk Service Standard Additional Incident
(a. through c. hereinafter referred to as "Help Desk Service")
- d. Managed Service Backup Light
- e. Managed Service Backup Standard
- f. Managed Service Log Report
- g. Managed Service Status and Performance Monitoring
- h. Managed Service Usage Alert
- i. Managed Service Apps and Infrastructure Statistical Analytics
(d. through i. hereinafter referred to as "Managed Services")

The Help Desk Service and Managed Service are subject to the provision of the Standard Service and shall be terminated at the same time when the Standard Service is terminated.

3. Prerequisites

- 3.1 Prior to the conclusion of the agreement, the Customer shall review and confirm the contents of function manual for the Service ("Functional Description"), 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 Functional Description may be updated by Fujitsu from time to time during 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 Functional Description. 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 Functional Description.
- 3.3 The Customer shall designate one (1) contact person ("Customer Administrator") who will communicate with the Fujitsu as a single point of contact.
- 3.4 The Customer shall submit to the Fujitsu the Service Application Form ("Service Application Form") designated by the Fujitsu after describing necessary matters.
- 3.5 If the Customer intends to utilize any of Functions set forth in Functional Description, The Customer agrees to the terms and conditions of use of the BI tools set forth in the Service Application Form, licensed by the rights owner at the Customer's risk and expense.

4. Service

4.1 Discovery Service

In accordance with the SoW of Discovery Service, Fujitsu shall perform the following tasks to identify the Customer issues and determine the optimal analysis functions, data sets, etc. to solve them.

- a. Analysis of current situation
- b. Effect verification
- c. Formulation of implementation policy

4.2 Building Service

In accordance with the SoW of Building Service, within Fujitsu Service Environment, Fujitsu shall create the Customer-only usage environment ("Customer Usage Environment").

4.3 Standard Service

In accordance with the Service Application Form, Fujitsu shall enable the Customer's users (including administrators and developers, hereinafter referred to as "Users") to use Functions by connecting to the Customer Usage Environment via the Internet or Internet VPN using the ID and password issued to the Users ("User ID"). If BI tools are involved, templates for routine analysis shall be provided.

The usage fee for the Standard Service in each billing month shall be calculated based on the amount used in the billing month and is the price in the quantity range corresponding to the amount used in the Price List.

4.4 Help Desk Service

Fujitsu shall accept technical questions from the Customer regarding the specifications or operation of the Standard Service, investigation of the cause if the service does not work properly, and questions or consultations regarding workarounds via E-mail with Customer Administrator as the point of contact to assist in resolving the problems.

The usage fee for each billing month of the Help Desk Service shall be calculated as follows:

- a. For Help Desk Service Light
The amount shall be calculated by multiplying the number of questions received from the Customer in the billing month by the unit price of the Help Desk Service Light in the Price List.
- b. For Help Desk Service Standard and Help Desk Service Standard Additional Incident
For the number of questions received from the Customer in the billing month, the sum shall be calculated of the amount listed in the Price List of the Help Desk Service Standard for up to three questions and the amount calculated by multiplying the number exceeding three questions by the unit price listed in the Price List of the Help Desk Service Standard Additional Incident.

4.5 Managed Service

In accordance with the Managed Service features in Service Application Form, Fujitsu shall perform the following services.

- a. Backup Light
Fujitsu shall back up business data registered and stored in the Customer Usage Environment once a month. The usage fee in each billing month is stated in the Price List.
- b. Backup Standard
Fujitsu shall back up business data registered and stored in the Customer Usage Environment once a week. The usage fee in each billing month is stated in the Price List.

c. Log Reports

Fujitsu shall output a usage log report for the Customer Usage Environment once a month.
The usage fee in each billing month is stated in the Price List.

d. Status and Performance Monitoring

Fujitsu shall output results of analysis on the status and performance of the Customer Usage Environment once a week.
The usage fee in each billing month is stated in the Price List.

e. Usage Alert

Fujitsu shall send an alert to the Customer when the predetermined amount of usage is exceeded for a Customer Usage Environment.
The usage fee shall be calculated by multiplying the number of alerts set up and being set up by the unit price of the Usage Alert listed in the Price List.

f. Apps and Infrastructure Statistical Analytics

Fujitsu shall support monthly statistical analytics of application and infrastructure usage for the Customer Usage Environment.
The usage fee in each billing month is stated in the Price List.

5. Operational Hours

The Standard Service are provided 24 hours a day, 365 days a year.

6. Support

The Customer inquiries about the Standard Service are handled by Help Desk Service.
The time for receiving inquiries is 24 hours and 365 days, and the time for answering is 8:00 to 17:00 local time depends on the location of Fujitsu’s headquarter between Monday through Friday excluding national holidays and holidays designated by Fujitsu.

7. Term

The Term of the Service is as follows:

| | Standard Service | 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. The 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.

8.3 The Customer shall perform the work that Customer is required to perform in the SoW description for Discovery Service and Building Service.

9. Termination of One-off Professional Service

Upon completion of work associated with the Discovery Service or the Building Service, Fujitsu shall provide a completion report ("Completion Report") to the Customer as a document that signifies the completion of services. Completion Report is considered as certification that the Discovery Service or the Building Service is complete.

10. Intellectual Property Rights

The Service and the software used for the Service are copyrighted by Fujitsu or a third party. In addition, although the copyright of documents provided by Fujitsu to the Customer in connection with the Service also belongs to Fujitsu or a third party, the Customer may reproduce all or part of such documents (unless indicated as confidential.) to the extent necessary to use the Service.

11. Effects of Termination

Notwithstanding any other provision of this Service Specification, and on termination of this Agreement for any reason, the Customer must remove or delete any Customer Content registered and stored on the Services, at the Customer's own responsibility and cost. If the Customer fails to remove or delete any of the Customer Content from the Services of termination of this Agreement, Fujitsu shall be entitled to take such action as Fujitsu considers necessary to remove or delete the Customer Content, unless legally prohibited, and shall have no liability to the Customer or any other person if Fujitsu takes such action.

12. Responsibility for Service

Notwithstanding any other provision of this Service Specification, Fujitsu shall not warrant the completeness, accuracy, certainty, usefulness, the Customer improvement or otherwise of the Analysis Results. Fujitsu shall not be liable for any damage caused to the Customer or third parties because of the Analysis Results.

13. Billing month

The billing month for Fujitsu Data Intelligence Basic Standard Service, Fujitsu Data Intelligence Basic Help Desk Service Light, Fujitsu Data Intelligence Basic Help Desk Service Standard Additional Incident, and Fujitsu Data Intelligence Basic Managed Service Usage Alert shall be from the 1st to the last day of each month.

End of the Service Specification