

## Service Specification for Fujitsu Vehicle Allocation Planning Service

Service Name	Product Code
Vehicle Allocation Planning Service Basic Service (under 12000 transactions)	SVS920800
Vehicle Allocation Planning Service Basic Service (under 12000 transactions, Individual environment)	SVS920803
Vehicle Allocation Planning Service Basic Service (12000 or more transactions)	SVS920801
Vehicle Allocation Planning Service Additional Terminal Option	SVS920802

### 1. Service Provision

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

### 2. Structure of Service

This service consists of the following items.

#### 2.1 Basic Services

As a basic service, either (a) or (b) service shall be contracted. (c) is contracted according to the usage amount.

- (a) Vehicle Allocation Planning Service Basic Service (under 12000 transactions)  
(hereinafter referred to as "Basic service (under 12000 transactions)")
- (b) Vehicle Allocation Planning Service Base Service (under 12000 transactions, Individual environment)  
(hereinafter referred to as "Basic service (under 12000 transactions, Individual environment)")
- (c) Vehicle Allocation Planning Service Basic Service (12000 or more transactions)  
(hereinafter referred to as "Basic service (12000 or more transactions)")

#### 2.2 Optional Service

The following service is an optional service that assumes the execution of the basic service and shall be terminated at the same time if the basic service is terminated.

- (a) Vehicle Allocation Planning Service Additional Terminal Option  
(hereinafter referred to as "Add terminal option")

### 3. Prerequisites

- 3.1 Prior to the conclusion of the agreement, Customer shall review and confirm the contents of 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 Term.

- 3.2 The Customer shall agree to the License Agreement, which is separately delivered by Fujitsu to the Customer.
- 3.3 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 Customer is required to use software as a part of the Customer System Environment, 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 Function Manual.
- 3.4 The Customer shall designate one (1) contact person (“Customer Administrator”) who will communicate with Fujitsu as a single point of contact.
- 3.5 The Customer shall submit to the Fujitsu an application as designated by the Fujitsu.

#### 4. Service

##### 4.1 Basic service (under 12000 transactions)

Fujitsu will enable the Customer user (including the Customer administrator) to use the functions of the basic services described in the function manual by connecting to the Customer's exclusive use environment via the Internet from the Customer terminal using ID and password issued for the Customer user. However, the number of the Customer terminals that can be used by the Customer user is assumed to be one.

##### 4.2 Basic service (under 12000 transactions, Individual environment)

Fujitsu will enable the Customer user to use the functions of the basic services described in the function manual by connecting to the Customer's exclusive use environment via the Internet from the Customer terminal using the Customer user ID and password. However, the number of the Customer terminals that can be used by the Customer user is assumed to be one. The details of the individual environmental contents shall be specified in the detailed terms and conditions.

##### 4.3 Basic service (12000 or more transactions)

If the Customer has more than 12000 API transactions to the mapping service, the Customer is charged based on usage.

##### 4.4 Add terminal option

Fujitsu shall add the number of terminals to be used in the basic service as specified in the consignment condition details.

#### 5. Operational Hours

The Service shall be provided as described in Function Manual. At that time, Fujitsu shall notify the Customer to that effect in advance by the method prescribed in Fujitsu, but this shall not apply to urgent unavoidable cases. However, if this service is suspended in an emergency or unavoidable case, Fujitsu shall notify the Customer after the fact.

## 6. Support

Fujitsu shall take all questions, which includes question about the specification of the Service, operating instructions, or investigation of the causes of malfunction of the Service, from the support desk, which is set for the Service, via e-mail. Fujitsu shall also answer those questions and provide consultation via e-mail. The support desk shall determine separately when Fujitsu shall take those questions and which language shall be used in the question and answer.

## 7. Terminating Services

Upon completion of Development service, Fujitsu shall promptly report the completion of the work to the Customer in accordance with the completion report prescribed by Fujitsu. The Customer shall confirm the contents of the implementation completion report as soon as it is received, and upon such confirmation, the service shall be terminated.

## 8. Customer Obligations

- 8.1 The Customer shall be responsible for its use and proper management (set minimum permissions appropriate for users, delete unused users as soon as possible, and basically use MFA authentication for authentication) 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. The Customer shall bear all usage charges incurred due to the use of ID and password.
- 8.2 The Customer shall maintain the Customer terminal environment by maintaining the hardware and software related to the Customer terminal environment at the responsibility and expense of Customer.

## 9. Disclaimer

With respect to this service, the following events are not attributable to Fujitsu (However, it is not limited to this.), and Fujitsu shall not be under any legal obligation for any damage caused to the Customer because of such events.

- 9.1 Problems in the Customer terminal environment and problems caused by the Customer terminal environment
- 9.2 Problems with access lines that the Customer receives from other telecommunications carriers and problems caused by the lines
- 9.3 Trouble with the Company's use of the services provided by Amazon Web Services, Inc. and Here Technologies, Inc. for the purpose of using the Services
- 9.4 Trouble in which a third party intentionally destroys the functions of the telecommunications line for the Service and the telecommunications facilities for the Service
- 9.5 Trouble resulting from the Customer's failure to comply with paragraph 3 or 8 of this specification

- 9.6 Trouble caused by the Customer using the Service with a third party
- 9.7 Troubles resulting from failure or inability to provide services due to causes that cannot be attributed to either the Customer or Fujitsu, such as natural disasters, social upheaval, or terrorism (including cyber terrorism and criminal damage)
- 9.8 Trouble with the use of the third-party software and service incorporated by the Customer to use the Service due to the convenience of the operator concerned
- 9.9 Trouble due to discrepancy between map data and the current situation

## 10. Reusing Data

Fujitsu shall process the vehicle operation information of the Customer acquired from the management terminal environment of the Customer during the period of this Service into a format that cannot distinguish corporate information, personal information, business information, etc. of the Customer only for the purpose of improving planning accuracy, etc., and shall be able to freely use and provide it to a third party without the consent of the Customer and the Service User and payment of consideration.

## 11. Handling at the end of service

Fujitsu shall erase the data that the Customer registered (entered) in the Fujitsu service environment at the end of this service. The Customer shall download such data, if necessary, in accordance with the functional documentation during the implementation period of this service.

## 12. Interrupting and Stopping Services

Fujitsu may suspend or suspend the provision of the Services in the following cases: In this case, Fujitsu shall notify the Customer to that effect in advance. However, this does not apply in urgent unavoidable cases.

Fujitsu shall not be liable under any law for any damage caused to the Customer because of such damage.

- (a) Service Environment and other unavoidable circumstances for maintenance or construction of facilities for the Service
- (b) If Fujitsu is unable to use the telecommunications line or access line for the Service due to the convenience of another telecommunications carrier provided by Fujitsu
- (c) Fujitsu is unable to use the services provided by Amazon Web Services, Inc. to provide the Services due to the convenience of the relevant business operator.
- (d) In the case where a third party intentionally destroys the functions of telecommunications lines, telecommunications facilities, or access lines necessary for Fujitsu to provide the Services or commits an act that interferes with such functions.
- (e) If the Service cannot be provided due to a natural disaster, accident, etc.

- (f) If Fujitsu is unable to use the software of a third party incorporated to provide the Services due to the convenience of the relevant business operator.

13. Discontinuance of services

- (a) Fujitsu may discontinue the Service at the convenience of Fujitsu, or a third-party software provider incorporated to provide the Service, even during the implementation period of the Service. In such case, Fujitsu shall notify the Customer in writing with a notice period of six months or more. However, if the Service is discontinued due to the convenience of the third-party software provider incorporated to provide the Service, Fujitsu may discontinue the Service without prior notice to the Customer.
- (b) If the Service is discontinued as set forth in the preceding item, this Agreement shall be automatically terminated as of the date of discontinuation.
- (c) Fujitsu shall not be liable to the Customer for damages, etc., even in the event of damages to the Customer resulting from the termination of this Agreement due to the discontinuation of the Services under the preceding items.

14. Ownership of Intellectual Property Rights

The copyright in the Service and the software used for the Service belongs to Fujitsu or a third party. In addition, the copyright of the documents provided by Fujitsu to the Customer in connection with the Service shall also belong to Fujitsu, but the Customer shall, to the extent necessary for using the Service, keep such documents (provided, however, that Fujitsu is confidential).