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 the 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 assume 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, 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 Term.

3.2   The Customer shall agree to the License Agreement, which is separately delivered by Fujitsu to the Customer.

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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 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 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 User Registration Application Form to 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 Customers exclusive environment via the Internet from the Customer terminal using the ID and password. The number of 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 exclusive environment via the Internet from the Customer terminal using the Customer user ID and password. The number of 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 hours are as defined in the function manual. During the implementation period of the Service, Fujitsu may temporarily suspend the Service at times designated by Fujitsu, including during business hours, for reasons such as maintenance of the service environment. In such case, Fujitsu shall notify Customer of this in advance by e-mail or notification screen in this service, but this shall not apply to emergency and unavoidable circumstances. Fujitsu shall notify Customer after the fact if the Service is temporarily suspended due to an emergency or unavoidable circumstance.

6.   Support

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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.   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 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

Regarding this service, the following circumstances (but not limited to these) are reasons beyond the responsibility of Fujitsu, and Fujitsu shall not be legally liable for any damages caused to Customer due to these reasons:

9.1   Issues related to Customer's terminal environment and issues caused by the Customer's terminal environment.

9.2   Issues related to the access lines provided to Customer by other telecommunications carriers and problems caused by the lines.

9.3   Issues related to the use of services provided by Amazon Web Services, Inc. and Here Technologies, Inc. which Customer uses to access this service, due to the circumstances of such provider.

9.4   Issues caused by third parties intentionally destroying the functions of the telecommunications line equipment used for this service.

9.5   Issues arising from the Customer's failure to comply with section 3 or 8 of this specification.

9.6   Issues arising between Customer and third parties due to Customer's use of this Service.

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9.7   Issues caused by 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   Issues arising from malfunctions in third-party software integrated by Customer for using this service.

9.9   Issues caused by discrepancy between map data and current situation.

10.   Reusing Data

Fujitsu shall process the vehicle operation information of the Customer acquired from the management terminal environment during the period of this Service into a format that cannot distinguish corporate information, personal information, business information, business information, etc. 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 Fujitsu service environment at the end of this service. The Customer shall download such data, if necessary, in accordance with the Function Manual during the implementation period of this service.

12.   Interrupting and Stopping Services

Fujitsu may interrupt or suspend the provision of this service under the following circumstances. In such cases, Fujitsu shall notify the Customer in advance; however, this does not apply in cases of emergency or unavoidable situations. Furthermore, Fujitsu shall not bear any legal liability for any damages incurred by the Customer because of such interruption or suspension.

12.1   In cases that it is unavoidable that maintenance or construction on Fujitsu's service environment or other equipment necessary for this service.

12.2   In cases that the telecommunication lines or access lines for this service become unavailable due to circumstances beyond Fujitsu's control, such as those involving other telecommunication providers.

12.3   In cases that the use of services provided to Fujitsu by Amazon Web Services, Inc. for the provision of this service becomes unavailable due to the service provider.

12.4   In cases that a third party intentionally disrupts or damages the telecommunications lines, equipment, or accesses lines necessary for the provision of this service or engages in actions that impair their functionality.

12.5   In cases that the provision of this service becomes impossible due to natural disasters, accidents, or other similar events.

12.6   In cases that Fujitsu is unable to use the software of a third party that Fujitsu has incorporated to provide the Services due to availability of the relevant business operator.

13.   Discontinuance of Service

13.1   Fujitsu may discontinue this service at its convenience even during the implementation period of this service. In such case, Fujitsu shall notify the Customer in writing at least six months in advance. However, if the contract with the third-

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party software provider (including but not limited to data provision adapters) integrated to provide this service is terminated for any reason, Fujitsu may discontinue this service without prior notice.

13.2   If this service is discontinued as described in the previous clause, this contract will be automatically terminated as of the discontinuation date.

13.3   If the Customer incurs damages due to the termination of this contract resulting from the discontinuation of this service based on the previous clauses, Fujitsu shall not be liable for any damages or compensation to the Customer.

14.   Ownership of Intellectual Property Rights

The copyright of the software used in this service and the service itself belongs to Fujitsu or third parties. Additionally, the copyright of the documents provided by Fujitsu to the Customer in relation to this service also belongs to Fujitsu. However, the Customer may reproduce all or part of these documents (except for those that Fujitsu has indicated as confidential) to the extent necessary to use this service.

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