



**APPENDIX
BASIC TECHNICAL SERVICES**

Identity and Access Management (IAM) Service

This Appendix describes the BASIC TECHNICAL SERVICES to which COMPANY considers itself to be bound in the context of provision of the IAM Service on the basis of a CONTRACT with CUSTOMER.

Unless otherwise specified below, the CLOUD GTC apply accordingly.

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I. Part: General technical set-up and operation

1. General technical set-up

(1) The following BASIC TECHNICAL SERVICES are included in the scope of services:

- Technical connection of the IAM Service to the Identity Provider (IDP) of the CUSTOMER and/or the IDP of the COMPANY.¹
- The communication between the IAM Service and the IDP of the CUSTOMER is done via HTTPS using TLS 1.2 or higher.
- The communication between the IAM Service and the ATOSS PRODUCTS is done via HTTPS using TLS 1.2 or higher.

Subsequent alteration to previously established or existing technical configurations or the addition of configurations can be coordinated with COMPANY at CUSTOMER’s request. If COMPANY can make such subsequent alterations without expending significant additional time or resources because these alterations or additions, either individually or collectively, do not generally exceed one (1) working hour per month, then they do not represent a service alteration. Otherwise, service alterations must be ordered separately for an additional fee.

2. Requirements for the technical set-up and operation within the meaning of section 1 in I. Part of this Appendix

- COMPANY shall inform CUSTOMER of the period of time in which the services detailed in section 1 para. (1) in I. Part of this Appendix are to be provided, giving three (3) weeks’ notice;
- CUSTOMER shall ensure the availability of the technical and professional contact partners with sufficient expertise, authorizations and discretionary competence for the duration of the period of

¹ The technical connection to the COMPANY IDP is only available for the ATOSS PRODUCTS ATOSS Staff Efficiency Suite and ATOSS Startup Edition.

time specified by COMPANY for the provision of services;

- Communication for the purposes of coordinating and performing services shall take place exclusively in German or in English, depending on the employees deployed by COMPANY. CUSTOMER shall take into account the foreign language qualifications of its employees when selecting its technical and professional contact partner;
- CUSTOMER shall ensure that COMPANY is provided with the information required for the technical set-up, that the information provided is complete and correct, and that all other requirements are met.

If CUSTOMER fails to fulfill its contractual duties to cooperate or only does so belatedly, COMPANY shall not be responsible for any faults or delays that occur as a result. Notwithstanding the aforesaid, the provisions of § 4 clause 4 of the CLOUD GTC shall apply accordingly.

II. Part: Software maintenance

COMPANY will provide CUSTOMER with CONTINUOUS MODIFICATIONS and enhancements on an ongoing basis as part of software maintenance. COMPANY shall install CONTINUOUS MODIFICATIONS without further prior notice and within the maintenance windows as defined in the SLA for the CLOUD SERVICE.

The provision of entirely new functions that signify a significant extension to the scope of service and the provision of new MODULES are not included in the software maintenance. COMPANY only offers such extensions and their provision for a separate fee.

The right of use set forth in § 3 clause 1 of the CLOUD GTC also extends to CONTINUOUS MODIFICATIONS of the IAM Service which COMPANY provides in the course of software maintenance, including all accompanying DOCUMENTATION as amended.

The following addition only concerns customers of ATOSS Products On Premises:

The CUSTOMER shall inform the COMPANY thereof in due time before he introduces a CONTINUOUS MODIFICATION in the form of a release of his ATOSS PRODUCTS or before he changes technical parameters. At the same time, the CUSTOMER shall ensure that all MODULES of the ATOSS PRODUCT licensed by the CUSTOMER are operated by the CUSTOMER within the maintained releases.

III. Part: Special technical set-up and operation

All services are provided exclusively via remote. If on-site deployment is desired or necessary, the services of the COMPANY will be invoiced according to time and effort plus travel time and travel costs as described in detail in the OFFER. Any additional coordination rounds or set-up services as well as further support for these services are not included, but can be additionally ordered at any time if necessary for a corresponding fee.

Delays in the provision of services, which result from the fact that the CUSTOMER has not fulfilled his obligations to cooperate in time or insufficiently, shall be at the expense and cost of the CUSTOMER. The COMPANY shall be remunerated for any corresponding additional expenditure based on the COMPANY's current price list for the provision of services.
