

Aimtec Standard Terms

Specific Terms for the Operation and Provision of the Aimtec Integration Platform – System Integration Service within the aimtec.cloud

1 Introductory Provisions

1.1 These Specific Terms for the Operation and Provision of the Aimtec Integration Platform – System Integration Service within the aimtec.cloud (for the purposes of this document, the “**AIP SI Terms**”) form an integral part of Aimtec Standard Business Terms, and further supplement and clarify them for the purposes of operating and providing the Aimtec Integration Platform – System Integration. These AIP SI Terms, together with the GBT, the Budget, the Specific Terms – Service Level Agreement for Services provided via aimtec.cloud (“**SLA Terms**”), and any other applicable Specific Terms, constitute the Contract. Unless expressly stated otherwise in these AIP SI Terms, the provisions of the GBT and the relevant SLA Terms shall apply.

1.2 In the event of any discrepancy between individual documents, the following order of precedence applies: first the provisions of the Contract (as defined in the GBT), then these AIP SI Terms, then the SLA Terms, then other Specific Terms, and finally the GBT. Capitalized terms not defined in these AIP SI Terms have the meaning assigned to them in the GBT.

2 Definitions of terms

2.1 Aimtec Integration Platform – System Integration (hereinafter referred as to the “**AIP – SI**”)

AIP – SI is understood herein to mean the operation and provision of a solution as a Service for the transferring of Integrated Objects between Integrated Systems within the aimtec.cloud environment.

2.2 Incident

Incident is an unplanned interruption or reduction in the quality of an IT service that was functional before the outage, or an event that has the potential to affect an IT service.

2.3 Integrated System

A system of the Customer or a third party, each uniquely identified by a type and an interface instance.

2.4 Integrated Object

2.4.1 An entity transferred between Integrated Systems.

2.4.2 The transferring of instances of an Integrated Object (hereinafter referred as to the “**Transactions**”) takes place with the use of one or more Processes.

2.5 Process

2.5.1 Process is always tied to specific Integrated Systems.

2.5.2 Process serves for the processing of data (for example validating, transforming or transmitting it, or performing specific operations) in accord with the Specification agreed in the Contract.

2.5.3 Specification

(a) the description of the format and data structure in the interface of Integrated Systems,

(b) the description of the mapping of data structures,

(c) the definition of the maximum quantity of data and maximum number of Transactions per unit of time,

(d) the method used for transferring data between instances of the interface of Integrated Systems and AIP – SI Endpoints.

2.5.4 Processes can take on the Development & Testing and Production statuses. Entry into the Production status may take place after prior approval by the Customer.

2.6 AIP – SI Endpoint

This is a point of the corresponding connector (e.g. HTTP/S or SFTP) on the AIP – SI side, and it is identified by a DNS name or an IP address.

2.7 AIP Connector

2.7.1 An AIP Connector may be utilised for connecting the Integrated System with AIP – SI.

2.7.2 It is installed on the Customer’s computer network.

3 Support

3.1 AIP – SI with Standard Support level

3.1.1 Provision of AIP – SI with a guaranteed response time of 8 hours in the Supplier's Standard Business Hours to deal with the following situations:

- (a) Incidents,
- (b) Service Requests,
- (c) Change Requests.

3.1.2 Continuous active monitoring of AIP – SI for Processes that have been moved into the Production status.

3.2 AIP – SI with Advanced Support level

Beyond the Support defined in the article 3.1 Support is provided in resolving Incidents with a response time of 4 hours within the regime of 6:00 – 22:00 on the Supplier's Standard Business Hours.

3.3 AIP – SI with Premium Support level

Beyond the support defined in the article 3.1 the Support is provided in resolving Incidents with a response time of 2 hours within a continuous 24/7 regime.

4 Availability

4.1 AIP – SI availability

4.1.1 The AIP – SI service is provided at an availability level of 99.5% of the overall monthly time resources. This service runs in nonstop 24/7 mode.

4.1.2 The AIP – SI service is considered to be available whenever it is capable of accepting data from Processes that have been moved into the Production status and are in use by the Customer.

4.2 VPN

4.2.1 If a VPN is being used, the Supplier bears responsibility solely for the availability of its own VPN endpoint.

4.2.2 The determination of AIP – SI availability is not affected by the status of the endpoint of the Customer's VPN tunnel.

4.3 The AIP Connector is not to be considered the AIP – SI Endpoint for the purposes of determining AIP – SI availability.

5 Other provisions

5.1 The Supplier does not bear responsibility for Incidents caused by:

5.1.1 data that is not in accordance with the Process specification,

5.1.2 unavailability of the Integrated Systems.

5.2 A simplified chart of the AIP – SI platform

