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Valid until 01/2021

RIO Maintenance Service T&Cs

(the "Service T&Cs")

1 Subject

These Service T&Cs constitute a stand-alone agreement between TB Digital Services GmbH ("TBDS") and its user ("the user"). The Service T&Cs regulate the provision of the service described in Section 2 by TBDS to the user ("the TBDS services") through the platform. They constitute a stand-alone agreement in addition to the Platform T&Cs already concluded between the user and TBDS. Unless otherwise expressly stipulated in these Service T&Cs, the provisions of the Platform T&Cs already concluded between the user and TBDS shall apply to these Service T&Cs. The terms defined in the Platform T&Cs shall also apply to these Service T&Cs. The Service T&Cs are agreed via the platform in accordance with the provisions in Sections 2.1 and 2.3 of the Platform T&Cs.

2 TBDS service

- 2.1 TBDS shall provide the following TBDS service to the user specified in the service specification during the term of these Service T&Cs:

Designation	Brief description
RIO Maintenance	RIO Maintenance provides information on the current maintenance status of a vehicle and thus enables the planning of workshop appointments without physical access to the vehicle.

The latest version of the detailed service specification, in addition to the technical requirements and fee payable for using the service, can also be viewed on the platform at <https://rio.cloud>.

- 2.2 The availability of the platform for the aforementioned service to be provided via it shall be based on Section 3.2 of the Platform T&Cs.

3 Fee

- 3.1 The fee payable for the TBDS service shall be based on the rates listed on the platform at <https://rio.cloud>, and is subject to statutory value-added tax (VAT). The fee shall be based on the number of vehicles registered for the service by the user. On being registered by the user, the vehicle shall be covered by the service, and the service provision shall be charged on a daily basis. For months in which the TBDS service was contracted for only a portion of the month, the fee shall be charged pro rata temporis.



LOGISTIK IM FLUSS.

- 3.2** On receipt of invoice from TBDS, the user shall pay the fee to TBDS's payment service provider as specified in Section 4.2 of the Platform T&Cs. This payment shall fulfil the user's obligation to TBDS.
- 3.3** If the user is in default despite previous appropriate written warnings from TBDS, TBDS may, after giving further advance notice of at least one (1) week, suspend its provision of the TBDS service under these Service T&Cs until payment is received.

4 Changes

- 4.1** Changes to the Service T&Cs shall require the agreement of both parties, unless otherwise stipulated in Section 4.
- 4.2** As part of its provision of the TBDS service, TBDS may make appropriate technical modifications, particularly to the extent that these are necessary to improve functionality or comply with legal requirements.
- 4.3** The user shall be notified in writing of reasonable changes to the services and appropriate price increases as part of the provision of the TBDS service, and shall be given the chance to object to any change within six (6) weeks. If no objection is made (in writing or by e-mail) to a reasonable modification to a service/increase in fees within this six (6) week period, the modification to the service/increase in fees shall be deemed to have been accepted, provided the user was made aware of this legal consequence when he/she was notified of the modification. If the user objects to a change to the service or increase in fees, TBDS shall be entitled to immediately terminate the service provision to the user under the terms of the Service T&Cs. Furthermore, the user shall be entitled to effect ordinary termination of the Service T&Cs at any time.

5 Warranty and liability

5.1 Warranty

- 5.1.1** The user shall inform TBDS immediately of any defect in the TBDS service. TBDS shall rectify any defects in the TBDS service within a reasonable period of time. Should TBDS fail to rectify a fault within a reasonable period of time on two (2) occasions, the user shall be entitled to effect the extraordinary termination of these Service T&Cs.

Other claims by the user are governed in accordance with Section 5.2.

- 5.1.2** Claims for defects are excluded, provided the cause lies with the user or one of its vicarious agents.

5.2 Liability

TBDS shall be liable for loss or damage that is attributable to intentional acts and/or gross negligence on the part of TBDS or its vicarious agents. TBDS shall only be liable for loss or damage resulting from ordinary negligence on the part of TBDS or its vicarious agents if a cardinal obligation has been breached. Cardinal obligations are essential contractual obligations that ensure due implementation of the contract in the first place and the observance of which the user has relied upon and was entitled to do so.



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In the event of a breach of these cardinal obligations caused by ordinary negligence, TBDS's liability shall be limited to typically foreseeable loss or damage, though limited to a maximum of 100% of the annual fee.

Otherwise, TBDS's liability for ordinary negligence shall be excluded.

5.3 Other exclusions

5.3.1 TBDS shall not be liable for the proper condition of vehicles belonging to the user for which the TBDS service is being provided. The TBDS service is merely intended to provide support to the user; responsibility for complying with legislation and for the use and condition of the vehicles shall remain with the owner or driver as appropriate.

5.3.2 The provision of RIO Boxes and/or RIO transmitter units is not covered by these Service T&Cs. No warranty shall be provided and no liability accepted under the terms of these Service T&Cs in this regard.

5.3.3 Likewise, no warranty shall be provided and/or no liability accepted under the terms of these Service T&Cs for defective TBDS services (particularly for missing or incorrect data) and/or for damages resulting from malfunctions and/or breakdowns of vehicles, RIO Boxes and/or RIO transmitter units, or from the incorrect data input by the user.

6 Term and termination

6.1 Term

These Service T&Cs are concluded for an indefinite period.

6.2 Termination

6.2.1 The user shall be entitled to effect ordinary termination of these Service T&Cs at any time without giving advance notice to TBDS. The user may also terminate these Service T&Cs by simply deactivating the service on the platform. After any such deactivation, reactivating the service shall take a minimum of four (4) working days. If there is a time delay between receipt of a notice of ordinary termination and its technical implementation, no costs shall be incurred by the user as a result.

6.2.2 TBDS shall be entitled to effect ordinary termination of the Service T&Cs, subject to a notice period of three (3) months to the end of the month.

6.2.3 The right to termination for good cause remains unaffected for both parties.

6.2.4 Termination of these Service T&Cs, for whatever reason, shall not affect the Platform T&Cs or any other T&Cs agreed in relation to other services. However, if the Platform T&Cs are terminated, for whatever reason, these Service T&Cs shall also come to an end at the same time.

6.2.5 The provision of the TBDS service under these Service T&Cs is dependent on the conclusion and continued applicability of the following other Service T&Cs (with TBDS or third-party providers): N/A.



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6.2.6 If the said other Service T&Cs are terminated for whatever reason, these present Service T&Cs shall also be terminated at the same time.

7 Miscellaneous

7.1 The “Other provisions” set out in Section 11 of the Platform T&Cs shall apply.

7.2 The user shall not be entitled to transfer rights and/or obligations under these Service T&Cs, either in whole or in part, to third parties without the prior written consent of TBDS.

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Valid from 01/2021

Service T&Cs for MAN ServiceCare S and MAN ServiceCare M

(the "Service T&Cs")

1 Subject

- 1.1** These MAN Truck & Bus SE ("**MAN T&B**") Service T&Cs govern the provision of the MAN T&B services described in Section 2 to the user via the RIO platform run by TB Digital Services GmbH (hereinafter referred to as "**TBDS**"), Oskar-Schlemmer-Str. 19–21, 80807 Munich, Germany. They represent an individual agreement in addition to the RIO Platform T&Cs already concluded between the user and TBDS.
- 1.2** Unless otherwise expressly stipulated in these Service T&Cs, the provisions of the RIO Platform T&Cs already concluded between the user and TBDS shall apply to these Service T&Cs. The terms defined in the RIO Platform T&Cs shall also apply to these Service T&Cs.
- 1.3** The Service T&Cs are agreed via the RIO platform in accordance with the regulations in Section 2.2 of the RIO Platform T&Cs.
- 1.4** The MAN ServiceCare is offered at "S" and "M" levels. The two products build on each other, i.e. the range of functionalities of these products increases with each level.
- 1.5** Once the vehicle(s) has/have been set up in the RIO administration area on the RIO platform, the user must click on the relevant button in the marketplace of the RIO platform in order to purchase MAN ServiceCare S or M. The user must confirm these Service T&Cs, including the service description, when activating the product. To be able to carry out MAN ServiceCare, it is also necessary during the activation process for the user to allocate a contact person (on the user's side), including contact details, to each vehicle selected for the service in an additional step; they must also allocate a MAN authorised workshop (one which is part of the MAN After Sales network) as the home workshop, at which maintenance work is generally carried out. Only one home workshop can be allocated to one vehicle. In this regard, the home workshop must be located in a country in which MAN ServiceCare is available. Please see the MAN ServiceCare S or M service description. The choice of home workshops may be limited depending on vehicle type. The contract for MAN ServiceCare S or M shall not come into force until acceptance is confirmed via MAN T&B (the user shall be informed in writing, via e-mail or on the RIO platform). In addition, following the submission of an offer by the user and prior to acceptance of that offer by MAN T&B, the latter shall reserve the right to perform a credit check, sanction list check and VAT ID check with regard to the user. MAN T&B shall also reserve the right to perform a VAT ID check, credit check and/or sanction list check at regular intervals following acceptance of the offer.

Use of the service shall be subject to there being no impediments to fulfilment as a result of national or international provisions, particularly export control regulations or embargoes or other such legal restrictions. The user shall undertake to provide all information and documents that are required for the use of the service. Any delays resulting from export checks or approval procedures shall result in the temporary suspension of the service. In the event that the necessary approvals are not granted, the



Service T&Cs shall be deemed to have not been concluded; claims for compensation in this regard and in connection with missed deadlines as referred to above shall be excluded.

- 1.6 This service is exclusively for companies with their registered office in one of the countries specified in the service description and exclusively for contractors within the meaning of Section 14 of the German Civil Code.
- 1.7 Section 312i(1)(1)(1)-(3) and Section 312i(1)(2) of the German Civil Code shall not apply with regard to the conclusion of these Service T&Cs.

2 Services and technical requirements

2.1 MAN T&B shall provide the user with the following MAN T&B services during the term of these Service T&Cs:

Designation of services	Brief description of the services	Payment in EUR (net)
MAN ServiceCare S	MAN ServiceCare S informs the user, without any obligation, of upcoming maintenance appointments relating to their vehicles registered for MAN ServiceCare and assists in agreeing maintenance appointments with a MAN authorised workshop to be selected by the user, which does not have to be the same as the home workshop. Services provided by the MAN authorised workshop are not covered by these Service T&Cs.	Free of charge
MAN ServiceCare M	In addition to the functionalities of MAN ServiceCare S, MAN ServiceCare M offers the user the option of deciding which maintenance scopes are managed and provided by the selected MAN authorised workshop. At the same time, information on the current maintenance status of their vehicle is displayed to the user, enabling them to plan workshop appointments independently.	see marketplace RIO platform

The latest version of the detailed service descriptions of the two services MAN ServiceCare S and M as well as the respective prices can be viewed on the marketplace of the RIO platform under the web address <https://rio.cloud>, the service descriptions can be downloaded there.

- 2.2 The availability of the RIO platform for the services to be provided via the platform is determined in accordance with Section 3.2 of the RIO Platform T&Cs.
- 2.3 **Important note: With regard to the requirements under data privacy law, we refer expressly to Section 8 of the Platform T&Cs. The user shall remain responsible under data privacy law for data processing within the scope of the commissioned data processing activities by TBDS. Additionally, the user guarantees that it shall be permissible to process the personal data of the**



relevant parties (driver and other persons if necessary). This includes the user's duty to fully inform the relevant parties and encompasses the establishment of a legal basis under data privacy law.

- 2.4** The following regulations for the purposes of these Service T&Cs are added to the commissioned data processing agreed under the RIO Platform T&Cs: The user authorises MAN T&B and TBDS to disclose data, which is required in order to provide MAN ServiceCare S or M and to carry out maintenance work on the user's vehicle, to the home workshop to be selected by the user, and every other MAN authorised workshop selected by the user to provide services on an individual basis, as well as to the responsible MAN national sales company for the purposes of conducting quality assurance on MAN ServiceCare. This is data that is required for the upcoming maintenance work, e.g. customer contact details, VIN, maintenance data, fill levels, tyre pressures, brake pads, etc. Depending on the vehicle type, the vehicle configuration and the respective on-board telematics module ("TBM"), only some, if any, of the data may be shown. The TBM refers to either the RIO Box or the TBM2. The TBM2 transmits the data to the T-Systems platform (product description: Logiweb/MAN TeleMatics). The T-Systems platform forwards this vehicle information to the RIO platform. For this purpose, a portion of the data must also be stored/processed on the T-Systems platform.
- 2.5 Important note for customers with TBM2 vehicles: If a vehicle is equipped with TBM2, the user has to check their current interface connections (API) before buying the product. There are third-party systems such as logistics software or in-house developments connected to the MAN TeleMatics platform via the API; in the case of an incompatible API interface, there is a danger that it will no longer be possible to connect to the third-party systems. MAN T&B accepts no liability or costs for interface adjustments necessary at the customer's end.**

3 Fee

- 3.1** The fee payable for the services shall be based on the rates listed on the platform at <https://rio.cloud> and shall be subject to statutory value-added tax (VAT). For months in which a service was contracted for only a portion of the month, the fee shall be charged pro rata temporis.
- 3.2** The user must pay the fee due upon issuing of the invoice by MAN T&B to the payment service provider specified in Section 4.2 of the RIO Platform T&Cs. This payment shall fulfil the user's obligation vis-à-vis MAN T&B.
- 3.3** If the user is in default of payment despite previous appropriate written warnings from MAN T&B, the latter may, upon further advance notice of at least one (1) week, suspend its provision of the services under these Service T&Cs until payment is received.
- 3.4** The prices and the aforementioned fees shall exclude statutory value-added tax or comparable taxes. Taxes of this nature shall be charged to the user by MAN T&B in addition to the agreed fees.

In the event that a reverse charge mechanism or a comparable simplification method is to be used (according to which the recipient of the supply or the service is obliged to submit a self-declaration or to deduct value-added tax or comparable taxes), the user must perform the self-declaration or submit the tax deduction to the competent tax authority within the prescribed period. In the event that a mechanism of this nature is to be used on an optional basis, the parties shall agree upon the application of that mechanism. Irrespective of this, the prices and fees shall, in both cases, be calculated without value-



added tax or comparable taxes, and payments made by the user to MAN T&B shall be equal to the contractually agreed price, without any deductions.

- 3.5** The user and MAN T&B shall each be responsible for their own income taxes based on their respective earnings.

The prices and the aforementioned fees shall be understood to be exclusive of withholding tax or comparable taxes. Should the fee be subject to statutory withholding tax, the user shall not be permitted to withhold the corresponding deductions, in accordance with the law of the country in which it is based, from the payment made to MAN T&B. In addition to the payment of the agreed fee to MAN T&B, the user must pay taxes of this nature from their own account to the appropriate authorities on behalf of MAN T&B.

Should a Double Taxation Convention ("DTC") exist between the countries in which MAN T&B and the user are based, the user shall be permitted to pay the maximum withholding tax contribution provided for in the applicable DTC to the appropriate authorities, provided the conditions for a reduction in withholding tax (where applicable to zero) are present. The user shall be responsible for fulfilling the formal requirements for a reduction in withholding tax (where applicable to zero). Upon conclusion of an agreement, MAN T&B shall provide the user with a tax residence certificate.

The user shall undertake to provide MAN T&B with official proof of the tax paid on behalf of MAN T&B and to provide such proof immediately and without a request having to be made in that regard. In the event that official proof is not provided or is provided late, the user must hold MAN T&B harmless with regard to any loss or damage resulting from the failure to provide proof or the late submission of that proof.

4 Changes

- 4.1** Changes to the Service T&Cs shall require the agreement of both parties, unless otherwise stipulated in Section 4 .
- 4.2** As part of its provision of the services, MAN T&B may make appropriate technical modifications, particularly to the extent that these are necessary to improve functionality or comply with legal requirements.
- 4.3** As part of its provision of the services, MAN T&B may also make modifications to the content, provided this does not reduce the range of services for the user with regard to their use of the service or the user has not objected to that modification in accordance with Section 0 below.
- 4.4** The user shall be notified in writing of reasonable modifications to the services and appropriate price increases as part of the provision of the services and shall be given the chance to object to a modification within six (6) weeks. If no objection is made (in writing or by e-mail) to a reasonable modification to a service/increase in fees within this six (6) week period, the modification to the service/increase in fees shall be deemed to have been accepted, provided the user was made aware of this legal consequence when he/she was notified of the modification. Should the user object to a modification to a service or fee increase, MAN T&B shall be entitled to immediately terminate the Service T&Cs vis-à-vis the user; in addition, the user shall be entitled to effect the ordinary termination of the Service T&Cs at any time or to deactivate MAN ServiceCare on the RIO platform.



5 Warranty and liability

5.1 Warranty

5.1.1 The user shall inform MAN T&B immediately in the event of a fault with the services. MAN T&B shall rectify any faults with the services within a reasonable period of time. Should a fault fail to be rectified within a reasonable period of time on two (2) occasions, the user shall be entitled to effect the extraordinary termination of these Service T&Cs.

Other claims by the user shall be governed in accordance with Section 5.2.

5.1.2 Claims for defects are excluded, provided the cause lies with the user or one of its vicarious agents.

5.2 Liability

MAN T&B shall be liable for any loss or damage attributable to intentional acts and/or gross negligence on the part of MAN T&B or its vicarious agents.

MAN T&B shall only be liable for loss or damage resulting from ordinary negligence on the part of MAN T&B or its vicarious agents if a cardinal obligation has been breached. Cardinal obligations are essential contractual obligations that ensure due implementation of the contract in the first place and the observance of which the user has relied upon and was entitled to do so.

In the event of a breach of these cardinal obligations caused by ordinary negligence, TBDS's liability shall be limited to typically foreseeable loss or damage, though limited to a maximum of 100% of the annual fee.

Otherwise, MAN T&B's liability for ordinary negligence is excluded.

If a service is provided free of charge, the following conditions apply: In the event of a breach of these cardinal obligations caused by ordinary negligence, given the fact that the service is provided free of charge, MAN T&B shall also only be responsible for exercising a degree of care that MAN T&B itself applies to its own affairs.

5.3 Other exclusions

MAN T&B shall not be liable for the proper condition of vehicles belonging to the user for which the services are being provided. The services are purely intended to provide support to the user; responsibility for complying with legislation and for the use and condition of the vehicles shall remain with the owner or the driver. The provision of RIO Boxes and/or RIO transmitter units and/or TBM2 shall not form an integral part of these Service T&Cs. No warranty shall be provided and/or no liability assumed under the terms of these Service T&Cs in this regard.

5.3.1 Likewise, no warranty shall be provided and/or no liability assumed under the terms of these Service T&Cs for defective services (particularly for missing or incorrect data) and/or for damages resulting from malfunctions and/or breakdowns of vehicles, of RIO Boxes and/or RIO transmitter units and/or TBM2, and/or from incorrect data input by the user.

5.3.2 Likewise, no warranty shall be provided and/or liability assumed under these Service T&Cs if for whatever reason the user is not notified of an upcoming maintenance appointment and/or possible damage event, thus resulting in loss or damage for the user.



6 Term and termination

6.1 Term

These Service T&Cs are concluded for an indefinite period.

6.2 Termination

6.2.1 The user has the right to effect the ordinary termination of these Service T&Cs at any time without observing a notice period vis-à-vis MAN T&B; the user may also terminate these Service T&Cs by deactivating the service on the RIO platform.

6.2.2 Important note for customers with TBM2 vehicles: Once MAN ServiceCare has been successfully deactivated in the RIO Portal, the same vehicle cannot be reactivated for MAN TeleMatics.

6.2.3 MAN T&B has the right to effect the ordinary termination of these Service T&Cs, subject to a notice period of three (3) months to the end of the month.

6.2.4 The right to termination for good cause remains unaffected for both parties.

6.2.5 Termination of these Service T&Cs, for whatever reason, shall not affect the RIO Platform T&Cs or any other T&Cs agreed in relation to other services. However, if the RIO Platform T&Cs are terminated for whatever reason, these present Service T&Cs shall also come to an end at the same time.

The provision of the services under these Service T&Cs is dependent on the conclusion and continued applicability of the following other Service T&Cs (with MAN T&B or third parties): **RIO Platform T&Cs here**. If the said other Service T&Cs are terminated for whatever reason, these present Service T&Cs shall also be terminated at the same time.

Important note for customers with TBM2 vehicles: For the MAN ServiceCare M the conclusion and continued applicability of the MAN Bridge Service T&Cs is necessary in addition to the RIO Platform T&Cs.

6.2.6 The provision of the following other services and/or third-party services is dependent on the conclusion and continued applicability of these Service T&Cs: **N/A**. If these Service T&Cs are terminated for whatever reason, the other services and/or third-party services and any other related Service T&Cs concluded shall come to an end at the same time.

7 Confidentiality

7.1 MAN T&B and the user shall each undertake to refrain from disclosing confidential information regarding the other party and to only use such information for the purposes of implementing these Service T&Cs and for the objective they are intended to achieve. This obligation shall continue to exist for a period of three (3) years following the termination of the agreement.

7.2 The confidentiality requirements set out in Section 7 above shall not apply in the event that the confidential information (i) was already known to the other party at the time that the Service T&Cs were concluded, and evidence can be provided of this, or was disclosed at a later date by a third party without any breach of the confidentiality agreement having taken place, (ii) was already in the public domain at the time that the Service T&Cs were concluded or entered into the public domain at a later date, provided this did not occur as a result of a breach of these Service T&Cs, (iii) is able to be used by a party with the prior consent



of the other party for purposes that are not covered by these Service T&Cs, or (iv) must be disclosed as a result of a legal obligation or an order issued by a court or an authority; where permissible and possible, the party obliged to disclose the information must inform the other party of this in advance and provide them with the opportunity to take action to prevent the disclosure.



8 Other provisions

8.1 **Important note for customers with TBM2 vehicles: An existing MAN TeleMatics contract is automatically terminated by the purchase of the products “MAN ServiceCare S” or “MAN ServiceCare M” in conjunction with the product “MAN Bridge”.**

In the event that the services become unavailable as a result of force majeure, MAN T&B shall be released from its obligation to ensure the availability of the services for the duration and within the scope of the impact of the case of force majeure, provided MAN T&B has taken appropriate steps to prevent the consequences of this. Force majeure shall be understood to be any event over which MAN T&B has no influence and that fully or partially prevents MAN T&B from fulfilling its obligations; this includes fire damage, floods, strikes and lawful lockouts, as well as disruptions to operations for which it is not at fault or official decrees. This also includes failure of the RIO platform due to force majeure.

MAN T&B shall immediately inform the user of the occurrence and rectification of a case of force majeure and shall make every effort to rectify the case of force majeure and to limit its impact as far as is possible.

8.2 Should individual provisions of these Service T&Cs be or become invalid, either in whole or in part, this shall not affect the validity of the remaining provisions. The parties shall agree to replace the invalid provision with an appropriate provision that most closely approximates to the sense and purpose thereof. Any loopholes in these Service T&Cs shall be closed accordingly.

8.3 MAN T&B is entitled to transfer rights and/or obligations under these Service T&Cs, either in whole or in part, to companies which are affiliated with MAN T&B within the meaning of Sections 15 ff. of the German Stock Corporation Act. The user is entitled to terminate these Service T&Cs in the event of a full transfer of all rights and obligations.

8.4 The user is not entitled to transfer rights and/or obligations under these Service T&Cs, either in whole or in part, to third parties without the prior written consent of MAN T&B.

8.5 Any modifications and supplements to these Service T&Cs must be made in writing. The same shall apply with regard to any agreement to cancel this requirement for written form.

8.6 These Service T&Cs are available in the relevant languages; in the event of discrepancies, the original German version shall prevail.

8.7 These Service T&Cs are subject to the law of the Federal Republic of Germany (with the exclusion of the conflict of laws). The exclusive place of jurisdiction for any disputes arising from or in connection with these Service T&Cs shall be Munich, Germany.

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