

SERVICE DESCRIPTION SUPPORT FOR LOBSTER DATA PLATFORM (LOBSTER - SOFTWARE)

A DEFINITION OF TERMS AND SCOPE OF SERVICES

- **Lobster Data Platform Support** (support and assistance for the Lobster software)
- Monitoring response for the Lobster Data Platform in the **Lobster Cloud** (iPaaS solution; fully administered and monitored by Lobster)

LOBSTER DATA PLATFORM SUPPORT (LOBSTER SOFTWARE)	Lobster Data Platform Support (Software)	<p>This service offers comprehensive support for all customer inquiries related to the Lobster software and its associated components. It includes user support for operational questions, user interface (UI) navigation, and instructional guidance (How-Tos).</p> <p>Accessibility: Mon. - Fri. 08:00 - 17:00 (CET) Support is not available on public holidays in Germany.</p> <p>Reachable by: See https://www.lobster-world.com/de/product-support/</p> <p>Hotline: Telephone hotline exclusively for Priority A errors.</p> <p>Contact details: See https://www.lobster-world.com/de/product-support/</p> <p>Response time: reported by 14:00, we aim to respond the same business day.</p>
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LOBSTER CLOUD MONITORING RESPONSE - ONLY FOR LOBSTER CLOUD (IPaaS)	<p>Lobster Cloud Monitoring Response (only for IPaaS customers)</p> <p>Standard</p>	<p>We offer a comprehensive 24/7 monitoring solution within the Lobster Cloud environment, covering both the underlying cloud infrastructure and the Lobster software services through a powerful and reliable monitoring system.</p> <p><u>Monitoring of the system:</u></p> <p>Our service monitors specific critical incidents like:</p> <ul style="list-style-type: none"> • Lobster software failures (service down/crashed) • Unavailability of the database server or the Lobster VM • "Out of memory" errors and other memory problems (VM hard disk or database) <p>Automated problem solving:</p> <p>Upon detection of a fault, the monitoring system automatically initiates predefined processes aimed at resolving the issue as quickly and efficiently as possible:</p> <ul style="list-style-type: none"> • Automatic service restart in the event of memory errors • Automatic restart of the Lobster service in the event of failure • Automatic service status checks every 10 minutes • Automatic system health monitoring <p><u>Manual intervention for incidents:</u></p> <p>If a failure occurs during the defined service hours and automated remediation is insufficient or unsuccessful, a cloud engineer will initiate manual troubleshooting immediately. <u>The Incident Response Service is available from Mon. - Fri. 08:00 - 17:00 (CET). This service is also not available on national holidays in Germany.</u> Failures occurring outside of these service hours will be addressed by a cloud engineer starting at 08:00 (CET) on the next service day.</p> <p>Contact details: See https://www.lobster-world.com/de/product-support/</p> <p>Message to by ticket e-mail</p> <p>customers:</p>
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LOBSTER CLOUD MONITORING RESPONSE - ONLY FOR LOBSTER CLOUD (IPAAS)	Lobster 24/7 Cloud Monitoring Response (only for IPaaS customers) Premium	<p>An extended service is available in the Premium version:</p> <ul style="list-style-type: none"> - 24/7 manual processing: Errors that cannot be resolved automatically are manually addressed by a cloud engineer on a 24/7 basis. - Automatic alerting: The monitoring system automatically notifies a cloud engineer through the internal on-call service. Customers do not need to take any action but are provided with a hotline number should they wish to report issues themselves. - Fast response time: The guaranteed response time for this version is a maximum of one hour. - Proactive communication: The customer is automatically notified by ticket email about the incident, any errors detected, and the actions taken to resolve them. - Maximum availability: This premium service guarantees maximum availability of your systems even outside regular service hours. - Only for productive systems: This service is only available for productive systems (P license). <p>Hotline: The telephone number will be provided to the customer upon completion of the order.</p> <p>Message to customers: by ticket e-mail</p> <p>Response time: 1 hour</p>
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B LOBSTER SOFTWARE SUPPORT FOR LOBSTER DATA PLATFORM

To establish and maintain the operational readiness of the Data Platform, Lobster provides clients with the following support services.

1. Accessibility

In the event of operational or comprehension difficulties when using Lobster software, the support team will assist the customer's designated contact person(s). All communication takes place exclusively via email. Telephone support is provided only for Priority A errors (see below) or system failures causing urgent operational or comprehension issues. Contact details can be found at: <https://www.lobster-world.com/de/product-support/>.

If remote access to the client's system is required, it will be conducted exclusively through remote maintenance software specified by Lobster. Each remote session must be individually approved by the client. Permanent remote access sessions are not part of Lobster's software support services. Use of alternative remote maintenance software may be arranged for an additional fee.

2. Role of support

Our support team helps our customers to get the most out of the Data Platform. This includes support at the system level, assistance with certificates, protocols, and security settings to address Priority A, B, and C errors (see Section 2.1).

We also assist customers with their mappings and profile modeling (e.g., linking profiles and functions), addresses general questions about interfaces, and resolves ambiguities related to software usage. Additionally, user support advises on customer-specific issues such as performance optimization and resource management, and provides information on various protocols and their properties in specific use cases. Support is also offered for all topics covered in the Lobster software documentation (e.g., certificate exchange, setting up email mailboxes, cloud storage).

For the purposes of this service, an "error" refers to a malfunction within the Lobster software that restricts its intended use. Faults originating from databases, operating systems, hardware, connections to third-party systems, or the third-party systems themselves do not fall under this definition.

2.1 Error priority levels

In accordance with the priority levels A to C defined below, Lobster will promptly initiate the measures outlined in (a) to (c) to address all errors reported by the client for the current, unmodified version of the licensed software.

Error prioritization is determined by Lobster, with due consideration given to the client's operational interests. The client may contest the assigned priority level and request an upgrade by providing credible justification of the error's adverse impact on their operations.

a) Priority A error (high)

Complete loss of service or a significant feature that is completely unavailable and no workaround exists.

In the event of a Priority A error, Lobster will immediately initiate the following steps:

- Appointment of experienced system specialists;

- Initiate troubleshooting, including any necessary data correction;
- Continuously informing the customer about the progress of troubleshooting;
- Work with our engineering team to implement a solution and release a patch as soon as possible.
- As far as possible: Specify a date by which the error will be rectified, based on the error's priority level and the scope of required corrective measures;
- Granting the client the option to have the error rectified by qualified third-party personnel if Lobster is unable to successfully resolve the issue. This measure may only be taken following prior written notice from Lobster and does not release the client from any ongoing obligations under this contract.

b) Priority B error (medium)

Partial loss of service with impact on the business, however a workaround exists.

In the event of a Priority B error, Lobster will immediately initiate the following steps:

- Initiate any necessary and reasonable measures to rectify the error in the next scheduled release;
- As far as possible: Specify a date by which the error will be rectified.

c) Priority C error (low)

No loss of service, the issue does not prevent the operation of the software. Lobster will log these issues and may choose to address them later as part of the release planning process.

2.2 Error analysis

The client shall promptly report any errors to Lobster. Upon request, Lobster will allocate appropriate resources to support further error analysis. Lobster shall bear the costs of analyzing errors that fall under the classifications outlined in Section 2.1 (Priority Levels A, B, and C). The customer shall bear the costs for analyzing errors that are attributable to their own responsibility.

If, due to the complexity of the issues or the number of unresolved errors, the client is no longer able to clearly analyze or describe them, and if remote analysis and resolution are not feasible, they may request and schedule an on-site appointment with a Lobster Technical Consultant. In such cases, any resulting costs will be charged separately. Lobster Support and the client will review and discuss the status of the error lists at regular intervals.

3. Exceptions to the obligation to perform

Lobster is released from the obligation to provide support services in the following cases:

- Lobster Data Platform has been altered, damaged or modified by the customer;
- The customer has not installed any new updates or upgrades within twelve (12) months despite the availability of a new, operational version;
- The error or the operating and comprehension difficulties are caused by gross negligence, user errors, unsuitable hardware or other circumstances beyond Lobster's control;
- Lobster Data Platform has been installed in an operating system or hardware environment that does not comply with Lobster's communicated specifications and is therefore unsupported;
- The customer has not nominated a contact person(s) for support or the nominated person(s) or their nominated deputy are not available after repeated requests;

- The customer has not met their payment obligation - specifically, if an invoice for the subscription fee or separately booked support service upgrades remains unpaid or partially unpaid more than thirty (30) days after the due date.

If another software program is connected to a program in a different operating environment via Lobster software, Lobster's support services shall be limited exclusively to the components of the network related to the Lobster software. The term "operating environment" refers to the system environment, including hardware and operating system, as specified in the contract and used in conjunction with the software.

4. Responsibility of the customer

To ensure the stability, security, and performance of our software products, it is essential to perform regular updates for both Java and the database systems. Java updates include upgrading the Java Development Kit (JDK), which is necessary for the operation of our applications. Database updates involve updating the database software - such as MySQL, Microsoft SQL Server, MariaDB, PostgreSQL, or Oracle Database - that is used to store, manage, and query data.

Our customers are responsible for performing Java and database updates in accordance with the recommended procedures and guidelines. This includes regularly checking for and applying available updates, as well as backing up databases prior to updates to ensure data integrity. Customers must ensure that the updates they implement comply with the compatibility requirements of the supported software versions.

We strongly recommend that customers establish IT policies and processes to ensure that Java and database updates are carried out regularly and promptly. This approach minimizes potential security risks and helps maintain the stability of their system environment.

5. Service times / response times

The service time is defined as the period in which the request is processed actively by a support employee and within which the response time is measured.

The response time is defined as the duration between the opening of a ticket by the customer or a support employee and the first qualified response to the ticket by a support employee.

Service	Error types	Day	Service times	Response time
Lobster Data Platform Support (Software)	All errors (A-C)	Mon. - Fri.	08:00 - 17:00 (CET)	reported by 14:00, we aim to respond the same business day
		Sat/Sun/Public holiday	- no -	- no -

Due to the wide variety of applications, individual configurations, and the high complexity of the Lobster software and its processing chains, it is not possible to provide a general estimate of the expected resolution time.

C LOBSTER SOFTWARE IN THE LOBSTER CLOUD ENVIRONMENT (IPaaS)

1. Lobster Data Cloud Monitoring Response Standard (only for IPaaS customers)

As part of every IPaaS cloud solution administered and managed by Lobster, we provide a comprehensive monitoring system. When an incident occurs, the system first attempts to resolve the issue through automated processes. If automated troubleshooting fails - especially for critical issues such as system failures, database errors, or storage bottlenecks - a cloud engineer steps in to resolve the problem.

In the standard configuration, manual error handling by a Cloud Engineer occurs only during the defined service hours (see table below). Customers are automatically informed by ticket email about detected incidents and the actions taken to resolve them.

Both monitoring and automatic troubleshooting, as well as the deployment of a Cloud Engineer during the specified service hours (8/5; 8 hours / 5 days a week), are included in the standard subscription fee.

2. Lobster 24/7 Data Cloud Monitoring Response Premium

The Premium version is available as a separate option and includes all services of the Standard version, with the addition of a 24/7 on-call service for manual troubleshooting by a cloud engineer. Important: The 24/7 Data Cloud Monitoring Response Premium only applies to productive systems.

With the Premium version, if automatic troubleshooting fails outside regular service hours, a cloud engineer is automatically alerted through the internal on-call service. This engineer begins working on the issue immediately - without any action needed from the customer. The guaranteed response time is under one hour. Premium customers also receive a dedicated hotline number for direct emergency contact.

This extended availability is especially suitable for systems that demand high availability beyond regular business hours.

Service time models	Day	Monitoring Response	On-call and manual handling by a cloud engineer
Lobster Cloud Monitoring Response Standard	Mon. - Fri.	8/5	only 08:00 - 17:00 (CET)
	Sat/Sun/Public holiday		- no -
Lobster 24/7 Cloud Monitoring Response Premium	Mon. - Fri. Sat/Sun/Public holiday	24/7	00:00 - 24:00 (CET)

D OBLIGATION OF THE CUSTOMER TO COOPERATE

In order for Lobster to provide the support services described above to the agreed extent and required quality, the client shall ensure the following:

- Designates at least one primary contact person (and a deputy) for support in writing;
- Granted Lobster free access and sufficient time to provide the support services in accordance with the client's security regulations;
- Lobster or persons commissioned by Lobster to provide support services for the Lobster software;
- Lobster shall be notified immediately if malfunctions occur in the commissioned scope of services;
- Informs Lobster in a timely manner if the installation location specified in the contract or the operating environment of the Lobster software is to be changed.

If access to interfaces and websites is provided and the customer is responsible for managing user accounts, they must regularly review and update access rights. User accounts that are no longer required must be promptly removed. For security and accountability reasons, the use of general or anonymous user accounts (e.g., "function accounts") is not permitted; all user activities must be clearly attributable to identifiable individuals;

- Ensures that end devices used by the customer meet Lobster's technical requirements. As Lobster Software and Lobster Managed Services are web-based applications, access must be made via a current version of a supported web browser. The customer is responsible for ensuring that all users install and use an up-to-date browser to maintain performance and security;
- Guarantees that all personal data processed using Lobster Software and Data Products is lawfully collected in accordance with applicable data protection regulations, particularly the GDPR. This includes obtaining necessary consent or ensuring other valid legal grounds for processing before collecting any personal data. The customer is also responsible for the accuracy, currency, and lawful collection of any transmitted personal data;
- For Data Products, ensures that the data provided via defined interfaces is accurate, complete, and consistent. Reliable data processing can only be guaranteed if the input data is error-free. Any changes to the structure of transmitted data must be fully traceable and may only be made within the scope of agreed procedures (i.e., via a formal service/change request). Unauthorized or uncoordinated changes can result in processing errors.

E TERM AND FEES

1. Support Period

Standard Support Services are tied to the activation and term of the license-subscription agreement for the Lobster Data Platform. For as long as the license-subscription agreement remains in force, the customer is entitled to receive standard support services.

The separately bookable 24/7 Premium Support modules can be ordered at any time. Their term is aligned with the subscription term of the associated software license. The customer may terminate a 24/7 Premium Support module by providing three (3) months' written notice prior to the end of the current term. If no such notice is given, the module shall automatically renew for an additional one-year period ("subsequent term").

2. Fees

Standard Support is included in the annual subscription fee of the license rental agreement. 24/7 Premium Support Services are subject to additional charges, based on the price list valid at the time the order is placed.

The monitoring services described under Section C, as well as the standard or premium incident response services, apply exclusively to customer systems operated within the Lobster Cloud (IPaaS). Standard Monitoring Response is included in the scope of services and covered by the subscription fee. The 24/7 Premium Monitoring Response, however, incurs an additional monthly fee.

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