

SERVICEDESCRIPTION SUPPORT FOR LOBSTER DATA PLATFORM (LOBSTER - SOFTWARE) AND LOBSTER DATA PRODUCT (MANAGED SERVICES)

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 Product Support (Managed Services from Lobster)

LOBSTER DATA PLATFORM SUPPORT (LOBSTER SOFTWARE)	<p>Lobster Data Platform Support (Software)</p>	<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 - 16:00 (UTC+1/+2) 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: on the same day reported by 12:00 noon, we aim to resolve it the same business day; otherwise, resolution will be provided by the end of the next working day (EoB)</p>
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DATA CLOUD MONITORING RESPONSE - ONLY FOR LOBSTER CLOUD (IPAAS)	<p>Lobster Data Cloud Monitoring Response (only for IPaaS customers) 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> 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: 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 • Lambda function checks service status every 10 minutes • Automatic system health monitoring <p><u>Manual intervention for incidents:</u> If a failure occurs during the defined service hours (8/5) and automated remediation is insufficient or unsuccessful, a cloud engineer will initiate manual troubleshooting immediately. Failures occurring outside of service hours will be addressed to a cloud engineer starting at 08:00 on the next service day.</p> <p>Cloud monitoring and incident response: The Incident Response Service is available from Mon.- Fri. 08:00 - 16:00 (UTC+1/+2). This service is also not available on national holidays in Germany. There is no response outside of these times; any unavailability that occurs will be processed on the next service day from 08:00 o'clock.</p> <p>Contact details: See https://www.lobster-world.com/de/product-support/</p> <p>Message to customers: by ticket e-mail</p>
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DATA CLOUD MONITORING RESPONSE - ONLY FOR LOBSTER CLOUD (IPAAS)	<p>Lobster 24/7 Data Cloud Monitoring Response (only for IPaaS customers) Premium</p>	<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>Incident Response: Automatic execution 24/7 Hotline: The telephone number will be provided to the customer upon completion of the order. Message to customers: by ticket e-mail Response time: 1 hour</p>
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LOBSTER DATA PRODUCT SUPPORT	Lobster Data Product Support Standard	<p>This module guarantees the availability of the Data Products and can be contacted during service hours. For Priority A errors, Data Product Support can also be reached by telephone during service hours.</p> <p>Accessibility: Mon. - Fri. 08:00 - 16:00 (UTC+1/+2) Support is not available on public holidays in Germany.</p> <p>Reachable by: at: https://www.lobster-world.com/de/product-support/</p> <p>Hotline: Telephone hotline <u>exclusively</u> for Priority A errors.</p> <p>Contact details: at: https://www.lobster-world.com/de/product-support/</p> <p>Response time: 4 hours</p>
LOBSTER DATA PRODUCT SUPPORT	Lobster Data Product Support Premium (24/7)	<p>Like the standard product support, but extended to 24/7 availability exclusively for Priority A errors. Errors or incidents that require manual intervention are handled by a technical engineer available 24/7.</p> <p>Accessibility: 24/7</p> <p>Hotline: The telephone number will be provided to the customer upon completion of the order.</p> <p>Contact details: at https://www.lobster-world.com/de/product-support/</p> <p>Response time 2 hour</p>
LOBSTER DATA PRODUCT SUPPORT	Lobster Data Product Service/Change Request	<p>Service and change requests, in contrast to monitoring/incidents and support requests, refer to all customer requests for services, additional services, information as well as changes and extensions to existing agreements and services in connection with a Lobster Data Product.</p> <p>Accessibility: Mon.- Fri. 08:00 - 16:00 (UTC+1/+2) Support is not available on national holidays in Germany.</p> <p>Contact details: customer.success@lobster.de</p> <p>Response time 24 hours</p>

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, either directly or through subcontractors.

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.

Support is available Monday to Friday from 8:00 a.m. to 4:00 p.m. (UTC+1/UTC+2), excluding national public holidays in Germany.

2. Support types

2.1 Technical support

This includes support at the system level, assistance with certificates, protocols, and security settings, bug fixes, and the delivery of updates to address Priority A, B, and C errors (see Section 3.1), as well as upgrades that extend functionality. Upgrades are identified by changes in the version number's pre-decimal or first decimal place (e.g., version 5.0 instead of 4.0, or version 5.2 instead of 5.1).

Lobster commits to adequately testing updates and upgrades before delivery. Lobster and the client will jointly define an installation procedure to import updates and upgrades into the production environment, ensuring smooth software operation.

Upon delivery of updates and upgrades, the client is required to migrate to the new version within twelve (12) months of notification. After this period, any agreed support obligations for the previous version will expire. (See also Section 4, Exceptions to the obligation to perform).

2.2 User support

User support focuses on user-specific applications within the Lobster software. It assists 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).

Beyond these services, additional support options - such as 24/7 Cloud Monitoring Response or 24/7 Premium Data Product Support - can be arranged with the customer for an extra fee.

3. Bug Fixing

Lobster provides a technical support service during the hours specified in Section A.1 to resolve errors in the Lobster software. As a rule, support inquiries are addressed by the end of the next working day at the latest, to assist customers in analyzing and rectifying issues based on their reported fault.

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. If a fault cannot be resolved via telephone or remote maintenance, Lobster may, upon the customer's request and instruction, begin on-site troubleshooting as soon as possible. Any travel and accommodation expenses incurred will be charged to the customer in accordance with the contractual agreements.

3.1 Error priority levels

In accordance with the priority levels A to C defined below, Lobster will promptly initiate the measures outlined in Section 3.1 (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)

An error that renders the Lobster Data Platform inoperable and results in one of the following restrictions: serious disruptions to operations that can only be overcome with considerable additional effort on the part of the customer, database inconsistencies or data loss or generation of incorrect data.

In the event of a Priority A error, Lobster will immediately initiate the following steps (support is always provided via remote maintenance):

- Appointment of experienced system specialists;
- Initiate troubleshooting, including any necessary data correction;
- Continuously informing the customer about the progress of troubleshooting and finding an "interim solution" for the customer;
"Interim Solution" refers to the repair or replacement of object code or executable code versions, or the modification of procedures or data provided by the customer, with the aim of temporarily resolving or avoiding errors ("workaround")—without significantly impairing the performance of the Lobster software;
- 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)

An error that significantly impairs the performance of the Lobster Data Platform or significantly restricts the use of the software by the customer.

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 software update;
- As far as possible: Specify a date by which the error will be rectified.

c) Priority C error (low)

Error that causes only a minor impairment of the use of the Data Platform and which Lobster will fix in an update as part of the release planning.

3.2 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 3.1 (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, an on-site appointment must be arranged and commissioned. 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.

4. 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.

5. Java and database updates

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.

6. Responsibility of the customer

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.

7. 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 - 16:00 (UTC +1/+2)	4h
		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. This includes continuous, 24/7 monitoring of the Lobster Cloud environment (IPaaS), which is fully managed and maintained by Lobster.

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 (Monday to Friday, 08:00 – 16:00 UTC+1/+2). Customers are automatically informed by ticket email about detected incidents and the actions taken to resolve them.

Both 24/7 monitoring and automatic troubleshooting, as well as the deployment of a Cloud Engineer during the specified service hours (8/5), 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	Automatic Remedy	Monitoring Response	On-call and manual handling by a cloud engineer
Lobster Data Cloud Monitoring Response Standard	Mon. - Fri.	24/7	8/5	only 08:00 - 16:00 (UTC +1)
	Sat/Sun/Public holiday			- no -
Lobster 24/7 Data Cloud Monitoring Response Premium	Mon. - Fri. Sat/Sun/Public holiday	24/7	24/7	00:00 - 24:00 (UTC+1)

D LOBSTER SUPPORT FOR DATA PRODUCTS (MANAGED SERVICES)

1. Scope of services

A “Lobster Data Product” is a standardized use case delivered as a fully managed service within the Lobster Data Network, offering customers a true plug-and-play experience. This service includes Lobster-maintained, pre-defined many-to-many or one-to-one integrations that enable seamless connectivity between different business partners, systems, and platforms along the supply chain.

Thanks to the standardized connections and central administration by Lobster, complex setup processes on the customer side are no longer necessary. The service is ready to use immediately without additional integration effort, making the Data Product a powerful and user-friendly solution designed specifically for recurring or highly standardized use cases.

To establish and maintain the operational readiness of the use cases and services related to the Data Products, Lobster provides the support services described below - either directly or through qualified subcontractors or partners. This service description governs the provision and execution of these services between the client and Lobster.

2. Types of support for Data Products

The scope of services includes the following components:

- Support in the event of faults and problems (referred to here as **incidents**). Regardless of the cause and the originator, Lobster offers support in resolving incidents.
- Support for inquiries about services and **service/change requests**. Including help and advice with inquiries about the services offered, as well as support with general questions about the use and implementation of the data product used by the customer.

Customers can typically distinguish between these two types of requests when submitting their inquiry. If the customer does not specify a request type, Lobster will determine the appropriate classification based on the definitions provided in the following sections.

3. Lobster Data Product Support **Standard (8/5)**

3.1 Definition

Lobster Data Product Support is responsible for resolving incidents and service unavailabilities. An incident occurs when the functionality or live operation of a defined standard use case or Data

Product service is interrupted or impaired. Incidents may be reported either by the customer or by a support employee based on monitoring results.

This does not include the testing phase of services or service components still under development and not yet transitioned to live operation.

3.2 Error priority levels

Each incident is prioritized by Product Support according to the following scheme. This prioritization results in differently defined response times on the part of Lobster.

Incident Priority A (high)

Incidents of this priority are disruptions that cause a failure of relevant business processes or a complete operational outage. The criteria for such incidents are:

- The customer is blocked in one of their core processes
- Faulty or failed basic functionality
- A large number or all users of the same use case or service are affected

Incident Priority B (medium)

Incidents of this priority are malfunctions that cause a significant impairment in the operational process. The criteria for such incidents are:

- The customer is not blocked, but his work is massively impaired
- Errors with cross-functional impact
- The use of workarounds is possible and acceptable with restrictions
- Some or individual users of the services and functionality are affected

Incident Priority C (low)

Incidents of this priority are faults that cause no or only a minor disruption to business operations. The criteria for such incidents are:

- No or little impact on business processes
- No or little restriction of functionality
- Possible workarounds affect the process to a small extent

3.3 Service and response times

Service Time is defined as the period during which a support employee processes a request and within which the response time is measured.

Response Time is the interval between the opening of an incident by the customer or a support employee and the first qualified response to the ticket by a support employee. In the standard configuration, error handling by a support employee occurs only during the specified service hours (8/5, see the table below).

The key difference compared to Lobster Data Product Support Premium (24/7) is that with the standard version, troubleshooting by a technical engineer begins only within these defined service hours. If an incident occurs outside of these hours and persists after automatic troubleshooting, a technical engineer will begin resolving the issue only from the next working day at 08:00 UTC+1/+2.

4. Lobster Data Product Support Premium (24/7)

With Data Product Support Premium, problems are addressed immediately by a Lobster Technical Engineer. Unlike the Standard version, the Premium offering provides comprehensive, around-the-clock (24/7) support by specialized technical engineers.

With the Data Products offered, Lobster generally guarantees service availability and continuous monitoring of the system environment. As a result, system failures or performance bottlenecks are usually detected automatically and resolved by Lobster.

However, incidents may arise related to the services booked by the customer - such as incorrectly delivered data, syntax errors, incorrect data structures, or unavailability of services on the customer's or customer partner's side. In such cases, Data Product Support must intervene. A Technical Engineer will then manage the incident to ensure the availability of the customer's booked service and the proper processing of data.

	Error	Day	Service times	Response time
Lobster Standard Data Product Support	All errors (A-C)	Mon. - Fri.	08:00 - 16:00 (UTC +1)	4h
		Sat/Sun/Public holiday	- no -	- none -
Lobster Premium Data Product Support	Priority A	Mon. - Fri.	08:00 - 16:00 (UTC +1) 17:00 - 08:00 (UTC +1)	2h
	Priority A.	Sat/Sun/Public holiday	24/7	2h

Weekdays from Monday to Friday are considered working days, excluding public holidays observed throughout Germany.

5. Requests for services (so-called service/change requests)

Service Requests are - in contrast to incidents - all customer requests for services, additional services, information as well as changes and extensions to the current agreement and services with the customer regarding Data Products.

In contrast to project services, independent, self-contained service requests with an estimated processing time of a maximum of 36 hours (working days) are accepted for processing by the support team.

The processing of service and change requests takes place during service hours (weekdays, 08:00 – 16:00 UTC+1/+2) and in coordination between the customer and the assigned Lobster Customer Care representative. Working days are Monday to Friday, excluding Germany-wide public holidays. Service requests will only be accepted and processed via email at the following address: customer.success@lobster.de

Definition of the service/change requests:

- Adding new functions or modules in the data product to meet new customer requirements or improve the user experience;
- Changes to already implemented functions and technical interfaces, for example through optimizations or adaptations to changing business processes;

- Changes required to ensure compatibility with new technologies, system environments or security requirements;
- Changes to the service levels: Adjustment of the defined service levels, such as the response times by booking the Premium Support variant.

To make a change, the customer must submit a formal change/service request by e-mail. A change request should contain the following information:

- Description of the desired change: A detailed description of what is to be changed and why the change is necessary;
- A brief explanation of how the change will improve the current processes and functions or the use of the services;
- A brief assessment - if possible - of how the proposed change could affect existing processes and technical interfaces;
- Specifications of the timeline and urgency of the request;

Lobster checks the request and evaluates the feasibility, the impact on the services and the time, resources and costs required to implement the change.

Once a change request has been received, a systematic evaluation is carried out, taking into account the following aspects:

- Assessment of whether the proposed change is compatible with the current technical requirements and architecture;
- Estimation of the effort in terms of time, personnel and costs required for implementation;
- Analysis of possible risks that could be associated with the change, including potential impacts on system stability and security;
- Determine whether the change can be implemented in the short term or whether longer-term planning is required.

Following the evaluation, Lobster prepares a "Change Proposal" that describes the proposed implementation, the associated costs, the time required and the expected impact. The change proposal, including the timeline, is submitted to the client for approval. Changes will only be implemented if both parties have approved the change proposal in writing.

After approval and commissioning, the change is implemented by a dedicated project team. The implementation process includes the following steps:

- The parameterization of new functions or adaptations and their integration into the existing platform;
- Thorough testing to ensure the quality, compatibility and stability of the implemented changes;
- Changes are usually deployed in the test environment first. This allows testing together with the customer (if necessary) to ensure that the changes work as expected before they go live;
- Every change is documented and communicated clearly and transparently to both parties.

E 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.

F 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 or the relevant Lobster Data Product. 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 or Data Product. 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. 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 Premium Monitoring Response, however, incurs an additional monthly fee.

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