

Annex 2: CSN-price list & Service-contents

1 Charges for CSN Basic Service

Attribute of the contract types	basic	standard	premium
Service times	7 am - 7 pm (CET) Mo. - Fr. except on German Bank Holidays as well as on December 24 and 31	7 x 24h	7 x 24h
Basic services ¹⁾	inclusive	inclusive	inclusive
Active monitoring	Not possible	Not possible	inclusive
Setup charge ²⁾	195,00 €	195,00 €	inclusive
Self-assessment Information Security ³⁾	150,00 €	150,00 €	inclusive
Charge for first CSN contract ⁴⁾	56,00 € per month	83,00 € per month	210,00 € per month
Charge for second CSN contract ⁴⁾	28,00 € per month	41,50 € per month	105,00 € per month
Charge for changes ⁵⁾	195,00 €	inclusive	inclusive
Extended incident processing ⁶⁾	25,00 € per incident	inclusive	inclusive
Scheduling conversation for ISO 27001 certification ⁷⁾	daily rate for local assignment (1.000,00 €) plus expenses		inclusive

Changing to a higher contract type is possible at any time, in reverse only within the period of cancellation. Remaining credits for changes or incident processing will expire. Your first and second contracts need to be the same contract type. It is possible to accomplish optional services by separate arrangements.

1) Basic services which are identical in each contract type:

- exclusive point of contact (single point of contact - SPoC) by the Service Support Center
- services regarding incident management and procedure of administrative activities (processing of service requests)
- central telephone number +49 375 3542 8978 to record incidents and requests during the agreed service times
- detailed consulting regarding our service portfolio and network access
- handling, support and storage of the confidentiality agreement (GHV)
- setup, documentation and testing of the network access and placing into operation.

2) Setup charge for the network access and all necessary data on operational services side including documentation and connection of customer data by the Service Support Center; connection test on TCP/IP level and further connection tests on a time and material basis. In case of setup the network access to both brands the setup charge is payable twice. One setup charge is also payable in case of extend an existing CSN-contract by a network access to the other brand.

3) The provision of CSN network access requires a self-assessment for information security valued as "Succeeded" or alternatively the proof of a valid ISO 27001 certification. The VDA working group "integral protection of information with IT security, prototype protection and risk management" has developed the used questionnaire "Information Security Assessment". The questionnaire is no replacement for the ISO 27001 certification, but serves as assistance on the way to certification and simplifies the start into the comprehensive group of themes ISO 27000 et sequences.

4) The monthly charge contains the provision of the network access, operation and necessary service actions. Having a first contract at Volkswagen or Audi is mandatory for closing a second contract to the other brand. For every further technical connection at contracting partner site a separate second CSN contract is necessary. At the time of termination of the first contract, the second contract replaces the first contract from the date of the termination. The former second contract will be charged then to the same conditions like the first contract.

5) Changes of connection data or router configuration, which are not part of the CSN basic services and which were arranged or caused by the customer. Charges for changes by external providers are not included.

6) The CSN incident processing is free of charge, if the Service Support Center is able to find a first solution. If it is necessary to consult the 2nd and 3rd support level from operational services the incident processing and error handling will be at the owner's expense for the contract type "basic".

7) The ISO 27001 specifies the requirements, implementation, operation, monitoring, service and improvement of a documented information management system (ISMS) in consideration of the risks inside of the whole organisation. An ISMS affords the basics for identification and containment of specific IT risks as well as assurance and the needed reliability of IT systems.

All mentioned prices are net plus the statutory value added tax.

2 Charges for Provider Service

The amount of costs and the method of payment for the CSN-Provider-Service depend on the chosen provider and connection type. In case of selecting operational services as provider the charge for CSN-Provider-Service is listed in chapter 2.1 and 2.2.

Connection type	Provider	Information of charges
Internet VPN	operational services	see information of charges for Internet-VPN (chapter 2.1)
ISDN dial connection	operational services	see information of charges for ISDN dial connection (chapter 2.2)
ENX	T-Systems, diverse	see CSN info document "External price list"
Standard fixed line (SFV)	COM-IN WOBKOM Vodafone	For the appropriate charges please ask the respective provider directly.
VPN Company Dialog (inside Germany)	Vodafone	see CSN info document "External price list"
IVPN OffNet (outside Germany)	BT	see CSN info document "External price list"

2.1 Internet VPN

The license model requires one Hardware-Token per Internet-VPN user. In case of using the Internet-VPN connection an one-time providing charge and one-time setup charge for the Hardware-Token will be invoiced plus a monthly charge per Hardware Token.

Providing charge per Hardware Token (user)	90,00 € one-time
Setup charge per Hardware Token (user)	70,00 € one-time
Basic charge per Hardware Token (user)	30,00 € per month

2.2 ISDN dial connection

It is not possible to set up a new ISDN dial connection. Therefore the following charges are for contract partners, who have already set up an ISDN dial connection via central router of operational services to the network of Volkswagen or Audi. One B-channel corresponds to a bandwidth of 64 KBit/s.

Channel charges up to 2 B-channels	12,50 € per month
For every further B-channel	5,00 € per month

All communication costs caused by the data exchange with Volkswagen or Audi must be covered by the contracting partner with an ISDN dial connection (ISDN-callback). If a contracting partner is configured for ISDN-callback and is still causing communication costs at operational services side, operational services has the right to invoice these costs to the contracting partner.

3 Charges for CSN Application Service for HyperKVS

3.1 Charges

Charge for CSN Application Service HyperKVS first contract	Payment method annually	260,00 € per month
	Payment method quarterly	271,00 € per month
Charge for CSN Application Service HyperKVS second contract	Payment method annually	130,00 € per month
	Payment method quarterly	139,00 € per month

Having a first contract for CSN-Application-Service at Volkswagen or Audi is mandatory for closing a second contract to the other brand. At the time of termination of the first contract, the second contract replaces the first contract from the date of the termination. The former second contract will be charged then to the same conditions like the first contract.

3.2 Scope of Service

The scope of services for the CSN-Applications-Service for HyperKVS contains the complete user-service for the IT system HyperKVS at Volkswagen or Audi. Furthermore it contains the basic support (1st Level) and the processing of defined service requests during the defined service times of the Service Support Center of operational services as well as a defined education and training program.

Service times of Service Support Center of operational services:

- 7 x 24h
- via telephone: 0800 5877 877 (only from Germany) or +49-375-3542-8978 (international)
- via e-mail: csn.service@o-s.de

Basic support:

- Acceptance and recording of incidents and requests by the Service Support Center.
- Classification, assignment of incidents and monitoring of the incident management process also in case of forwarding to external back-offices (2nd Level).
- Analysis and diagnosis to resolve incidents by the 1st Level.

Service requests:

- Maintenance of company-specific basic data like organizational unit in KVS.
- Preparation and change of KVS user accounts
- Consulting of KVS administrators regarding technical questions, setup of KVS and administration of KVS user accounts
- Consulting and support of users regarding general use of HyperKVS.

Training program:

- KVS on-site training in Wolfsburg, Zwickau and further training locations (one day and one participant per calendar year) or two online trainings (in each case one day and one participant per calendar year). The customer has to pay own travelling allowances.
- Supply of information regarding changes (release or patch).
- Other service provisions (e.g. comprehensive briefing into KVS or individual KVS trainings) are no components of this scope of service but can be ordered separately.

The price quoted is net plus the statutory value added tax (valid at the time of placing the invoice).

4 Charges for CSN Application Service for VW DMS

4.1 Charges

Charge for CSN Application Service VW DMS maximum 2 users	Payment method annually	148,00 € mtl.
	Payment method quarterly	157,00 € mtl.
Charge for CSN Application Service VW DMS for 3 users or more	Payment method annually	298,00 € mtl.
	Payment method quarterly	307,00 € mtl.

Changing to a higher contract type is possible at any time, in reverse only within the period of cancellation.

4.2 Scope of Service

The scope of services for the CSN-Applications-Service for VW DMS contains the complete user-service for the IT system DMS at Volkswagen as well as the user administration. Furthermore it contains the basic support (1st Level) during the defined service times of the Service Support Center of operational services as well as a defined education and training program.

Service times of Service Support Center of operational services:

- 7 x 24h
- via telephone: 0800 5877 877 (only from Germany) or +49-375-3542-8978 (international)
- via e-mail: csn.service@o-s.de

Basic support:

- Acceptance and recording of incidents by the Service Support Center.
- Classification, assignment of incidents and monitoring of the incident management process also in case of forwarding to external back-offices (2nd Level).
- Analysis and diagnosis to resolve incidents by the 1st Level.

Service requests:

- Application of users and resources
- Provision of RSA token
- Consulting regarding technical questions for setup VW DMS connection
- Support regarding initial registration E-Portal and VW DMS
- Consulting and support of users regarding general use of VW DMS.

Training program:

- VW DMS online training (eClassroom) (one participant per calendar year per contrat)
- Supply of information regarding changes (release or patch).
- Other service provisions (e.g. comprehensive briefing into VW DMS or individual VW DMS trainings) are no components of this scope of service but can be ordered separately.

The price quoted is net plus the statutory value added tax (valid at the time of placing the invoice).