

## 1 CSN Charges

Characteristics of contract types	basic	standard	premium
Service times	24/7	24/7	24/7
General services <sup>1)</sup>	inclusive	inclusive	inclusive
Active monitoring			inclusive
Setup charge <sup>2)</sup>	€ 195,00	€ 195,00	inclusive
Price for CSN first contract <sup>3)</sup>	€ 52,00 per month	€ 80,10 per month	€ 202,80 per month
Price for CSN second contract <sup>3)</sup>	€ 26,00 per month	€ 40,05 per month	€ 101,40 per month
Charge for changes <sup>4)</sup>	€ 195,00	inclusive	inclusive
Extended incident processing <sup>5)</sup>	€ 25,00 per incident	inclusive	inclusive

1) General services independent of CSN contract type:

- Single point of contact (SpOC): Service Support Center of the operational services GmbH & Co. KG (OS) with services regarding incident management and processing of administrative activities / service requests
- Service numbers: +49-375-60619-904 (free of charge within Germany) and +49 375 6061 9904 (international) to record incidents and requests during the agreed service times
- Comprehensive consulting services regarding service portfolio and technical network connection types
- Setup, documentation and testing (based on TCP/IP) of the network connection and handover to operation
- Verification of existence of NDA (Non-Disclosure Agreement) with the Volkswagen Group incl. monitoring of validity
- Verification of existence of a release for relevant location(s) of the customer concerning information security

2) Charge for setup of connection to the partner network of Volkswagen/Audi (concerns all processing activities from connection request to final connection test based on TCP/IP). In case of setup the network connection to both, Volkswagen and Audi partner network, the setup charge is to be paid twice.

3) The monthly price includes the provision of the connection to the Volkswagen and/or Audi partner network, operation and service.

The connection to one of the two partner networks (either Volkswagen or Audi) requires the conclusion of a CSN first contract. If connection to the second partner network is required a CSN second contract must be concluded.

Precondition for the conclusion of a CSN second contract is the existence of a CSN first contract. The CSN first contract and the CSN second contract must have the same contract type.

The change to a higher-value CSN contract type is possible at any time, conversely, only according to CSN contract termination conditions.

Each further connection of a certified net provider for technical connection to the partner network of Volkswagen or Audi requires an additional CSN second contract.

At the time of termination of the CSN first contract, the CSN second contract replaces the CSN first contract from the date of termination. Consequently, the former CSN second contract will be charged to the conditions of the CSN first contract.

4) Charge for changes of connection data as well as configuration changes, which are not part of the CSN general services and which were caused by the customer. Charges for changes by certified net providers are not included.

5) The CSN incident processing is free of charge, if the Service Support Center provides a first solution. If it is necessary to consult the 2<sup>nd</sup> and 3<sup>rd</sup> support levels of the OS the incident processing and error handling will be subject to charges in the contract type "basic".

## 2 Charges for Internet VPN (client-to-site)

The license model requires one hardware token per Internet-VPN user. The connection type Internet VPN (client-to-site) is executable only for Windows operating system.

Charge for provision 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
Charge for change of VPN token user <sup>6)</sup>	€ 195,00 per change request

6) for requests to change the token user, based on CSN contract type "CSN basic".

## 3 Prices per PDM Package

PDM package	Payment method	Prices per month
Standard	annually	€ 267,00
	quarterly	€ 276,00
Standard PLUS	annually	€ 399,80
	quarterly	€ 408,80
Premium	annually	€ 556,00
	quarterly	€ 565,00

PDM	Standard	ECA	async DA	VW DMS	
	Standard PLUS	ECA	async DA	VW DMS	HyperKVS
	Premium	ECA	async DA	VW DMS	HyperKVS
		CONNECT	Syncrofit	ZMB	

## 4 HyperKVS Trainings

A PDM contract "Standard Plus" or "Premium" entitles to participate free of charge in 1 on-site training (one day and one participant per contract year) or in 2 online trainings (eClassroom) (one participant per contract year).

The following prices per participant apply for all additional participants and for the "Standard" PDM contract:

HyperKVS Basic	On-site training (German)	€ 580,00
HyperKVS Advanced	On-site training (German)	€ 580,00
eClassroom HyperKVS Quickstart	Online training (German/English)	€ 290,00
eClassroom HyperKVS Advanced	Online training (German/English)	€ 290,00

Cancellation by a participant for an on-site training or online training, has to be made in written form. If a participant cancels in due time up to four weeks before the start of the training course, the participant has the right to withdraw from the training contract free of charge. If the training is cancelled less than four weeks before the start of the training or in case of non-attendance on the training day, the customer has to bear full training charges. There will be no refund of those charges.

Detailed information can be found at:

[www.operational-services.de/en/supplier-solutions-portal/trainings-hyperkvs](http://www.operational-services.de/en/supplier-solutions-portal/trainings-hyperkvs)

## 5 Additional Fees

Additional expenses for activities that deviate from the contractually agreed scope and are not covered by the fee rates specified in §1-§4 shall be charged via additional fees and may be incurred on an one-off or recurring basis for all contract types specified in §1-§4.

Additional expenses and the associated additional fees are to be agreed individually with CSN Service on the basis of the cost rates below.

Additional effort with a limited and definable scope	€ 25,00 per event
Additional effort with increased or incalculable additional time scope	€ 100,00 per hour

## 6 General

All prices quoted are net plus the statutory sales tax applicable at the time the relevant invoice is issued and will be charged in Euro (€)

Regular amounts shall be invoiced annually in advance at the beginning of the calendar year of service provision.

If a tax or duty must be withheld or deducted from a payment to be made under this contract, in particular so-called withholding taxes, the customer shall increase the payments to be made under this contract by an amount which ensures that the contractor (OS) receives an amount corresponding to the agreed prices after this withholding or deduction.

Additional services can be provided by separate agreement.