

General Purchasing Conditions (GPC) of Arvato Systems GmbH, An der Autobahn 200, 33333 Guetersloh, Germany, and its affiliated companies (hereinafter: Client) for the rental of transmission channels

(Version: November 2017)

1 Scope of application

1.1 These General Conditions of Purchase apply exclusively and to all contracts concluded for the rental of transmission channels. Conditions of the Contractor which contradict or deviate from these conditions are explicitly not recognized. General conditions of business of the Contractor are not recognized even if the Client does not explicitly object to them.

1.2 These General Purchasing Conditions apply only to companies in the sense of § 14 para. 1 German Civil Code (BGB); they are also agreed for all future agreements concluded with the Contractor.

1.3 The application of the business conditions of the Contractor or third parties by means of conduct implying acceptance is excluded. The acceptance of deliveries or services and payment by the Client shall in particular not render the business conditions of the Contractor a component of this agreement.

2 The scope of the service

The object of this agreement is the rental of transmission channels including the corresponding documentation of their path and the provision of other services relating to the rental, in particular the maintenance and servicing of the rental object, by the Contractor in accordance with the order.

3 Principles of the provision of the service

3.1 The Contractor shall provide the contractually-agreed services according to the state-of-the-art at the time of conclusion of the agreement and by personnel qualified for the provision of the agreed services.

3.2 The contact partners of the parties to the agreement are solely the responsible contact partners named in the agreement. In addition to the contact person appointed by the Contractor, the Client is further entitled to validly submit explanations relating to the services to be provided by the Contractor to the former's representative.

3.3 The Client may demand the exchange of a person employed by the Contractor for the fulfilment of the agreement if said person has violated contractual obligations or does not possess the required specialist knowledge. The costs resulting from the exchange must be borne by the Contractor.

3.4 The employment of third parties as subcontractors for the Contractor requires the prior authorization of the Client, which must be in text form according to the applicable law and shall be pursuant to the eIDAS requirements.

3.5 All deadlines set by the Client shall be binding.

4 Placement of orders

4.1 The content of the order, which must be in text form according to the applicable law and shall be pursuant to the eIDAS requirements, shall be solely decisive for the provision of the service. Verbal ancillary agreements are not made, and shall only come into effect upon confirmation by the Client, which must be in text form according to the applicable law and shall be pursuant to the eIDAS requirements.

4.2 The Contractor is obligated to accept the order within a period of 14 days. This period shall begin upon receipt of the (see 4.1) order, which must be in text form according to the applicable law and shall be pursuant to the eIDAS requirements. Any acceptance after the end of this period shall be considered a new offer. This shall only assume legal validity if the Client does not veto it within 14 days.

4.3 Cost estimates, the development of offers, the creation of specifications, project planning documents, plans, drawings and models or other related preparations or similar items shall only be subject to costs upon specific agreement.

5 Provision of the hardware

Insofar as the provision of hardware is a component of the order, the following shall apply:

5.1 The hardware products must be delivered free of charge (including postage and customs duties), in packaging usual to the trade, to the delivery address stated in the order. If no delivery address is stated, delivery shall be made to the offices of the Client.

5.2 The transfer of risks shall take place upon defect-free transfer of the hardware at the place of delivery.

5.3 The hardware must be delivered on the delivery date stated in the order.

5.4 Insofar as the order does not explicitly state differently, the service shall, without additional payment, include (i) the installation and configuration of the hardware as well as (ii) the training of the Client's personnel within the required scope so that the Client is enabled to make expert use of the hardware.

6 Other obligations of the services

6.1 SNMP access: The Client shall arrange SNMP read-only access to the router which it has ordered. A minimum of three different source IPs/subnets may be named by the Client.

6.2 Netflow data: On each of the routers ordered by the Client, the Client may define three IP addresses and multiple UDP ports to which netflow data can be sent from all physical and virtual interfaces.

6.3 Monitoring VRF: A loopback address in a monitoring VRF will be defined on each MPLS router ordered by the Client via which the Client communicates with the MPLS router. The IP addresses assigned in the monitoring VRF shall be assigned from the IP address subnet provided from the Client.

6.4 Second & Third Level: The Client shall be provided with access (by telephone and e-mail) to the Contractor's second and third level support. The corresponding contact partners must be immediately communicated to the Client upon request.

6.5 Portal access: All workload, performance and analysis data from all routers and lines ordered by the Client shall be provided to the Client by the Contractor via an online web portal in real-time. The persons who receive access to this portal shall be exclusively appointed by the Client.

6.6 Changes: The Client may demand modifications to the services at any time. Configuration modifications must be implemented by the Contractor within 24 hours. All modifications, in particular configuration modifications, as well as the installation of new VRFs in the MPLS, shall be free of charge for the Client.

6.7 Confirmation: All orders issued by the Client must be confirmed in text form according to the applicable law and shall be pursuant to the eIDAS requirements (see 4.1) by the Contractor within two working days (Monday to Friday). If any required information is missing for a new installation, this must also be communicated to the Client in text form according to the applicable law and shall be pursuant to the eIDAS requirements (see 4.1) within this period.

7 Delivery, functional test and demonstration, acceptance

7.1 Before delivery of the transmission channels to the Client, the Contractor is obligated to carry out its own comprehensive test and, in particular, to determine whether they correspond to the contractually-agreed requirements, in particular those listed in the order. If the Client's cooperation is required for this, the Contractor shall promptly inform the Client of this fact.

7.2 The delivery of the transmission channels shall take place in text form according to the applicable law and shall be pursuant to the eIDAS requirements, after a successful test so long as no defects have been identified. Defects shall be documented in text form according to the applicable law and shall be pursuant to the eIDAS requirements and immediately remedied by the Contractor. A new test shall then be carried out.

7.3 If, for reasons for which the Contractor is responsible, an extension of the test is required and this extension exceeds one calendar day, the Client shall be entitled to demand a contractual penalty of 5% of the agreed monthly service fee per partial calendar day.

7.4 The Contractor is free to demonstrate that no, or lesser, damage was caused.

7.5 A contractual penalty paid by the Contractor for default shall be credited to any on-going claims for damage compensation.

7.6 Any further claims by the Client shall remain unaffected.

8 Principles of personnel deployment

8.1 The Contractor is to render its services via its own or third-party personnel (hereinafter "personnel").

8.2 The Client is entitled by way of a justification, which must be in text form according to the applicable law and shall be pursuant to the eIDAS requirements to demand the replacement of the personnel deployed by the Contractor if the personnel concerned repeatedly violates contractual duties or if some other important reason exists vis-à-vis the personnel deployed preventing cooperation between the Client and the Contractor.

Insofar as the Contractor deploys third-party personnel (such as freelancers or temporary staff), the Client may moreover demand the replacement of the third-party personnel subject to the provision of justification, which must be in text form according to the applicable law and shall be pursuant to the eIDAS requirements, of this, if further engagement could not reasonably be expected to be acceptable to the Client. The Contractor in its sole responsibility ensures and controls as a primary contractual duty that possibly deployed external personnel or sub-contractors will be deployed and managed pursuant to legal provisions, in particular that pension and social contributions will be paid cor-

rectly. Upon Client's request the Contractor is to provide evidence of a documentation regarding performed controls and confirm proper conduct in text form according to the applicable law and shall be pursuant to the eIDAS requirements, towards the Client. Inconsistencies or missing confirmation documents entitle the Client to terminate the contractual relationship immediately and extraordinarily without notice.

The Contractor is to comply without delay with any demand lodged by the Client in respect of the replacement of personnel. The additional expenses incurred due to personnel enhancement or replacement shall be borne by the Contractor.

8.3 The Contractor is to name its own project manager in the single order as a central point of contact. This project manager is to manage the entire project work on behalf of the Contractor and is the only person with exclusive authority of instruction vis-à-vis the personnel deployed by the Contractor. As far as the Client is concerned, it is to appoint its own project manager as the central point of contact for all project implementation matters. This project manager is to manage the entire project work on behalf of the Client. The Client's project manager has no authority of instruction vis-à-vis the Contractor's personnel - either in technical/subject-related or disciplinary terms.

8.4 On no account will the Contractor's personnel be integrated into the Client's operation. The Contractor remains fully and solely responsible for such personnel and also retains the exclusive authority to instruct. There will be no work-sharing collaborative arrangements between personnel of the Client and the Contractor's personnel. The personnel deployed by the Contractor will not be included in the internal holiday planning and absence management of the Client. Times of deployment or service times will only be agreed with the project manager contractually specified by the Contractor. The Contractor's personnel will not take part in internal meetings and events of the Client with company-specific content and activities (e.g. presentation/seminar sessions, company parties). They will only be allowed to take part in project and technical meetings which are directly connected with specifying the contractual performance, the provision of services or the approval of services. The Contractor and the personnel deployed by the same will use their own equipment/resources unless there is an objective reason which necessitates the use of the Client's equipment (e.g. IT security, data protection).

8.5 No project-related agreements, instructions or comparable communication will take place between the personnel deployed by the Contractor and the personnel of the Client without the participation of the project managers mentioned in Section 8.3. The Contractor must call on the Client's project manager for binding information and for all queries arising in the context of the fulfilment of the contract. The project manager of the Client will provide information without delay and make or communicate decisions. Decisions and information provided by other persons are only binding for the Contractor and his personnel if they have been initiated or confirmed in text form according to the applicable law and shall be pursuant to the eIDAS requirements, by the project manager of the Client.

8.6 In the event of any complaints concerning faults/defects in the service provided by the Contractor, the Contractor's project manager is the sole point of contact for the project manager of the Client. The Contractor's service provision will not be the subject of complaint towards any other of the Contractor's personnel.

8.7 The Contractor will ensure that all the personnel deployed by him have read, understood and are aware of the rules presented to the Contractor with regard to confidentiality, data protection, plant safety/work security, the information sheet on the German Federal Data Protection Act

(Bundesdatenschutzgesetz), the flyer for emergencies as well as the Client's information security (IS) policy, and that they observe such rules accordingly.

8.8 On request, the Contractor must keep the Client informed at reasonable intervals of the status and progress of the project and adherence to contractual demands, and communicate any interim results. Moreover, the Client may request to access/inspect the relevant documents and parts thereof.

9 Personnel deployment on end-customer's premises

9.1 Insofar as the Contractor provides services to an end-customer of the Client in the context of this agreement, the Contractor and the Client will each be solely responsible for their own respective personnel. This means that neither the Client's personnel nor the Contractor's personnel will be integrated into the end-customer's operations. There will also be no work-sharing collaborative arrangements and no direct communication between personnel of the Contractor, the Client or the end-customer.

9.2 Any project-related agreement, instruction or comparable communication with the end-customer will exclusively take place via the Client's project manager mentioned in Section 8.3. This project manager is the sole point of contact for both the end-customer and the Contractor's project manager with regard to the services to be provided to the end-customer of the Client as part of this agreement. In all other respects, the above provisions of Sections 8.3 to 8.6 will apply mutatis mutandis.

10 Minimum wage

10.1 The Contractor shall pay its employees the statutory minimum wage. At the Client's request the Contractor, during the entire term of the contract up to six months after the end of the present contractual relationship, shall prove to the Client within 14 days that it has complied with this obligation by submitting suitable documents [particularly documents in accordance with § 17 (1) of the Minimum Wage Act (Mindestlohngesetz, MiLoG), clearance certificates from the responsible social insurance fund, holiday pay fund etc.].

10.2 The Contractor shall on first demand indemnify the Client against all third-party claims (particularly those of the Contractor's employees, the Client's own clients, the Federal Labour Office) in connection with any breach of the obligation to pay the statutory minimum wage.

10.3 The Contractor shall impose an obligation of the same extent on any possible sub-contractor to verifiably pay the statutory minimum wage and indemnify the Client, in the same way as the Contractor bears an obligation under Sections 10.1 and 10.2. If the sub-contractor uses the services of other sub-contractors, the Contractor shall ensure that the corresponding obligation is also imposed on all sub-contractors.

10.4 The Contractor shall be liable to the Client for all third-party claims resulting from any breach of the obligation to pay the statutory minimum wage by sub-contractors.

11 Remuneration

11.1 All agreed prices are to be understood as plus the legally-applicable VAT and include any ancillary costs, in particular travel costs, travel time, transport costs and customs duties.

11.2 In the event of incorrect, deficient or partial delivery, the Client is entitled to refuse payment until proper delivery.

11.3 Unless a differing regulation applies, remuneration shall be due for payment 30 days after receipt of a verifiable invoice, but only following defect-free delivery of the transmission channel. The invoice must include the Client's order

number and, if no fixed price remuneration is agreed, details of the provision of services (including time, location, service provided).

11.4 The Contractor shall grant the Client a discount of 3% of the invoice amount in the event of payment within 14 days after receipt of the verifiable invoice.

11.5 The Contractor is only entitled to withhold payments or services and products of work or to offset them against counterclaims if the Contractor's claims from the same legal relationship have either been recognized in text form according to the applicable law and shall be pursuant to the eIDAS requirements, by the Client or there is a legally-enforceable ruling resulting from court proceedings. The assignment of claims of the Contractor against the Client to third parties is excluded.

12 Deadlines, default

12.1 Deadlines set by the Contractor are always binding.

12.2 The following maximum provision periods from order placement are agreed for the provision of services:

Germany	8 weeks
Europe	10 weeks
North America	10 weeks
South America	12 weeks
Asia	12 weeks
Australia	12 weeks
Africa	16 weeks

12.3 At the latest upon expiry of one-third of the provision period, the Contractor must provide the Client with a binding provision deadline without being requested to do so.

12.4 If the binding deadline for completion is not provided to the Client within the agreed period, a one-time contractual penalty of 20% of the agreed monthly service fee shall be due.

12.5 In the event of default, the Client shall be entitled to the legal claims. Furthermore, in the event of a default by the Contractor, the Client shall be entitled to demand a contractual penalty of 5% of the agreed monthly service fee per partial day of default.

Insofar as the Contractor exceeds an agreed provision or completion deadline by more than 7 calendar days, the Client is entitled to immediately withdraw from the agreement.

The contractual penalty may be applied until final payment of the remuneration.

A contractual penalty paid by the Contractor for default shall be credited to any on-going claims for damage compensation.

Any further claims by the Client in the event of default shall remain unaffected.

13 (Notice of) defect / Warranty

13.1 § 377 German Commercial Code (HGB) shall apply in such a way that the Client is obligated to submit a notice of defect within one week after acceptance insofar as a defect is detected in the context of random sample inspections carried out within a reasonable scope. Visible transport damage shall be reported immediately, at the latest however within one week. A remuneration payment shall not represent acceptance of the service.

13.2 The Client shall be fully entitled to its legal warranty claims

13.3 The Contractor must immediately remedy defects during the warranty period.

13.4 Once a defect is remedied, the warranty period shall again begin to run.

13.5 Insofar as the Contractor repeatedly provides defective services within a six month period, the Client shall be entitled to terminate the contractual relationship without any notice period or with an expiry period, so long as it has warned the Contractor in text form according to the applicable law and shall be pursuant to the eIDAS requirements (see 4.1) regarding the repeated cases. In such cases the Client is not required to grant the Contractor a right to rectification.

14 Force majeure

If, due to force majeure (comprehensive listing: war, unrest, industrial action, lock-out, fire and flooding), the Contractor is unable to duly provide the service, the Client may choose to withdraw from the agreement instead of unilaterally extending the period for the contractual provision of the service.

15 Liability

15.1 If the Client demands compensation instead of the service, the claim for provision of the service shall only expire upon payment of the compensation by the Contractor.

15.2 Legal provisions shall also apply.

16 Termination

Insofar as the parties have not agreed a minimum duration which would contradict this, the services may be entirely or partially terminated by the Client at any time, subject to a notice period of two months, or by the Contractor subject to a notice period of six months to the end of a given month.

17 Confidentiality

17.1 The Contractor undertakes to maintain the confidentiality of all information (e.g. business and operational secrets, data, technical and commercial information of any type) of which it becomes aware in the context of this contractual relationship via the Client and the order, whether verbal, in writing, in electronic or other form, including beyond the duration of the contractual relationship and to maintain silence on this topic. The information must be stored in such a way as to exclude any misuse.

17.2 The Contractor shall further be obligated to ensure that its employees, consultants and other vicarious agents which are charged with the execution of the agreement and receive information in accordance with 17.1 are obligated in writing to maintain this confidentiality.

18 Data protection and security

18.1 The Contractor shall ensure that all persons charged with the fulfilment of this agreement shall comply with legal data protection regulations and are demonstrably obliged to maintain data confidentiality in accordance with data protection rules.

18.2 In case of contract data processing, the contractual parties shall conclude a separate agreement in accordance with § 11 German Federal Data Protection Law (BDSG).

18.3 The Client expressly does not grant any authorization for the use of contact data for marketing purposes. Any forwarding, transmission or other use of the contact data of the Client is explicitly prohibited.

18.4 The Contractor is obligated to take all necessary measures to ensure information and operational security as well as quality assurance for the Client. The corresponding regulations and bulletins from the Client made available to the Contractor at its request shall apply.

19 Insurance

19.1 The Contractor is obligated to maintain operational liability insurance throughout the entire duration of the agreement, the scope and amount of which shall be appropriate for the liability risks under this agreement.

19.2 At the request of the Client, the Contractor shall provide evidence of the purchase and existence of the insurance as well as the payment of the corresponding premiums.

20 Audit

20.1 The Customer is entitled to check compliance with the use restrictions agreed in the agreement at the premises of the Contractor with timely prior notice and during office hours.

20.2 Such an audit shall be carried out by the Customer or by an auditing company to be specified by the Customer.

20.3 The confidentiality of information of the Contractor shall be protected; reasonable security provisions shall be taken into consideration.

20.4 The Contractor is obliged to grant access to all systems, books, records, business processes and equipment that the Customer requires to carry out a proper and thorough audit. The Contractor shall cooperate with such an audit as required.

21 Final provisions

21.1 This agreement may only be transferred to third parties with the authorization, which must be in text form according to the applicable law and shall be pursuant to the eIDAS requirements, of the other party. On the Client's side, third parties in the sense of this clause are not the companies affiliated with Bertelsmann SE & Co. KGaA, Gütersloh in a group [§§ 15 et seq. German Stock Corporation Act (AktG)] or Bertelsmann SE & Co. KGaA itself.

21.2 The Contractor is not entitled to name the Client, details of the order or the end client of the Client as references without the latter's explicit authorization, which must be in text form according to the applicable law and shall be pursuant to the eIDAS requirements.

21.3 The contractual conditions established in these contractual conditions may not exceed 5% of the total value of the order overall.

21.4 The Contractor acknowledges the regulations of the 'Supplier Code of Conduct' of Bertelsmann SE & Co. KGaA and is obligated to act in accordance with said regulations. This code of conduct for business partners is available at www.ethics.bertelsmann.com.

21.5 Modifications, amendments and the annulment of this agreement must be in text form according to the applicable law and shall be pursuant to the eIDAS requirements. For clarification purpose, an email format does not comply with such requirements. The same shall apply for the annulment of the requirement of the written form.

21.6 The existence of this agreement shall not be affected by the validity of individual provisions or loopholes. An invalid provision or a loophole must be replaced and/or filled by a valid provision which corresponds as much as possible with the intent and purpose of the invalid provision or remaining regulations of this agreement.

21.7 The laws of the Federal Republic of Germany apply, to the exclusion of UN-CISG. The place of jurisdiction for all disputes arising from this agreement is the court factually and locally responsible for the Client.