2.2 Diverging provisions shall be made in writing. The provision of work or services stipulated in agreements shall be binding only if the change goes into effect. In its change notice, T-Systems MMS shall bring the customer’s attention to this special termination cause. T-Systems MMS shall be entitled to receive advance payments for self-contained portions of the work. The advance payments for the services performed shall be due and payable upon completion of the following project phases:
- commencement date of agreement;
- first partial delivery;
- readiness for acceptance;
- acceptance.

6.5 If the compensation is calculated according to actual time and expenses incurred, these costs shall be based on the generally valid prices of T-Systems MMS at the time the agreement is concluded, unless otherwise agreed. In this case, T-Systems MMS shall document the type and duration of the activities and attach this information to the invoice.

6.6 If compensation is agreed at a fixed price, T-Systems MMS shall be entitled to receive advance payments for self-contained portions of the work. The advance payments for the services performed shall be due and payable upon completion of the following project phases:
- commencement date of agreement;
- first partial delivery;
- readiness for acceptance;
- acceptance.

7.1 If the customer defaults on the payment of the prices, or a more than insignificant part thereof, for two consecutive months, T-Systems MMS may terminate the agreement without notice.

7.2 T-Systems MMS reserves the right to assert a right of retention for counterclaims arising from a default in payment.

8 Changes in General Terms and Conditions
T-Systems MMS shall be entitled to change the General Terms and Conditions, the relevant Service Specifications or the prices within a suitable notice period, provided that the change is reasonably acceptable to the customer, giving due regard to T-Systems MMS’ interests. The customer shall be notified of the change in writing. If changes are made to the customer’s detriment, the customer shall have a special right of termination at the time the change goes into effect. In its change notice, T-Systems MMS shall bring the customer’s attention to this special termination right as well as to the fact that the change will go into effect unless the customer exercises its special termination right within four weeks.

T-Systems MMS, last revision: May 25, 2018
9 Liability

9.1 T-Systems MMS shall have unlimited liability for damages attributable to a wilful or grossly negligent breach of duty. T-Systems MMS shall also have unlimited liability for cases of breach of an obligation the fulfilment of which enables the proper execution of the agreement in the first place, the breach of which endangers the fulfilment of the purpose of the agreement and the fulfilment of which the customer generally relies on. Regardless of the degree of fault, T-Systems MMS shall also have unlimited liability for damages resulting from injury to life or limb or harm to health and for damages resulting from the granting of a guarantee pursuant to Sec. 276 para. 1 of the German Civil Code [Bürgerliches Gesetzbuch – BGB].

9.2 In cases of slight negligence (leichte Fahrlässigkeit), liability for damage to property and other damages shall be limited to such damages which are assumed to be typical for such an agreement and foreseeable. This also applies to loss of profit and loss of savings. Any further remote consequential damages shall be excluded.

9.3 If a single payment is agreed upon, the liability for damage to property and other damages shall be limited to 10% of the net order volume per damage event, and to 25% of the net order volume for all damages occurring within a single contract year.

9.4 If periodic payment is agreed upon, the liability for damage to property and other damages shall be limited to 10% of the net annual payment per damage event, and to 25% of the net annual payment for all damages occurring within a single contract year.

9.5 T-Systems MMS’s liability for all damages arising from this agreement shall be limited to a maximum sum of EUR 2.5 million.

9.6 In the event of data loss, T-Systems MMS shall be liable for compensation only for the time and costs which are necessary to recover the data provided that such data had been properly backed up by the customer. In case of slight negligence on the part of T-Systems MMS, T-Systems MMS shall only be held liable if the customer had properly backed up the data shortly before the data loss.

9.7 The limitation of liability hereabove shall not be applicable to claims under the Product Liability Act [Produkthaftungsgesetz – ProdHaftG].

9.8 In as far as liability is excluded or limited under these Terms and Conditions, this exclusion or limitation shall also apply to any personal liability of the officers, employees, other members of staff, independent contractors, representatives and subcontractors of T-Systems MMS.

9.9 All contractual claims for damages shall become statute-barred if the customer does not notify T-Systems MMS within three months of becoming aware of the facts of which the claim is made.

10 Term and termination

If the agreement provides for no specific contractual term, each party may terminate the agreement by giving three months’ notice, effective from the end of a calendar quarter. Notice must be given in writing.

11 Export

T-Systems MMS shall not be liable for damages resulting from the fact that the performance of the services owed is delayed or prohibited due to relevant proceedings or provisions under foreign trade law (in particular the Foreign Trade and Payments Act [Ausländischen Handelsgesetz – AHW], the Foreign Trade and Payments Ordinance [Ausländischen wirtschaftsverordnung – AHW], the EU Dual-Use Regulation and US foreign trade law). If, for example, a required approval of a governmental entity is not granted, T-Systems MMS’ obligation to perform services shall lapse, and any claims for damages against T-Systems MMS shall be excluded in this case. The customer undertakes to ensure that a sufficient level of data protection shall be ensured by T-Systems MMS.

12 Confidentiality

The parties shall be obliged toward each other for an unlimited period of time to treat as confidential any business and trade secrets as well as any details specified as being confidential that become known to them in connection with the performance of the agreement. Information may be divulged to third parties not involved in carrying out the order only with the prior written consent of the other party. Affiliated companies of the parties to the agreement as defined by Sec. 15 et seq. of the German Stock Corporation Act [Aktiengesetz – AktG] are not to be regarded as third parties. The parties to the agreement shall also require their employees and any third parties involved to accept these obligations.

13 Data protection

13.1 If T-Systems MMS processes personal data for the customer, T-Systems MMS shall be entitled to carry out data processing through domestic and foreign subcontractors also without the customer’s prior consent. In this regard, the subcontractors shall process personal data solely according to the instructions of T-Systems MMS and shall implement measures for data security at a level which is at least equivalent to that owed by T-Systems MMS.

13.2 The customer shall ensure the requirements of data protection law necessary in this respect and shall in particular inform the affected parties accordingly.

13.3 In respect of subcontractors outside the European Economic Area, a sufficient level of data protection shall be ensured by T-Systems MMS.

14 Force majeure

14.1 T-Systems MMS shall not be liable for events of force majeure that significantly hinder contractual performance or temporarily hamper or render impossible the due performance of the agreement by T-Systems MMS. Force majeure shall be deemed to include all circumstances that are independent of the intention and influence of the parties, such as natural disasters, governmental measures, decisions by authorities, blockades, war and other military conflicts, mobilization, internal unrest, terrorist attacks, strikes, lockouts and other industrial unrest, confiscation, embargoes or other circumstances that are unpredictable, serious and not due to the parties’ fault and that occur following the conclusion of this agreement.

14.2 If one of the parties is prevented from fulfilling its contractual obligations due to force majeure, this shall not be considered to be a breach of the agreement, and the periods set out in the agreement or on the basis of the agreement shall be extended reasonably depending on the duration of the impediment. The same shall apply if T-Systems MMS relies on the service of a third party, and this service is delayed as a result of force majeure.

14.3 Each party shall undertake all necessary and reasonable actions within its control in order to limit the extent of the consequences which were caused by the force majeure. The party affected by force majeure shall in each case notify the other party in writing of the beginning and end of the impediment without undue delay.

15 Other provisions

15.1 If any provisions of the agreement are or become invalid or if a lacuna becomes evident, this will not affect the validity of the remaining provisions. In place of the invalid provisions, or to fill the lacuna, a reasonable provision shall be introduced as close as possible to what the parties may be presumed to have intended according to the spirit and purpose of the agreement.

15.2 The customer shall not be entitled to transfer any rights and obligations under this agreement to a third party except with the prior written consent of T-Systems MMS.

15.3 The contractual relations between the parties shall be subject to German law to the exclusion of the UN Convention on Contracts for the International Sale of Goods.

15.4 The place of jurisdiction for all disputes arising from and in connection with this agreement is Dresden. Any exclusive place of jurisdiction shall have priority.

15.5 Throughout the duration of the project and for a period of 12 months thereafter, the parties shall neither directly nor indirectly actively solicit or try to solicit employees of the respective other party. Any contravention shall result in a contractual penalty in the amount of 10% of the order volume, but at least in the amount of EUR 50,000.

15.6 T-Systems MMS or subcontractors engaged by T-Systems MMS shall provide the services agreed or parts thereof in countries of the European Union or in any other country specified in the Service Specifications. T-Systems MMS or subcontractors engaged by T-Systems MMS may also provide services or parts thereof in other countries at their free discretion. If services are re-located to countries outside the European Union which are not stated in the Service Specifications, T-Systems MMS shall notify the customer of the planned re-location. If T-Systems MMS does not receive a notice from the customer stating serious grounds against a re-
2.2 The customer shall carry out and declare, without undue delay, acceptance of work.

2.1 In the case of work, T-Systems MMS may provide partial deliveries and other work. The services shall be based on the current state of the art.

1.3 T-Systems MMS shall be entitled to provide the services by subcontracting work to third parties (subcontractors). T-Systems MMS shall be liable for services provided by subcontractors to the same extent that it is liable for its own actions.

2 Acceptance of work

2.1 In the case of work, T-Systems MMS may provide partial deliveries or partial work for acceptance (partial acceptance). These include:

- self-contained phases for the completion of specified phases or services
- self-contained and thus operational portions, self-contained documents or parts of documents.

2.2 The customer shall carry out and declare, without undue delay, each acceptance (partial acceptance) of the services performed by T-Systems MMS. T-Systems MMS shall be entitled to participate in all acceptances.

2.3 Acceptance of software shall take place by means of a functionality test. This test is successful if the testing procedures agreed on for this purpose produce no substantial defects.

2.4 If no substantial defects are reported within fourteen calendar days or within any other agreed acceptance period after submission for acceptance (partial acceptance), or if the customer incorporates the work results into its productive operations, the work shall be deemed to have been accepted.

3 The customer's obligations and responsibilities

3.1 The customer shall ensure that all items and services it is required to contribute are provided in good time, in the required scope, and free of charge for T-Systems MMS.

3.2 The customer shall give T-Systems MMS employees all support they require for their work at the customer's location. As part of this support, the customer shall, inter alia:

- ensure that a qualified employee is available for support at the place of performance;
- ensure that the employees assigned by T-Systems MMS are granted free access to the relevant computer and software at the agreed time;
- ensure for the benefit of T-Systems MMS employees that items provided by the customer comply with work safety regulations;
- provide T-Systems MMS employees in good time with the information that they need for their activities;
- provide T-Systems MMS employees with adequate and appropriate work space, including tools and materials, to the extent they are required to be at the customer's premises to fulfill the agreement.

3.3 Data media provided by the customer must be flawless both technically and in terms of content. If this is not the case, the customer shall compensate T-Systems MMS for any and all damage arising from the use of such data media and shall indemnify T-Systems MMS and hold it harmless from any claims by third parties.

3.4 If the customer does not contribute to the services to the extent necessary or not in good time or in the agreed manner, the customer shall bear any consequences resulting therefrom (such as delays, added costs).

3.5 T-Systems MMS and its vicarious agents (Erfüllungsgehilfen) shall be indemnified against all claims by third parties that are based on the illegal use of the work or services protected by copyright law by the customer or with the customer's consent, or which arise from disputes involving data protection or other laws in conjunction with the use of the services. The customer shall notify T-Systems MMS in writing without undue delay if third parties claim that it has infringed their rights. The customer shall not recognize any infringement of rights claimed by third parties and either have any and all disputes handled by T-Systems MMS or handle such disputes only in agreement with T-Systems MMS.

3.6 The customer shall provide notifications of defects together with a comprehensible description of the symptoms of the defect and, if possible, the submission of written records, hard copies or other documents illustrating the defects.

4 Right of Use

4.1 In regard of all work or services performed by T-Systems MMS which are protected by copyright law, the customer shall be granted a non-exclusive, non-expiring, non-sublicensable right to use for its own internal purposes/usage.

4.2 If the customer is granted an exclusive right of use by agreement, and if the agreement is terminated, the customer shall be entitled to demand either rescission of the agreement or reduction of the compensation. If the deviation from the agreement is insignificant and does not limit its operability, the customer may only demand a reduction of the compensation.

5 Defects in quality and title [Sach- und Rechtsmängel] of work

5.1 If the performance of work is defective so as to impair contractual use thereof to a more than insignificant extent, the customer shall initially be entitled to demand that T-Systems MMS, at its own choice, either makes subsequent improvements or provides the work again (subsequent performance [Nachfrischung]). If the customer has set a reasonable grace period for T-Systems MMS to effect subsequent performance after an initial demand for action, and T-Systems MMS has refused to effect subsequent performance, the customer shall – with regard to the elimination of defects – be entitled to demand either rescission of the agreement or reduction of the compensation. If the deviation from the agreed condition is insignificant and does not limit its operability, the customer may only demand a reduction of the compensation.

5.2 If T-Systems MMS has provided services to correct a defect after a problem was reported, and if no defect in quality [Sachmangel] is found, the customer shall bear the costs resulting therefrom. In calculating the costs, T-Systems MMS shall use the rates of remuneration valid at the time of performance.

5.3 The liability for defects in quality shall not apply to services provided by T-Systems MMS that have been modified or otherwise interfered with by the customer, unless the customer proves that the interference did not cause the defect. The liability for defects in quality shall also not apply if the customer fails to report the defect to T-Systems MMS in writing without undue delay after it becomes apparent, or if the work is not used under the contractually agreed conditions as stipulated in the documentation.

5.4 A defect in title [Rechtsmangel] to the contractual work shall exist if the rights required for use as provided by the agreement have not been effectively granted. In the event of defects in title, T-Systems MMS honours its warranty, at T-Systems MMS’ choice, by either granting the customer a legally flawless possibility to use the contractual work or by taking back the contractual work at the invoice amount less a reasonable compensation for use. The latter shall apply only if T-Systems MMS cannot reasonably be expected to remedy the issue otherwise.

5.5 Claims of the customer arising from necessary expenses incurred for the purpose of subsequent performance – in particular, the cost of transportation, labour and materials – shall be excluded to the extent that the expenses are increased because the object of the services has been subsequently moved to a place other than the place of performance stipulated in the agreement.

5.6 The customer shall be entitled to warranty claims against T-Systems MMS for one year from acceptance of the respective service.
General Terms and Conditions.

This restriction shall not apply to compensation claims that are based on the violation by T-Systems MMS of claims to subsequent performance in the event of defects. Compensation claims based on refusal to provide subsequent performance may only be asserted within the statutory period of limitation if the claim to subsequent performance is asserted by the customer within the reduced period for material defect claims.

C. Special provisions creation of individual software

1 Services provided by T-Systems MMS

1.1 T-Systems MMS creates software for the customer based on the Service Specifications underlying the conclusion of the agreement. The Service Specifications are based on the customer's professional and functional requirements as stated by the customer. The Service Specifications conclusively describe the condition of the software owed by T-Systems MMS. Amendments to the Service Specifications shall only be made pursuant to Section 8 General Provisions.

1.2 The copy of the software to be provided to the customer by T-Systems MMS shall contain only the object code.

1.3 The software shall be provided together with operating instructions (user documentation or online help). Unless agreed otherwise, the operating instructions shall be written in the language of the user interface.

1.4 T-Systems MMS shall create the software, including the operating instructions, according to the principles of professional conduct.

1.5 T-Systems MMS is not obliged to perform any analysis, planning, consulting or training services.

2 The customer's obligations and responsibilities

2.1 The customer shall provide T-Systems MMS with a comprehensive and detailed description of the professional and functional requirements as regards the software and shall in good time provide T-Systems MMS with all documents, information and data required for creating the software.

2.2 The customer shall support T-Systems MMS where necessary and establish the conditions required for proper performance of the order within its sphere of business. At the request of T-Systems MMS, the customer shall provide suitable test cases and test data for a condition check in machine-readable form. The customer shall ensure that professional personnel are available during the project to support T-Systems MMS and, after the handover, for a condition check and for implementation of the software.

2.3 The customer is responsible for the elimination of defects of the software arising from the customer's system and providing further material for analysis.

2.4 At the request of T-Systems MMS, the customer shall provide suitable test cases and test data for a condition check in machine-readable form. If the customer fails to provide said test cases and test data, T-Systems MMS can choose and create suitable test cases itself against additional compensation.

2.5 The customer shall accept defects in writing in a comprehensible and detailed manner, giving any relevant information on the defects in question. In particular, the work stages leading to the occurrence of the defect as well as the effects and the manner of occurrence of the defect shall be stated.

2.6 To the extent required, the customer shall support T-Systems MMS in the rectification of defects, in particular, enabling remote access to the customer's system and providing further material for analysis.

3 Acceptance

3.1 The customer shall examine all items supplied, in particular, software or人類 parts of the software which were agreed as partial deliveries, without undue delay – as a rule within 14 calendar days – to determine whether these items are free from defects, in particular, in respect of the agreed condition (condition check [Beurteilungspflichtung]). In this respect, the customer will employ test cases and test data suitable for software in practice. T-Systems MMS may liaise with the customer as regards the test procedures and can also take part in and assist the condition check at the customer's premises.

3.2 The customer shall duly notify T-Systems MMS of any defects occurring prior to or during the condition check without undue delay, at the latest within seven calendar days after becoming aware of such defects.

3.3 The commercial obligation to inspect and object to defects pursuant to Sec. 317 of the German Commercial Code [Handelsgesetzbuch – HGB] shall apply additionally.

4 Rights of use

4.1 Unless agreed otherwise, T-Systems MMS shall, upon full payment of the compensation owed, grant the customer the non-exclusive right to use the items supplied for the contractually agreed purpose of use in its company on a continuing basis. The customer can transfer its granted right to use the services provided by T-Systems MMS to third parties only upon fully waiving its own rights.

4.2 Apart from that, all rights shall remain with T-Systems MMS.

4.3 T-Systems MMS shall be entitled to implement suitable technical measures for protection against any use in breach of the agreement. The use of the software in any alternative or subsequent configuration must not be significantly impaired thereby.

4.4 T-Systems MMS shall be entitled to revoke the customer's right of use if the latter breaches any restrictions of use or other provisions for protection against unauthorized use to a more than insignificant extent. Prior to revocation, T-Systems MMS shall grant the customer a grace period to remedy such breach. In the event of repeated breach and of special circumstances which, taking the interests of both parties into account, justify an immediate revocation without a grace period being granted, T-Systems MMS shall be entitled to revoke the right of use without granting a grace period. After revocation, the customer shall conform to T-Systems MMS the discontinuation of use in writing.

5 Warranty

5.1 The customer shall be entitled to claims for defects only if the reported defects are reproducible or otherwise provable. Sections 2.5 and 2.6 shall apply to the notification of defects.

5.2 T-Systems MMS shall be entitled to claim compensation for any expenses incurred if

a) it acts on a notification without a defect having occurred, unless the customer could not be reasonably expected to recognize that no defect had occurred;

b) a notified fault is not reproducible or otherwise provable as a defect;

c) additional expenses occur because the customer failed to properly fulfill its duties.

D. Special provisions software maintenance

1 Services provided by T-Systems MMS

1.1 Consulting

T-Systems MMS shall advise the customer in connection with the technical requirements and conditions for the use of the maintenance software [Pflegesoftware] as well as individual functional aspects. These services shall be provided during normal business hours of T-Systems MMS and to the extent possible. T-Systems MMS may refer to the documentation of the maintenance software provided to the customer for answering inquiries. Further services, such as other contact times and periods as well as an on-call service or deployment of T-Systems MMS personnel to the customer's premises, must be agreed on expressly in advance.

1.2. Debugging

1.2.1 T-Systems MMS is responsible for the elimination of defects of the software and of the program documentation. When used in accordance with the agreement, the software must provide the services specified in the Service Specifications. To the extent that T-Systems MMS is not the licensor of the software, the customer and T-Systems MMS shall, prior to the commencement of the maintenance agreement, determine the status of the software in the form of a status report that will be the basis for any subsequent determination of an error.

1.2.2 To the extent agreed upon in the agreement, T-Systems MMS shall provide the customer with certain new versions of the maintenance software in order to keep the latter up to date and prevent faults. For this purpose, T-Systems MMS shall provide the customer with updates of the maintenance software containing technical modifications and improvements as well as minor functional enhancements and improvements. Also for this purpose, T-Systems MMS shall provide the customer with patches containing corrections to the maintenance software and other measures to work around possible faults.
General Terms and Conditions.

2 The customer’s obligations and responsibilities

2.1 T-Systems MMS and its vicarious agents shall be indemnified against all claims by third parties that are based on the illegal use of the software and any connected therewith by the customer or with the customer’s consent, or which arise, in particular, from disputes involving data protection, copyright, or other laws in conjunction with the use of the software. The customer shall notify T-Systems MMS in writing without undue delay if third parties claim that it has infringed their rights. The customer shall not recognize any infringement of rights claimed by third parties and either have any and all disputes handled by T-Systems MMS or handle such disputes only in agreement with T-Systems MMS.

2.2 Copyright notices, serial numbers and any other features that serve to identify the program may under no circumstances be removed or modified. The same applies to preventing such features from being displayed on screen.

2.3 The customer shall ensure that all items and services it is required to contribute are provided in good time, in the required scope, and free of charge for T-Systems MMS.

2.4 The customer shall give T-Systems MMS employees all support they require for their work at the customer’s premises. As part of this support, the customer shall, inter alia:

- ensure that a qualified employee is available for support at the place of performance;
- ensure that the employees assigned by T-Systems MMS are granted free access to the relevant computer and software at the agreed time;
- ensure for the benefit of T-Systems MMS employees that items provided by the customer comply with work safety regulations;
- provide T-Systems MMS employees in good time with the information that they need for their activities;
- provide T-Systems MMS employees with adequate and appropriate working space, including tools and materials, to the extent they are required to work at the customer’s premises to fulfil the agreement.

2.5 In order for the fault to be properly cleared,
- the fault must be adequately described by the customer and acknowledged by T-Systems MMS;
- detected faults must be reported in the specified form via a fault report;
- the documentation required for fault clearance must be made available to T-Systems MMS for inspection;
- the customer must not have altered or tampered with the software;
- the software must be operated under proper conditions in accordance with the documentation.

2.6 Data media provided by the customer must be flawless both technically and in terms of content. If this is not the case, the customer shall compensate T-Systems MMS for any and all damage arising from the use of such data media and shall indemnify T-Systems MMS and hold it harmless from any claims by third parties.

If the customer does not contribute to the services to the extent necessary or not in good time or in the agreed manner, the customer shall bear any consequences resulting therefrom (such as delays, added cost).

3 Rights of use

3.1 The customer’s rights to use the new versions and any corrections to the maintenance software correspond to its rights to use the previous version of the maintenance software. With regard to the rights of use, the rights to the new versions and any corrections shall replace the rights to the previous versions and other corrections following a reasonable transition period – which as a rule does not exceed one month. The customer may archive a copy.

3.2 The customer may create a full copy of the new versions and corrections for backup purposes. This copy may be a backup copy and provide it with the copyright notice of the original data media. Beyond this, the customer shall have no right to copy the software.

4 Warranty

4.1 Elimination of defects
If the elimination of defects is performed in a defective manner so as to impair contractual use thereof to a more than insignificant extent, the customer shall initially be entitled to demand that T-Systems MMS provides subsequent performance within a reasonable period. If subsequent performance is unsuccessful or T-Systems MMS refuses to perform subsequent performance, the customer, at its own choice, shall be entitled to either terminate the agreement in writing without notice or claim a reduction of the compensation. If the deviation of the service from the agreed condition is insignificant and does not limit its operability, the customer may only demand a reduction of the compensation.

4.2 Consulting

If the performance of the consulting services is defective so as to impair contractual use thereof to a more than insignificant extent, the customer shall initially only be entitled to demand that T-Systems MMS provides subsequent performance within a reasonable period. If subsequent performance is unsuccessful or T-Systems MMS refuses to perform subsequent performance, the customer, at its own choice, shall be entitled to either terminate the consulting service without notice or claim a reduction of the monthly compensation. The subsequent performance shall be deemed failed after the second unsuccessful attempt, unless a different arrangement is reached, in particular as a result of the type of the goods or services or the defect or other circumstances. If the deviation of the service from the agreed condition is insignificant, the customer may only demand a reduction of the compensation.

4.3 If T-Systems MMS has provided additional services to the problem was reported, and if no defect in quality is found, the customer shall bear the costs resulting therefrom. In calculating the costs, T-Systems MMS shall use the rates of remuneration valid at the time of performance.

4.4 The liability for defects in quality shall not apply to services provided by T-Systems MMS that have been modified or otherwise interfered with by the customer, unless the customer proves that the interference did not cause the defect. The liability for defects in quality shall also not apply if the customer fails to report the defect to T-Systems MMS in writing without undue delay after it becomes apparent, or if the service supplied is not used under the contractually agreed conditions as stipulated in the documentation.

4.5 Claims of the customer arising from necessary expenses incurred for the purpose of subsequent performance – in particular, the cost of transportation, labour and materials – shall be excluded to the extent that the expenses are increased because the object of the services has been subsequently moved to a place other than the place of performance stipulated in the agreement.

4.6 The customer shall be entitled to warranty claims against T-Systems MMS pursuant to Sections 4.1, 4.2 for one year from acceptance of the respective service. This restriction shall not apply to compensation claims that are based on the violation by T-Systems MMS of claims to subsequent performance in the event of defects. Compensation claims based on refusal to provide subsequent performance may only be asserted within the statutory period of limitation if the claim to subsequent performance is asserted by the customer within the reduced period for material defect claims.

5 Defect in title

5.1 In the provision of new versions, a defect in title shall exist if the rights required to use the software as provided by the agreement have not been effectively granted after the software is handed over. In the event of defects in title, T-Systems MMS honours its warranty, at T-Systems MMS’ choice, by either providing the customer with a legally flawless possibility to use the software or by taking back the software at the invoice amount less a reasonable compensation for the use thereof. The latter shall apply only if T-Systems MMS cannot reasonably be expected to correct the issue otherwise.

5.2 Claims of the customer arising from a defect in title shall be subject to a limitation period of one year from the commencement of the statutory limitation period.
E. Special provisions hardware maintenance

1 Services provided by T-Systems MMS

1.1 Scope of performance

1.1.1 T-Systems MMS shall perform the preventive services required to maintain the operational readiness of the hardware to be maintained (maintenance) and will carry out repairs or provide a replacement during the elimination of problems (repair), hereinafter referred to as “Maintenance Services”.

1.1.2 T-Systems MMS may replace defective parts and/or defective systems for the purpose of carrying out the Maintenance Services. Technical modifications shall be subject to the customer’s prior consent. Any parts replaced shall become the property of T-Systems MMS. T-Systems MMS may take the system or parts thereof to a T-Systems MMS branch for the purpose of eliminating defects and provide an equivalent loaner unit free of charge. If any such loaner units or replacement devices are used, T-Systems MMS services shall include reinstalling the backed-up user data (if available). T-Systems MMS shall without undue delay delete any data stored on parts or systems that have been replaced or taken back. If this is impossible, T-Systems MMS shall render these parts completely unusable. The services shall also include disposal of replaced spare parts.

1.1.3 These Maintenance Services shall not include services in connection with the replacement of consumable parts and wearing parts. If such services are rendered by T-Systems MMS at the customer’s request, T-Systems MMS shall bill the customer for these services separately based on the prices applicable in this respect.

1.1.4 These repair services shall not cover hardware problems caused by improper use of the hardware (failure to comply with the relevant user manual, for example), modifications to the hardware by the customer or third parties involved by the customer or other circumstances for which the customer is responsible.

1.1.5 Maintenance shall be carried out subject to the condition that T-Systems MMS itself is supplied by its upstream suppliers in good time and as contractually agreed.

1.2 Period of performance

1.2.1 The maintenance work shall be performed during T-Systems MMS’ normal business hours.

1.2.2 The repair work shall be carried out after receipt of the problem report during T-Systems MMS’ normal business hours on the same day, if possible, but no later than the following working day.

1.3 Place of performance

1.3.1 The place of performance for maintenance of the customer’s hardware shall be the customer’s business premises as agreed and the specified installation site.

1.3.2 The customer shall inform T-Systems MMS in writing at least two months in advance before moving the hardware to a place of performance other than the one agreed. In this case, T-Systems MMS shall continue to provide Maintenance Services provided that this is not more time or cost-intensive. If the change of location influences the time and/or costs required to render the service, T-Systems MMS shall be entitled to demand payment of compensation that is reasonable in view of the changed situation.

2 Acceptance

Any maintenance work shall be deemed accepted by the customer upon expiry of 14 calendar days after completion of the work unless the customer has given written notice of material defects in quality within the aforementioned period.

3 Special obligations and responsibilities of the customer

3.1 The customer shall ensure that all items and services it is required to contribute are provided in good time, in the required scope, and free of charge for T-Systems MMS.

3.2 The customer shall give T-Systems MMS employees all support they require for their work at the customer’s premises. As part of this support, the customer shall, inter alia:

- ensure that a qualified employee is available for support at the place of performance;
- ensure that the employees assigned by T-Systems MMS are granted free access to the relevant hardware at the agreed time;
- provide T-Systems MMS employees in good time with the information they need for their activities.

3.3 In order for the fault to be properly cleared, the fault must be adequately described by the customer and so identifiable by T-Systems MMS;

- detected faults must be reported in the specified form via a fault report;
- the documentation required for fault clearance must be made available to T-Systems MMS for inspection;
- the customer must not have altered or tampered with the hardware;
- the hardware must be operated under proper conditions in accordance with the technical description.

3.4 If the customer does not contribute to the services to the extent necessary or not in good time or in the agreed manner, the customer shall bear any consequences resulting therefrom (such as delays, added cost).

4 Warranty

4.1 If the service rendered (Section 1.1) is defective so as to impair contractual use thereof to a more than insignificant extent, the customer shall initially be entitled to demand that T-Systems MMS, at its own choice, either makes subsequent improvements or provides the service again (subsequent performance). If the customer has set a reasonable grace period for T-Systems MMS to effect subsequent performance after an initial demand for action, and T-Systems MMS has refused to effect subsequent performance, or if subsequent performance on the part of the customer shall – with regard to the elimination of defects – be entitled to demand either rescission of the agreement or reduction of the compensation. If the deviation of the service from the agreed condition is insignificant and does not limit the operability, the customer may only demand a reduction of the compensation.

4.2 If T-Systems MMS has provided services to detect a defect after a problem was reported, and if no defect in quality is found, the customer shall bear the costs resulting therefrom. In calculating the costs, T-Systems MMS shall use the rates of remuneration valid at the time of performance.

F. Special provisions software/computer capacities lease

1 Services provided by T-Systems MMS

The services include the provision of a software application via Internet for a fixed term and the provision of storage capacity for the customer’s application data. The details are set out in the Service Specifications.

2 The customer’s obligations and responsibilities

2.1 The customer has, in particular, the following obligations:

a) The services may not be misused, in particular:
- no information with content that is illegal or against good morals may be transmitted or posted on the Internet and no reference may be made to such information. This in particular includes information which, within the meaning of Secs. 130, 130a and 131 of the German Criminal Code [Strengesetzbuch – StGB], serve to incite hatred and violence against persons or groups on the basis of their race or ethnicity, encourage or induce criminal offences by disseminating or providing instructions or glorify or downplay violence, as well as such information which is sexually offensive, pornographic within the meaning of Sec. 184 StGB, conducive to posing a significant moral threat to children and adolescents or impairing their well-being or could have a negative impact on the image of T-Systems MMS. The provisions of the German Länder Convention on Youth Protection in the Media [Jugendmedien schutzstaatsvertrag – JMSV] and the German Act on the Protection of Young People [Jugendschutzgesetz – JüSchG] shall be observed.
- national and international copyright, trademark, patent, name and label rights as well as other intellectual property rights or personality rights of third parties must be observed.

b) The customer shall inform its users in good time prior to commencement of the use about the details of this agreement, in particular about the rights and obligations pursuant to the General Terms and Conditions. The customer shall be liable for every breach of obligation by its users and other third parties breaching an obligation within the sphere of the customer’s control, unless the customer proves that it is not responsible for such breach of obligations.

c) To the extent that the customer collects, processes or uses personal data within the context of the use of the application and there are no statutory grounds for permission, the consent of
the relevant affected party has to be obtained.
d) T-Systems MMS and its vicarious agents shall be indemnified against all claims by third parties that are based on the illegal use of the application and the services connected therewith by the customer or with the customer's consent, or which arise, in particular, from disputes involving data protection, copyright, or other laws in conjunction with the use of the application. The customer is obliged to notify T-Systems MMS without undue delay if it is or should be aware that such infringement is imminent.
e) Personal access data (user ID and password) may not be disclosed to third parties and must be stored in a secure place so as to protect or prevent against third-party access. Such data must be changed prior to first use and in regular intervals for security reasons. The customer shall change access data suspected of being disclosed to unauthorised parties without undue delay. Such data must be encoded if stored on a PC, USB flash drive or CD-ROM.
f) If T-Systems MMS is to process special categories of personal data within the meaning of Article 9 of the General Data Protection Regulation (GDPR), the customer shall notify T-Systems MMS of this in writing without undue delay.

2.2 T-Systems MMS is entitled to suspend the services at the customer's expense in the event of serious breaches of the customer's obligations pursuant to Section 2.1 or reasonable and significant suspicion thereof.

3 Rights of use
3.1 The customer and the users set up by the customer shall have the non-exclusive right, which is restricted to the period of use and the term of the agreement respectively, to access the software functionalities via internet. The customer shall not be granted any further-reaching rights.

3.2 The customer shall not be entitled to use the software or to let third parties use or access the software beyond the use permitted pursuant to this agreement. In particular, the customer shall not be entitled to copy or sell the software or parts thereof.

3.3 The customer shall, upon request, provide T-Systems MMS with all information required to assert claims against third parties, in particular, it shall inform T-Systems MMS of their names and address and of the nature and scope of any claims it has against these third parties arising from the unauthorised provision of the program without undue delay.

3.4 The customer must also pay the prices arising from use by the users set up and thereby authorised by the customer. The same applies in the event of unauthorised use by other third parties, if and to the extent that the customer is responsible for such use.

G. Special provisions software purchase

1 Services provided by T-Systems MMS

1.1 The scope of software goods and services as well as the authorised application environment are described in the relevant product description and additionally in the user manual. The product description and user manual shall, as a rule, be written in the language of the manufacturer.

1.2 The software shall be provided for download.

2 Special obligations and responsibilities of the customer

2.1 T-Systems MMS and its vicarious agents shall be indemnified against all claims by third parties that are based on the illegal use of the software and the services connected therewith by the customer or with the customer's consent, or which arise, in particular, from disputes involving data protection, copyright, or other laws in conjunction with the use of the software. The customer shall notify T-Systems MMS in writing without undue delay if third parties claim that it has infringed their rights. The customer shall not recognise any infringement of rights claimed by third parties and either have them cleared or bring all disputes handled by T-Systems MMS or handle such disputes only in agreement with T-Systems MMS.

2.2 Copyright notices, serial numbers and any other features that serve to identify the program may not be removed or modified. The same applies to preventing such features from being displayed on screen.

3 Rights of use

3.1 T-Systems MMS shall, upon full payment, grant the customer an unlimited non-exclusive right, which cannot be sublicensed, to use the software and accompanying documentation or online help for its own internal use on the operating systems described in the agreement.

3.2 The customer may create a full copy of the software for backup purposes. The customer shall mark this copy as a backup copy and provide it with the copyright notice of the original data media. Beyond this, the right to copy the software is not granted.

3.3 If the software is resold, the customer may transfer rights to the software and the user manual to the same extent as they are transferred to it for the performance of this agreement. The customer shall be obliged to hand over program copies or to destroy any copies not handed over and to contractually oblige third parties, in turn, to use the software and the user manual only to the extent pursuant to Section 3.1 of these contractual terms and conditions.

3.4 To the extent not expressly permissible according to the Copyright Act [UrhGesetz - UrhG] or by agreement, the customer may neither carry out itself nor have a third party carry out reverse engineering, decompiling or disassembling of the software.

3.5 In every case of use of the software and the user manual in culpable breach of the agreement, in particular enabling unauthorised third parties to use the software and the user manual, producing an unauthorised copy or using the software on additional computer systems, the customer shall pay damages in the amount of the purchase price. The damage compensation shall be higher or lower if T-Systems MMS proves that the loss suffered was greater or the customer proves that it was less. T-Systems MMS reserves the right to assert further claims for damages.

3.6 The customer shall, upon request, provide T-Systems MMS with all information required to assert claims against third parties, in particular, it shall inform T-Systems MMS of their names and address and of the nature and scope of any claims it has against these third parties arising from the unauthorised provision of the program without undue delay.

4 Defect in quality

4.1 T-Systems MMS warrants that the software shall fulfil the functions described in the accompanying documentation to the extent the software is used on the operating system described in the agreement.

4.2 If the software is defective, the customer shall be entitled to demand that T-Systems MMS, at its own choice, either makes substantial improvement or provides the service again (subsequent performance). If the deviation from the agreed condition is only insignificant, the customer may only demand a reduction of the compensation. If the service provided by T-Systems MMS deviates only slightly from the agreed condition, without limiting its operability, the customer shall not have any claim due to defects in quality.

4.3 If T-Systems MMS has provided services to detect a defect after a problem was reported, and if no defect in quality is found, the customer shall bear the costs resulting therefrom. In calculating the costs, T-Systems MMS shall use the rates of remuneration valid at the time of performance.

4.4 The liability for defects in quality shall not apply to services provided by T-Systems MMS that have been modified or otherwise interfered with by the customer, unless the customer proves that the interference did not cause the defect. The liability for defects in quality shall also not apply if the customer fails to report the defect to T-Systems MMS in writing without undue delay after it becomes apparent, or if the service is not used under the contractually agreed conditions as stipulated in the documentation.

4.5 In order for the defect to be properly remedied, it must be adequately described by the customer and thus be identifiable by T-Systems MMS. Furthermore, the documentation required for defect clearance must be made available to T-Systems MMS for inspection.

4.6 Claims of the customer arising from necessary expenses incurred for the purpose of subsequent performance – in particular, the cost of transportation, labour and materials – shall be excluded to the extent that the expenses are increased because the object of the services has been subsequently moved to a place other than the place of performance stipulated in the agreement.

4.7 Software defects shall be remedied, at the choice of T-Systems
1.2 If the hardware is delivered with software that is indispensable for use, T-Systems MMS may not refuse to provide a temporary solution for working around the defect, if T-Systems MMS can be reasonably expected to do so at a reasonable cost.

4.8 Claims of the customer arising from a defect in quality shall be subject to a limitation period of one year from the commencement of the statutory limitation period.

5 Defect in title

5.1 A defect in title shall exist if the rights required to use the software as provided by the agreement have not been effectively granted after the software is handed over. In the event of defects in title, T-Systems MMS honours its warranty, at T-Systems MMS’ choice, by providing the customer with a legally flawless possibility to use the software or by taking back the software at the invoice amount less a reasonable compensation for usage. The latter shall apply only if T-Systems MMS cannot reasonably be expected to remedy the issue otherwise.

5.2 Claims of the customer arising from a defect in title shall be subject to a limitation period of one year from the commencement of the statutory limitation period. This restriction shall not apply to compensation claims that are based on the violation by T-Systems MMS of claims to subsequent performance in the event of defects. Compensation claims based on refusal to provide subsequent performance may only be asserted within the statutory period of limitation if the claim to subsequent performance is asserted by the customer within the reduced period for material defect claims.

H. Special provisions hardware purchase

1 Scope of goods and services

1.1 The scope of hardware goods and services as well as the authorised application environment are described in the relevant product description and additionally in the user manual. The product description and user manual shall, as a rule, be written in the language of the manufacturer.

1.2 If the hardware is delivered with software that is indispensable for its operability, the customer shall only be granted a right to use that software together with that hardware. Any other software shall be governed by separate provisions.

2 Default

If the customer does not accept the hardware on the agreed date, T-Systems MMS may grant it an additional grace period for acceptance. If the hardware has still not been accepted after this grace period, T-Systems MMS shall be entitled – without prejudice to its legal rights arising from default – to rescind the purchase agreement and to demand damages in lieu of performance as a lump-sum payment that falls due immediately and amounts to 20% of the purchase price as well as compensation for services already provided.

The amount shall be higher or lower if T-Systems MMS proves that the loss suffered was greater or the customer proves that it was less.

3 Defect in quality

3.1 If the hardware is defective so as to impair contractual use thereof to a more than insignificant extent, the customer shall be entitled to demand that T-Systems MMS, at its own choice, either makes subsequent improvements or provides the service again (subsequent performance).

If the customer has set a reasonable grace period for T-Systems MMS to effect subsequent performance after an initial demand for action, and T-Systems MMS has refused to effect subsequent performance, or if subsequent performance is unsuccessful, the customer shall be entitled to demand either rescission of the agreement or reduction of the purchase price.

If the deviation of the service from the agreed condition is insignificant and does not limit its operability, the customer may only demand a reduction of the purchase price.

3.2 The liability for defects in quality shall not apply to services provided by T-Systems MMS that have been modified or otherwise interfered with by the customer, unless the customer proves in connection with the notification of the defect that the interference did not cause the defect. The liability for defects in quality shall also not apply if the customer fails to report the defect to T-Systems MMS in writing without undue delay after it becomes apparent, or if the service is not used under the contractually agreed conditions as stipulated in the product description and user manual.

3.3 If the customer has set a reasonable grace period for T-Systems MMS to effect subsequent performance after an initial demand for action, and T-Systems MMS has refused to effect subsequent performance, or if subsequent performance is unsuccessful, the customer shall be entitled to demand either rescission of the agreement or reduction of the purchase price.

This restriction shall not apply to compensation claims that are based on the violation by T-Systems MMS of claims to subsequent performance in the event of defects. Compensation claims based on refusal to provide subsequent performance may only be asserted within the statutory period of limitation if the claim to subsequent performance is asserted by the customer within the reduced period for material defect claims.

3.4 If T-Systems MMS has provided services to detect a defect after a problem was reported, and if no defect in quality is found, the customer shall bear the costs resulting therefrom. In calculating the costs, T-Systems MMS shall use the rates of remuneration valid at the time of performance.

3.5 The provisions set forth in A. General Provisions Section 9 shall apply to any claims for damages.