

## goUrban e-Mobility GmbH

### Table of Services

This Table of Services is an essential annex to the Master Service Agreement, as referenced. Any capitalized terms within this Table of Services derive their definitions from the Master Service Agreement. To include any of the services/products stated below in the offering, it must be explicitly specified on the applicable Order Form.

#### **(1) Service Overview**

Subject to the applicable Order Form the Service includes one or more of the following:

- i. Shared Mobility
  - a. Carsharing
  - b. Micromobility
  - c. Micromobility (Bluetooth)
  - d. Micromobility (Pure)
- ii. Corporate Sharing
- iii. Rent a Vehicle
  - a. Smart Access
  - b. Analog
- iv. Marketplace
  - a. Internet of Things (IoT) Device for Vehicle Integration
  - b. Driving License Verification (Veriff)
  - c. Open Mobility Interfaces
  - d. Connectivity
  - e. White-Label End-User Application
  - f. Data Access
  - g. Data Access Premium
  - h. APIs
- v. Technical Support
  - a. Premium Technical Support
  - b. SLA

#### **(2) Shared Mobility**

Our Shared Mobility product is tailored to fortify fleet operators in the pursuit of launching and managing a superior public shared mobility service. The service can be offered either by offering on-demand or booking rentals to customers. This comprehensive platform accommodates three distinct operational modalities:

1. Free-Floating
2. Station-Based
3. Docking Stations

It supports two different vehicle categories:

1. Cars (e.g. Tesla, VW ID3 etc.) which are connected through an IoT to our platform.
2. Micromobility (e.g. Kickscooter, Bike, Moped) which are connected through an IoT to our platform.

3. Micromobility (Bluetooth) is using a smart lock that is only capable of receiving Bluetooth commands and is not connected via GSM (e.g. Omni Bluetooth Lock).
4. Micromobility (Pure) which is not connecting via an implemented IoT or Bluetooth Lock to our platform.

To streamline operations and offer a seamless experience, our platform bifurcates into three specialized applications:

- a. Mobility Manager: This is the nerve center for fleet operators. Within this suite, operators gain access to an array of indispensable tools and features, including but not limited to: dynamic voucher configurations, precise vehicle tracking, user administration, and a robust billing system.
- b. Service Application: Crafted with the frontline in mind, this mobile application, available for both iOS and Android, acts as a daily companion for service workers in the field. It's meticulously designed to bolster efficiency, incorporating functionalities like intuitive task management, turn-by-turn navigation, tailored filtering, and more.
- c. Web Interface: Serving as the gateway for end-users, this white-label web interface is meticulously crafted to mirror the fleet operator's corporate branding. Here, end-users can effortlessly register, orchestrate, and manage their business accounts. Moreover, they have the privilege of booking vehicles from the fleet operator's eclectic sharing roster. Please note, that this application exclusively supports the 'Booking' operational mode.

### **(3) Corporate Sharing**

The Corporate Sharing product provides businesses with a platform for facilitating the shared use of company vehicles among employees. This platform allows for the management of multiple organizational levels and cost centers to ensure accurate assignment of trips to the corresponding business unit. Additionally, the platform offers the capability for employees to rent company vehicles for personal use, with transactions made via individual payment methods. All booking processes are digital, keyless, and in compliance with GDPR standards. APIs enable the integration of the Shared Corporate Fleets product into existing fleet management software infrastructure.

### **(4) Rent a Vehicle**

A vehicle category can be booked via a web interface for a specific period. The whole customer journey is fully digital, and the payment is handled during the booking process. The user can filter to find available vehicles at locations.

- a. Smart: The user can pick up and return the vehicle with a mobile application keyless without contact with the counter.
- b. Analog: The user needs to go to the counter to pick up the vehicle keys and start and end the rental process.

### **(5) Marketplace**

The marketplace serves as a curated ensemble of offerings sourced from third-party software providers and products created by goUrban. Established on the foundation of strategic partnerships, its overarching aim is to amplify the customer experience, ensuring a uniform interface across the platform. It is imperative to note that customers might be governed by supplementary terms and conditions set forth by the subsequent third parties. Opting to procure these third-party services signifies the customer's acceptance and adherence to any supplementary terms and conditions stipulated by the chosen third-party service.

This version maintains a legal tone while clarifying the intent and responsibilities.

- a. Internet of Things (IoT) Device for Vehicle Integration: This pertains to a device or a collective system of devices that are connected to a network and seamlessly incorporated within vehicles. Its primary design is to gather, transmit, and receive data, facilitating the remote observation and control of certain vehicle functions. These devices make use of standard Internet protocols, sensors, and software, and they're adept at interacting with external systems, networks, or other devices. Moreover, they possess the capability to directly influence or dictate the vehicle's operation, efficiency, or safety based on the nature and extent of their integration. Through strategic partnerships, goUrban is authorized to directly resell IoT devices to our clients, courtesy of Invers and Teltonika. With this arrangement, goUrban commits to the vital responsibility of maintaining and updating the device configuration while ensuring consistent communication with the IoT provider.
- b. Driving License Verification (Veriff): Veriff provides a comprehensive digital method for authenticating driving licenses and ID cards of End Users. Two verification modalities exist:
  - i. Manual & AI-assisted Verification: Initially, Veriff employs an AI-based algorithm for the verification process. If the algorithm encounters uncertainty, a call center collaborates with Veriff to undertake manual verification. The center reviews the End User's recorded submission and either confirms or rejects the verification based on their assessment.
  - ii. AI-only Verification: This model operates solely on the AI-based algorithm without the support of a call center. If the algorithm experiences ambiguity in verification, the user is prompted to undergo the process again. In specific instances, the fleet operator might be required to conduct the verification manually.
- c. Open Mobility Interfaces: The Provider is aligned with several industry standards, including the Mobility Data Specification (MDS), General Bikeshare Feed Specification (GBFS), and the Transport Operator Mobility-as-a-service Provider (TOMP). However, the depth of integration may vary based on the version and any modifications to interfaces implemented by public authorities. While we strive for seamless compatibility, it's worth noting that complete out-of-the-box support isn't always guaranteed. Each instance warrants individual assessment to determine compatibility.

- d. Connectivity: Our pre-configured SIM cards eliminate the complexities of network selection, offer flexible data plans, and ensure hassle-free shipping and maintenance. We continuously optimize network availability, reducing operational costs and enhancing reliability. With goUrban, we focus on delivering top-notch mobility services while we handle your connectivity needs.
- e. White-Label User Application: A white-label mobile device application, available for Android and iOS, for the End Users to use the vehicle sharing services provided by the Customer (the "White-Label App"); and  
The White-Label App serves as the application provided by the Customer to the End Users, using the Customer's branding and other customization implemented by the Customer or by the Provider on the Customer's behalf.
- i. *Customization and personalization*: The Customer shall be able to add and modify the app with the Customer's brand identity, including images, colors, and fonts, directly from the Mobility Dashboard. The Customer shall be able to offer the app in multiple languages according to End Users in Customer's countries of operation.
  - ii. *User activation and conversion*: The Customer shall be able to send the End Users targeted promotions and vouchers directly to their preferred mobile device. The Customer shall be able to send ride passes and vouchers that are tailored to End Users' segments created with the tags and labels system available in the Mobility Dashboard. The Customer shall be able to notify the End Users when a vehicle becomes available in their area with the Radar functionality (only when user enables location tracking in their device settings).
  - iii. *Maintenance & Updates*: The Customer shall be solely responsible for publishing its respective White-Label App (as defined in the Table of Services) to any application publishing platforms (e.g. Apple App Store or Google Play Store), and administering and maintaining such publishing. This includes but is not limited to, the administration of developer accounts, certificates, app promotion material (text, screenshots, advertisements, etc.), and pricing. goUrban shall not be responsible for any support communication or troubleshooting in relation to app stores.  
goUrban shall prepare the White-Label App in accordance with the Setup Plan. If the Customer wishes to change any aspect of the White-Label App after it has been created by goUrban in accordance with the Setup Plan, goUrban shall be entitled to invoice any such change as a Custom Request according to the Table of Fees.  
goUrban may provide updates to the White-Label App. The Customer shall be solely responsible to release any such updates to relevant application publishing platforms. § 6(2) of the Agreement shall apply.
- f. Data Access: Our data access product facilitates access to data warehouses underpinned by Snowflake, encompassing the following features:
- i. Data Storage: Safeguarding of vast data volumes.
  - ii. Data Filtering & Preprocessing: Refining data to ensure it's pertinent and primed for analysis.

- iii. Data Quality Assurance: Validation processes to ensure data integrity and accuracy.
- iv. Data Mapping & Schemas: Structuring data for optimal retrieval and interpretation.
- v. Maintenance: Regular updates and optimizations to maintain data fluidity.
- vi. Data Sharing: Provision for data distribution among authorized stakeholders.

**Consumption Note:** Billing for Snowflake credit consumption will be carried out directly via the client's Snowflake account.

- g. Data Access Premium: Designed for fleet operators, this offering integrates Metabase as a robust Business Insight tool, facilitating the crafting and analysis of data reports. A suite of pre-configured reports is instantly accessible upon deployment. This premium service comprises:
  - i. Warehouse & Metabase Setup: Initial configuration to ensure optimal functionality.
  - ii. Data Filtering & Preprocessing: Processing data to ensure relevance and readiness for analysis.
  - iii. Dashboard Creation & Updating: Establishing and refreshing visual data presentations.
  - iv. Metabase Maintenance: Regular upkeep to ensure smooth operations.

**Consumption Details:** This package encompasses 10 Snowflake credits monthly. Usage surpassing the 10-credit threshold incurs a fee of 8€ for each additional credit consumed within the billing period. Clients have the option to set a cap at 10 credits. For clarity: A Snowflake credit is expended each time data is fetched from the underlying warehouse. Consequently, frequent data querying leads to higher credit consumption.

- h. APIs: Various application programming interfaces (APIs) are available for access:
  - i. User API: Tailored for crafting front-end experiences tailored to End Users.
  - ii. Operations API: Offers command and control functionalities specific to vehicles.
  - iii. MaaS API: Facilitates integration with third-party Mobility as a Service (MaaS) platforms.
  - iv. Devices API: Designed for command and control over devices linked to individual vehicles in a fleet through IoT, encompassing features offered in the Device Cloud service plan.

## (6) Premium Technical Support

The Premium Technical Support product refers to the policies and procedures that are applicable as an improvement to the Technical Support provided by goUrban to all customers and stipulated in the Technical Support Agreement. All terms and conditions from the Technical Support Agreement remain valid unless explicitly updated by this product. The Premium Technical Support is provided for the term specified in the Ordering document.

What Premium Technical Support includes:

a. Premium Policy Terms:

<b>TARGET RESPONSE TIMES DURING BUSINESS HOURS*</b>	
Target Response Time	P1 – 4 hours P2 – 12 hours P3 – 24 hours P4 – 48 hours
Target Update Frequency	P1 – 12 hours P2 – 24 hours P3 – Weekly P4 – Weekly
Supported Channels	Email to <a href="mailto:support@gourban.co">support@gourban.co</a> , Customer Support Portal, Microsoft Teams Videocall
Supported Contacts	Up to 5 (five) Named Customer Contacts

- b. Consultancy Service: Up to 2 video call sessions per month with a designated Customer Success Manager to support with configuration issues or improvement of the service. The duration of the session can be up to 1 hour and does not include any configuration by goUrban.
- c. API setup support: goUrban will make commercially reasonable efforts to support the correct API implementation of goUrban APIs by the Customer. This includes answering questions not covered in the documentation provided by goUrban and troubleshooting with the Customer to ensure proper operation.
- d. Service Level Agreement: goUrban aims at assuring the promised reliability by issuing a financial commitment.