

## **SERVICE DESCRIPTION**

For the avoidance of doubt, Supplier means ZeroNorth A/S.

### **Description of the Cloud Services and on-board technical requirements**

Subject to the Parties entering into an Agreement, Supplier can provide the following Cloud Services which are integrated into the Solutions:

#### Access to and use of the Solution

Supplier shall provide Customer with access to the Solutions (web-based).

Supplier will provide Customer with all relevant login access to the Solutions.

Based on the access to the Solution, Customer is entitled to use the Solution in accordance with the Agreement.

#### On-board technical requirements

Some Solutions and Services must be accessed from the vessel, in order to register and use the vessel with the Solution. The following technical requirements must be available on the vessels to be registered with and to access the Solutions from the vessel:

##### *Minimum requirements:*

- Software:
  - o Google Chrome internet browser (recent version, no more than 1,5 years old)
- Hardware:
  - o 2 GB memory (RAM)
  - o 4 GB available storage (HDD/SDD)
  - o The Google Chrome system requirements, if superior to the above
- Operating System:
  - o OS with support for latest version of Google Chrome
- Network (for the initial login to the Solutions):
  - o Download 300 kb/s,
  - o Latency 2000 ms
- Ability to whitelist domains requested by the Supplier, including the following:
  - o [https://\\*.mixpanel.com](https://*.mixpanel.com)
  - o [https://\\*.noonreport.app](https://*.noonreport.app)
  - o [https://\\*.auth0.com](https://*.auth0.com)

##### *Recommended requirements:*

- Software:
  - o Google Chrome internet browser (recent version, no more than 1,5 years old)
- Hardware:
  - o 8 GB memory (RAM)
  - o At least 16 GB available storage (HDD/SDD)
  - o The Google Chrome system requirements, if superior to the above
- Operating system:
  - o OS with support for latest version of Google Chrome and eligible to security updates
- Network:
  - o Stable 4G LTE connection
- Ability to whitelist domains requested by Supplier including the following:
  - o [https://\\*.mixpanel.com](https://*.mixpanel.com)
  - o [https://\\*.noonreport.app](https://*.noonreport.app)
  - o [https://\\*.auth0.com](https://*.auth0.com)

#### Data requirements

Data required by Supplier to deliver the Solutions and Services is set out in the Product Terms for each Solution or Service.

In addition, in order to provide the best experience to Customer, Supplier may obtain additional data about the vessels to be registered with the Solution or Service using data collection templates provided by Supplier. Customer's inability to provide such additional data requested in these templates will not prevent Customer from accessing and using the Solutions but may degrade the quality of the Solution or Service delivered by Supplier.

#### Implementation and migration services

Supplier will provide the following implementation and migration services to Customer at no additional cost.

Supplier has a designated customer success manager and sales account manager for each customer at no cost to Customer. Supplier offers in-software feedback for customers to share bugs, improvements or issues as per below.

Training:

Supplier will provide group trainings to Customer's operators as well as trainings to designated super users as reasonably necessary for the effective use of the Cloud Services.

Go-Live services:

Supplier will perform set-up services, such as project management, design, development, implementation, integration, conversion, testing, installation, documentation and training services, as necessary and agreed.

Documentation

The documentation for any Solution will describe fully and accurately the features and functions of the Solution well enough to allow a reasonably skilled user to effectively use all of its features and functions without assistance from Supplier.

Operation and management of the Solution

Supplier will operate and manage the Solution, including the underlying technical infrastructure and software, in order to ensure its availability to Customer in accordance with the Agreement.

Supplier will continuously monitor the Solution for any technical, security, performance or other issues and take appropriate measures to address such issues, including diagnostics/troubleshooting, configuration management and system repair management.

The operation of the Solution also includes continuous updates of business continuity plans, contingency plans and disaster recovery plans on an ongoing basis.

Maintenance services

The Solutions and Cloud Services will regularly be improved, amended and enhanced in accordance with the roadmap of Supplier. Supplier will update the Service Description accordingly.

Supplier will provide (i) regular scheduled maintenance tasks and activities and (ii) limited unplanned/emergency maintenance tasks and activities.

Support services

Customer will have access to Supplier's technical support services. Customer support is designated per customer. Each customer will be assigned a customer success manager. Support can be reached in two methods: (i) through an in-tool feedback button directly in a Solution or (ii) via email to Supplier's customer team at the email inserted below.

General inquiries:

- Email: support@zeronorth.com
- Supplier will provide standard support between 8 AM and 7 PM CET, Monday through Friday, excluding Danish national holidays, as part of the Agreement.

Bunker Procurement:

- Email: support@clearlyx.com
- Telephone: +1 203 616 4333
- Supplier will provide standard support between 8 AM and 7 PM EST, Monday through Friday, excluding US national holidays, as part of the Agreement.

Supplier will provide support services in accordance with industry practice. On-site support will be available to the extent specifically agreed with Supplier.

**Material sub-suppliers**

General:

- Amazon Web Services ("AWS")
- Mixpanel
- Auth0

Bunker Procurement

- Sisense
- Amazon Web Services ("AWS")

Please note that Supplier is entitled to change a material sub-supplier as set out in Suppliers T&Cs and/or any Product Terms.