I. Service Description eOperate

A. Summary

The software eOperate, as well as all optional additional software services based on eOperate as described below, are the backend service that Compleo provides for charging point operators to manage and monitor their charging points. The following service description presents the software services available under the Software Services Individual Agreement and their scope of services in detail:

B. Available "Software-as-a-Service" services

1. eOperate professional

The eOperate professional software includes the following functionalities:

- Access to the eOperate portal;
- Management of the Customer's charging points;
- Search and activation of charging points via eCHARGE+ app;
- Display of status and consumption information for each integrated charging point of the Customer;
- Optional publication of charge point data ("POI" such as charge point address, name of charge point operator, plug information, status "free" or "occupied" and other information not containing personal data) (i) displayed by Compleo on its own networks and relevant tools and (ii) provided by Compleo to third parties, e.g., under roaming agreements;
- Once the charging point is set to authentication mode, it can be activated e.g., via the eCHARGE+ app, RFID card or the eOperate portal;
- Voucher management system, with which the Customer can create vouchers with different feature characteristics for its own charging points;
- Authorization management system, which allows the Customer to assign and maintain user rights for the charging points;
- EMAID and RFID management (if the Customer purchases additional EMAIDs as an upgrade) to manage EMAIDs (activation/blocking) and link them to RFID media such as RFID cards.

2. Upgrades for eOperate professional

The following "Software-as-a-Service" upgrades are available for eOperate professional Customers:

2.1. <u>eLOADMANAGEMENT cloud</u>: with the backend-based dynamic load management, the Customer can form clusters of charging points and limit their estimated charging power to a predefined value. Via an API (interface), the set value can be changed at 15-minute intervals. A first-come-first-served strategy is used to allocate charging power, with the vehicle that charges first receiving higher charging power. To ensure that every vehicle can charge, at least 6 A of connection power is required

for each charging point. In addition, a stable connection to the backend must be guaranteed.

2.2. <u>Branding of the eOperate portal and the eCHARGE+ app:</u> This upgrade allows the Customer to customize colors, logos and text modules of the eOperate portal and the eCHARGE+ app. The brandable eCHARGE+ app itself can be downloaded online for free.

2.3. <u>Multi-client Direct Payment:</u> Currently no longer sold by Compleo in Germany. Compleo provides the Customer with a mobile website (www.epowerdirect.com) and the eCHARGE+ app connected to the Compleo Backend to accept ad hoc payments at charging points of the Customer. With the help of the mobile website or the eCHARGE+ app, the respective charging process is activated by the user. In addition, the forwarding of payment-specific user information to the payment service provider is ensured (including the payment amount and the user's payment information). The user is enabled to purchase charging energy at the conditions set by the charging point operator without being bound to a long-term charging energy contract. The conditions are displayed to the user in the eCHARGE+ app and on the mobile website. Compleo does not receive or store payment-specific user information. This information is sent by the user via the eCHARGE+ app or the mobile website directly to the payment service provider accepted and commissioned by the Customer. As a payment service provider, Compleo has technically integrated PayOne and PayPal into this upgrade service.

2.4. <u>User Hotline:</u> Compleo provides the Customer with a toll-free hotline for users of its charging points that is staffed 24 hours a day, 7 days a week. The hotline may be used to provide assistance to authorized users at the Customer's Connected charging points. The User hotline services include:
- Assistance with operating problems;
- Clarification of authorization problems at the charging point;
- Designation of unoccupied alternative charging points;
- Immediate assistance by activation via user hotline (as far as possible).

2.5. <u>EMAID (EMobility Access Identifier):</u> In the eOperate portal, the Customer can create EMAIDs. Additional fees may apply for each EMAID created (see the corresponding contractual price list).

C. Available "software interfaces" services

1. eConnect (API)

The following "software interfaces" upgrades are available for eOperate professional Customers:

1.1. CDR API:
- The CDR interface provides Charge Detail Records ("CDRs") for a business partner within a specified time period.
- CDRs contain an ID, timestamps for the start and end of the charging process and its session, as well as the energy consumed, the EMAID used and the address data of the charging station.
- CDRs can be received from both a CPO and an EMP perspective. The contents may vary depending on the perspective selected.
- CDRs are available from the following day after the charging process is completed.

1.2. EMAID and Permission Management API:
- The EMAID API provides access to the main functionality required for EMAID management.
- The API can be used to create, modify, and deactivate EMAIDs. Existing EMAID groups can also be edited.
- The changes are also displayed in the eOperate portal.
- This API is only available for Customers with EMP functionalities.

1.3. Mobile API:
- The Mobile API (MAPI) provides the ability to create eMobility client software, such as apps, that implicitly interact with the charging infrastructure. This API provides many public charging station use cases such as:
  - Getting charging station data and EVSE information in real time;
  - Starting and stopping charging sessions on a contract basis;
  - Retrieving session data during a charging session;
  - Retrieving session data from past charging sessions;
  - Search for charging stations within a given geographic area - defined by two geographic coordinates - and filtered by given filter criteria, such as only stations currently available, only stations accessible via an EMAID, or filtered by given plug types.

1.4. POI Service:
- The POI service provides B2B partners with static and dynamic EVSE and charging station specific data from public and private EVSEs. The data is relayed to the partners' endpoints by the POI service.
- This service consists of two operations to transfer EVSE data:
  - pushPOIDataFull - static POI information: Addresses, types of infrastructure, name of CPO, etc.;

- pushPOIStatus - dynamic POI status: current status of the EVSE (free, occupied, unknown).

2. Scope of Use for Software Interfaces

Compleo sets limits on the use of its software interfaces at its discretion (e.g., limits on the frequency with which an API endpoint can be called). The availability of the status information of the current charging point in web services and mobile services at the charging coint depends on the availability of the mobile connection/ GSM network connection at the location of the charging point.
If a Customer's application places an excessive load on the API, Compleo is free to restrict, without warning, the integration's access to the API or the affected agreements' access to the APIs. For the avoidance of doubt, it is noted that the regulations on the modification of services (currently clause 3.3 of the General Terms of Delivery) apply to the use of the software interfaces.

3. Software Interface Development

Reference is made to the application of Section 4.2 of the Group Framework Agreement and to Section 3.2 of the General Terms and Conditions of Delivery. For information only: Changes to the software interfaces generally result in new versions of the respective software interface. A substantial change is a modification that requires the Customer to perform migration work in order to maintain the existing functionality of its application, even if the application follows the tolerant reader principle. Some examples of substantial modifications are:
- Introduction of a parameter that was not previously required;
- Modification of existing error messages/codes;
- Changing a data type of an existing field;
- Change of supported filtering at existing endpoints;
- Renaming a field or endpoint;
- Removal of an existing field or endpoint;
- Changing the URL structure of an existing endpoint.

D. Further Obligations of the Customer

1. General Obligations

The Customer shall fulfill all obligations to cooperate that are necessary to enable Compleo to provide the agreed Software Services. In particular, the Customer is also obligated to:
- to always ensure sufficient mobile radio/GSM reception at the location of the charging points in the case of charging points with mobile radio communication;
- to provide all Customer information required to set up a user login for the eOperate portal;
- to designate a contact person who can be contacted by Compleo in case of questions regarding the Customer's charging points;
- in the event that the POIs of the Customer's charging points are published:
  - To designate an organization/person to perform initial security of the charging points in the event of a hazard;

- to designate an organization/person who will carry out the fault clearance of the charging points in the event of a malfunction.

2. <u>Additionally for Multi-client Direct Payment</u>

The Customer shall comply with all cooperation obligations required for Compleo to provide Multi-Client Direct Payment. In particular, the Customer must also:

- Close contracts with the payment service providers technically connected by Compleo for the payment process at the Customer's charging points. Compleo is not a party to these contracts and has no influence on the terms and conditions applicable to these contracts. The payment service provider PayOne enables payment services via VISA Card, Mastercard and PayPal. PayPal requires the Customer to establish a business account with PayPal. After the Customer has concluded a contract with one of the respective payment service providers, the Customer receives payment-specific information from the selected payment service provider. This is specific Customer IDs of the payment service provider and not user-related data. These are required for the transmission and allocation of the charging transaction data by Compleo. The Customer enters these Customer IDs via eOperate portal on its own. The entry of these Customer IDs in the eOperate portal is a prerequisite for Compleo to be able to transmit the payment-specific information to the respective payment service provider.

- all information and documents required for the establishment and implementation of the contractual relationship between the Customer and the users of the Customer's charging points which make ad hoc payments (e.g. Customer shall be solely responsible for (i) the Ad-hoc Information (e.g., General Terms and Conditions, Legal Notice, Privacy Policy, Tariff; collectively, the "Ad-hoc Information") and (ii) compliance with all laws applicable to the Ad-hoc Information (including, but not limited to, energy and calibration law, civil law, regulatory law and tax law). The Customer shall provide the Ad-hoc Information through the eOperate portal on its own for the mobile website and the eCHARGE+ App. The individual steps for the proper setup of the Ad-hoc Information are described in the operating instructions provided by Compleo. Compleo assumes no liability for the content and design of the Ad-hoc Information, which is to be created and maintained by the Customer. Compleo reserves the right to block the Customer's access to illegal or improper content until clarification. The Customer is free to change the Ad-hoc Information at any time via the eOperate portal.

- enter the gross billing rates via the eOperate portal on its own. In addition, the Customer selects the currency to be used and the applicable VAT rate. The net prices displayed on the mobile website or the eCHARGE+ app are rounded according to commercial practice. The invoice amount is displayed on the basis of gross prices. The net price shown is calculated from the gross price, less the value-added tax specified by the Customer.

3. <u>Additionally for Software Interfaces (esp. eConnect (API))</u>

The Customer must fulfill all obligations to cooperate that are necessary for Compleo to provide the agreed software interfaces. In particular, the Customer must also:

- provide all Customer information required to set up a user login for the software interfaces;
- a contact person of the Customer with whom issues related to the software interfaces can be clarified;
- implement its individual applications according to the "tolerant reader" pattern. This means that non-substantive changes (changes that do not require migration work by the Customer to maintain the functionality of their application, so-called "non-breaking changes") do not result in any changes to their applications.
- Some examples of non-breaking changes are:
  - Adding new endpoints;
  - Adding new response parameters;
  - Adding new error messages/codes;
  - Adding a new optional request parameter.
- In case of using the POI service:
  - The Customer stores the POI data in its backend for use in its individual applications.

II. Service Description eOperate Partner

A. Summary

The eOperate Partner product allows the Customer to manage the eOperate accounts as well as the charging points of its customers.

B. Available „Software-as-a-Service" Services

- This Compleo product allows the Customer to manage its customers, their connected accounts and their charge points in the eOperate portal in addition to its own accounts and charge points.
- The Customer has the same functions per charging point as the Customer's customer. Which functions these are depends on which products the Customer has provided to its customer. The exact functions can be found in the corresponding service descriptions.
- Compleo can change the agreed functions and the described scope of functions. This is subject to the condition that the Customer is not objectively placed in a worse position compared to the service description included at the time of conclusion of the contract (e.g., retention or improvement of functionalities) and that there is no clear deviation from the latter.

C. Cooperation Obligations of the Customer

- The Customer shall ensure that no unauthorized person gains knowledge of the passwords belonging to the IT systems made available to him or can use them. In the event of loss or if there is a possibility that an unauthorized person has gained knowledge of the associated passwords, the Customer shall inform Compleo thereof immediately in writing, by fax or by email so that Compleo can block them.
- The Customer shall be obliged to inform its customers that no malware is installed in the IT systems used which could damage or impair the functionality of eOperate.
- After training of users of the Customer by Compleo, the Customer is responsible for the initial and recurring training of its customers in the use of eOperate and the eOperate portal.

D. Technical and Other Prerequisites

The prerequisite for using the eOperate portal is an internet-capable terminal device with a browser.

III. Service Description ENTERPRISE

A. Summary

The software service ENTERPRISE as well as the (optional) software services based on it essentially comprise the entirety of the backend services that Compleo provides for charging point operators for the administration and monitoring of their charging points. The following service description describes in detail the Software Services available under the Software Services Individual Agreement or under the Software Services Special Terms and Conditions and their scope of services:

B. Available „Software-as-a-Service" Services

1. ENTERPRISE Basic Package

The software service ENTERPRISE Basic Package includes the following functionalities:
- Access to the ENTERPRISE portal;
- Management of the Customer's charging points;
- Search and activation of charging points via web app;
- Display of status and consumption information for each integrated charging point of the Customer;
- Once the charging point is set to authentication mode, it can be activated via the web app, RFID card or ENTERPRISE portal, for example;
- An authorization management system that allows the Customer to assign and maintain user rights for the charging points;
- User and RFID management to manage users (activation/blocking) and link them to RFID media such as RFID cards;
- Tariff management system to define prices and tariffs for users with contracts (the Customer is exclusively responsible for the use of legally compliant prices and tariffs).
- Preparation services for the billing of charging processes of users with contracts ("charging current billing"), i.e. recording and pricing of charging processes on the basis of Customer specifications and provision of a PDF file to the user via email;
- Export of SEPA credit notes and SEPA debit notes for charging current invoices.

2. Upgrades for ENTERPRISE Basic Package

The following "Software-as-a-Service" upgrades are available for ENTERPRISE users:

2.1. Ad-hoc Payment Computop: Compleo provides the Customer, via the ENTERPRISE web app, with the possibility to accept ad-hoc payments from the User at its charging points. The user can start the Ad-hoc Payment function by selecting the charging point in the web app or by scanning the payment ID assigned to the charging point at the charging point. The user is enabled to purchase charging energy at the conditions

set by the Customer without being bound to a charging energy contract beyond the individual charging process.

2.2. Hubject Connection: To obtain this upgrade, a separate contract based on the special conditions Hubject connection ENTERPRISE for B2B Customers of Compleo Charging Software GmbH is required. With this upgrade, Compleo takes over the marketing and billing of the Customer's charging points to electric vehicle providers (EMPs) via the roaming platform Hubject. Compleo's services are compensated by a revenue share with regard to the Customer's sales made via Hubject. The Customer shall receive a credit note from Compleo for the charging transactions made via Hubject minus the revenue share for Compleo.

2.3. Subtenants: As a Customer it is possible with this feature to organize its charging infrastructure via several subtenants as well as to sell features to third parties as its own service (so-called reselling).

2.4. Branding: This upgrade allows the Customer to customize the domain, colors and logos of the ENTERPRISE portal and the web app.

2.5. Whitelabel-License: With the Whitelabel upgrade, the Customer obtains the position of a main tenant and thus has the possibility to manage subtenants and sub-subtenants under himself (so-called double reselling). The Whitelabel License upgrade includes all services of the Branding and Subtenants upgrades.

2.6. Payment-Terminal-Connection: This upgrade enables the connection of Compleo certified POS terminals, with which the user can purchase charging energy at the conditions specified by the Customer by using his bank or credit card. For this purpose, the Customer has the possibility to set prices per terminal in the ENTERPRISE portal. In addition, receipts are created in the form of a pdf document for successfully completed charging processes, which can be called up and downloaded by the user via the website www.ev-r.eu. The Customer is responsible for the correctness and up-to-dateness of the receipts. The Customer shall be responsible for the accuracy and timeliness of the information provided by it to Compleo for the provision of these Services and shall maintain this information in the ENTERPRISE portal in an up-to-date and accurate manner at all times.

2.7. User Hotline: Compleo shall provide thee Customer with a toll-free hotline for users of its charging points that is staffed 24 hours a day, 7 days a week. Via the hotline, authorized users at connected charging points of the Customer can receive support. The services provided by the user hotline include:
- Assistance with operating problems;
- Clarification of authorization problems at the charging point;

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- Designation of unoccupied alternative charging points;
- Immediate assistance through activation via the user hotline (as far as possible).

C. Available "Software Interfaces" Services

1. API

The ENTERPRISE API provides access to all functions that can also be accessed via the frontend.

2. Scope of Use for Software Services

Compleo sets limits on the use of its software interfaces at its discretion (e.g., limits on the frequency with which an API endpoint can be called). The availability of the status information of the current charging point in web services and mobile services at the charging point depends on the availability of the mobile connection/ GSM network connection at the location of the charging point.

If a Customer's application places an excessive load on the API, Compleo is free to restrict, without warning, the integration's access to the API or the affected agreements' access to the APIs. For the avoidance of doubt, it is noted that the regulations on the modification of services (currently clause 3.3 of the General Terms of Delivery) apply to the use of the software interfaces.

3. Software Interface Development

Reference is made to the application of Section 4.2 of the Group Framework Agreement and to Section 3.2 of the General Terms and Conditions of Delivery. For information only: Changes to the software interfaces generally result in new versions of the respective software interface. A substantial change is a modification that requires the Customer to perform migration work in order to maintain the existing functionality of its application, even if the application follows the tolerant reader principle. Some examples of substantial changes are:

- Introduction of a parameter that was not previously required;
- Modification of existing error messages/codes;
- Changing a data type of an existing field;
- Change of supported filtering at existing endpoints;
- Renaming a field or endpoint;
- Removal of an existing field or endpoint;
- Changing the URL structure of an existing endpoint.

D. Cooperation Obligations of the Customer

1. General Cooperation Obligations

The Customer shall provide such cooperation obligations as are reasonably required to enable Compleo to provide the agreed Software Services. In particular, the Customer is obliged to:

- to ensure sufficient mobile radio/GSM reception at the location of the charging points at all times in the case of charging points with mobile radio communication;
- to provide all Customer information required to set up the Customer account for the ENTERPRISE portal;
- to designate a contact person who can be contacted by Compleo in case of questions regarding the Customer's charging points;
- in case the POIs of the Customer's charging points are published:
  - To designate an organization/person to perform the initial security of the charging points in the event of a hazard;
  - to name an organization/person who will carry out the fault clearance of the charging points in the event of a malfunction.
- to activate functions and features via the ENTERPRISE portal on its own.

2. Additionally for Ad-hoc Payment Computop

The Customer shall reasonably fulfill such cooperation obligations as are necessary for Compleo to provide the "Ad-hoc Payment Computop" function. In particular, the Customer is obliged to:

- to conclude contracts for payment transactions at the Customer's charging points with the Computop Paygate technically connected by Compleo as well as with the payment service providers required for acquiring;
- to enter the access data of its Computop account in the ENTERPRISE portal on its own;
- to create and manage all information, documents and documentation required for the conclusion and implementation of the contractual relationship between the Customer and the users within the scope of ad hoc charging (e.g., General Terms and Conditions, Legal Notice, Privacy Policy, Tariff; collectively, the "Ad-hoc Information"); Customer shall be solely responsible for (i) the Ad-hoc Information and (ii) compliance with all laws applicable to the Ad-hoc Information (including, but not limited to, energy and electricity laws, price quotation regulations, tax laws). The Customer shall make the Ad-hoc Information available via the ENTERPRISE portal on its own. Compleo assumes no liability for the content and design of the Ad-hoc Information to be created and maintained by the Customer. Compleo reserves the right to block the Customer's access to illegal or inadmissible content until clarification. The Customer is free to change the Ad-hoc Information at any time via the ENTERPRISE portal.

- enter the gross billing rates via the ENTERPRISE portal on its own. In addition, the Customer selects the currency to be used and the applicable VAT rate.
- to attach the QR code stickers for the Ad-hoc Payment to its charging points and to assign the payment ID via the ENTERPRISE portal on its own.

3. Additionally for Hubject-Connection

The Customer shall reasonably provide such cooperation obligations as are necessary to enable Compleo to properly provide the "Hubject Connection" function. In particular, the Customer shall:

- apply for a Provider ID and to maintain it in the ENTERPRISE portal on its own;
- for all charging points to be marketed on Hubject, activate the public visibility of the charging station and to assign a unique EVSE ID via the ENTERPRISE portal on its own.

4. Additionally for Branding

The Customer shall reasonably provide such cooperation obligations as are necessary for Compleo to properly provide the Branding Function. In particular, the Customer shall be obliged:

- to configure the DNS entries of its domain via the ENTERPRISE portal on its own as well as to provide an SSL certificate in accordance with the requirements of Compleo provided in the ENTERPRISE portal;
- to enter the server configuration for outgoing mails;
- to configure the cookie consent banner;
- to provide texts, logos, images and colors according to the requirements of Compleo provided in the ENTERPRISE portal;
- enter the terms and conditions, privacy policy and imprint.

5. Additionally for Software Interfaces (API)

The Customer shall provide such cooperation obligations as are reasonably required to enable Compleo to provide the agreed software interfaces. In particular, the Customer is obliged:

- to provide all Customer information required to set up a user login for the software interfaces;
- to name a contact person of the Customer to Compleo with whom topics in connection with the software interfaces can be clarified;
- to implement its individual applications according to the "tolerant reader" pattern. This means that non-substantive changes (changes that do not require any migration work by the Customer to maintain the functionality of their application, so called "non-breaking changes") will not result in any changes to their applications. Some examples of non-substantive changes are:
  - Adding new endpoints;
  - Adding new response parameters;
  - Adding new error messages/codes;
  - Adding a new optional request parameter.

6. Additionally for Payment-Terminal-Connection

The Customer shall reasonably fulfill such cooperation obligations as are necessary for Compleo to provide the "Payment Terminal Connection" function. In particular, the Customer is obliged to:

- to conclude contracts for payment transactions at the Customer's charging points with a hardware-compatible payment service provider;
- to prepare and manage all information, documents and documentation required for the conclusion and execution of the contractual relationships between the Customer and the users within the scope of ad-hoc charging (e.g. General Terms and Conditions, Privacy Policy, Tariff; collectively referred to as "Ad-hoc Information"); Customer shall be solely responsible for (i) the Ad-hoc Information and (ii) compliance with all laws applicable to the Ad-hoc Information (in particular, but not limited to, energy and calibration laws, price indication regulation, tax law). Compleo assumes no liability for the content and design of the Ad-hoc Information to be created and maintained by Customer.
- to enter the gross billing rates via the ENTERPRISE portal on its own.