

**APPENDIX - DESCRIPTION OF THE CUSTOMS EDI SERVICE
PROVIDED BY THE PUBLISHER**

1. DESCRIPTION OF THE SERVICE

The Publisher's Operating Platform permits the proper exchange of computerised data between the Publisher's software package and the system set up by the Customs Administration.

The technical features of the platform are described in the documentation available from the Publisher. Translations, the routing of EDI flows, declarative messages, acknowledgements of receipt, and other messages from the Customs Administration are carried out according to the standard message formats in force and via the standard protocols defined by said Administration.

Any other data format requested by the Customer or its correspondents must be the subject of a prior study and a specific service offer.

For the purpose of the performance of the Customs EDI Service, the Customer undertakes to:

- have the necessary approvals and must be registered with said Administration.
- set up and maintain in good working order the lines and the technical resources necessary for the transmission of its computerised data via the Internet to the Publisher's platform.
- be personally responsible for the sustainability of the performance of its networks.
- make available to the Publisher all the information and documents necessary to perform the EDI Service in good conditions.

The data provided by the Customer and transmitted to the Publisher's EDI Platform must be free of errors, accurate, and genuine. This clause also applies to the submission of declarations and attached documents.

The Publisher guarantees:

- the conformity of the connection of the Publisher's platform with the technical and functional specifications of the networks and of the Customs Administration.
- the transmission of declarative messages to the Customs Administration's server after their receipt on the platform. The Publisher shall immediately send to the Customer all return messages and acknowledgements of receipt containing the successive statuses of the operation in progress sent by the Customs Administration.

The Publisher shall ensure that the contents of the declaratory messages received from the Reporter are not altered during transmission to the Customs Administration.

2. CONDITIONS OF USE

The EDI platform shall be accessible 24/7 outside of scheduled shutdowns of the Platform by the Publisher or a shutdown on the instructions of the Customs

Administration and excluding saturation of telecommunication networks.

The Publisher reserves the right to make any modifications to the EDI Service necessary to comply with new regulations (technical specifications applicable to the EDI connection and message format) or to modify the functional scope of the EDI Service in this last case with one (1) month's notice. These modifications may result in rate revisions.

Therefore, the Customer is informed and accepts that the specifications in force at the time of the signing hereof could change.

3. DATA STORAGE

In connection with the subscription to the Customs EDI offer, if the end of the Agreement does not coincide with the time limit of Customs actions, which would be longer, the Customer will be able to have the necessary declaration elements beyond the end of this Agreement, in accordance with the financial terms in force for the Publisher at the time of the request and following the recommendations provided by the Publisher.

The data relating to the declarations shall be retained for a period of thirty-six (36) months until the anniversary date of their creation, under the conditions hereof.

At the end of this retention period, the Publisher may destroy the Customer's data, unless otherwise notified by the Customer, no later than one (1) month after the end of this period. Any transmission of archived data shall be done according to the rate in force as of the date of the request.

4. DESCRIPTIONS OF MAINTENANCE SERVICES

a) Standard Maintenance

For the duration of the Agreement, the Publisher shall provide the following services to the Customer:

- Access to the Publisher's remote maintenance service. This remote maintenance service shall be performed exclusively within the framework of the Publisher's procedure available from the Publisher.

The version of this procedure in force at the time of the signing of this Agreement shall be sent to the Customer after the signing hereof;

- Provision of corrective Updates: the Publisher shall be responsible for correcting any Anomalies identified by the Customer. The Publisher may also communicate a workaround to the Anomalies identified by the Customer. The Anomaly must be reported to the Publisher with sufficient details to allow the Publisher to intervene. It shall be up to the Customer to refer to the Software Package user manual before each intervention request and to describe accurately and comprehensively the symptoms of the encountered Anomaly.

- Perfective updates: Perfective maintenance shall be performed by making the latest marketed version of the Software Package available via the Operating Platform.

For the maintenance of the Hosted Application, the Publisher shall provide technical and functional support for the Hosted Application through a team of technicians and specialists.

Except for public holidays and exceptional days when the Publisher is closed, and except in cases of force majeure as defined in article 13 of the Agreement, the hours of intervention of this support team shall be Monday to Friday, 8:30 a.m. to 12:30 p.m. and 1:30 p.m. to 6:00 p.m. (Paris time). The Publisher reserves the right to change its working hours and shall notify the Customer of the new working hours by any means at its discretion.

In order to receive support, the Customer must contact the Publisher's team of technicians during the support hours by telephone on the number previously communicated to it or connect to the Publisher's Web Assistance portal Publisher, available 24 hours a day, 7 days a week at the URL provided to the Customer at the time of the order. This portal allows Trained Users to report Anomalies.

The Publisher undertakes to respond to the Customer's request within a maximum of four (4) working hours from the Customer's call recorded by the Publisher's team of technicians or from the Customer's entry of the request on the Publisher's Web Assistance portal.

The Response Time for an Anomaly or a request for support refers to the time necessary for the assignment of one of the Publisher's workers to handle the request sent by the Customer. The response to the Anomaly or the request by the Publisher's support team shall be conveyed by a Customer callback or an email from the Publisher.

The Customer shall provide the Publisher with any requested element in order to qualify the Anomaly or the request.

The perfective maintenance service also includes the provision of additional services that could accompany the updates, apart from any training and/or consulting services. The need to implement a perfective update shall be decided unilaterally by the Publisher in view of legal and technological developments.

Any exchange of programs or data between the Customer and the Publisher must comply with the media standards in force at the Publisher at the time of dispatch.

b) Optional Services

In addition to the maintenance services described in point 1), the Customer may subscribe to the following optional services:

- 2-hour Priority Support (Response Time):

The Publisher undertakes to respond to the Customer's request within two working hours from the Customer's call recorded by the Publisher's team of technicians.

- On-call Technical Support:

Provision of extensive telephone support on the Software Packages to resolve certain defined technical issues.

These optional services may be available to Customers under the pricing conditions described in the Appendix at the time of their request and may be ordered at any time throughout the duration of this agreement. As such, these optional services shall be invoiced separately.

If the Customer has not used all of its annual services after an annual maintenance period, these services cannot be carried forward to the following year.

5. EMERGENCY PROCEDURE

In addition to the emergency procedure put in place by the Customs Administration in the event of a lasting malfunction of the Customs Administration's servers, the Publisher has put in place, according to the process defined by the Customs Administration, an emergency procedure that it uses in the event of malfunction of its own computer platform or any other hardware, equipment, software, or application used.