

**Application Areas T 1-3
for IT Operation Services**

Version 2/2022

IT Operation Services

Daimler Truck AG = Customer = **CU**
External Service Provider = Contractor = **CO**

Definition of IT Operation Services

The service to be provided by the CO falls into the system operation phase (SO) of the life cycle according to Figure 1.

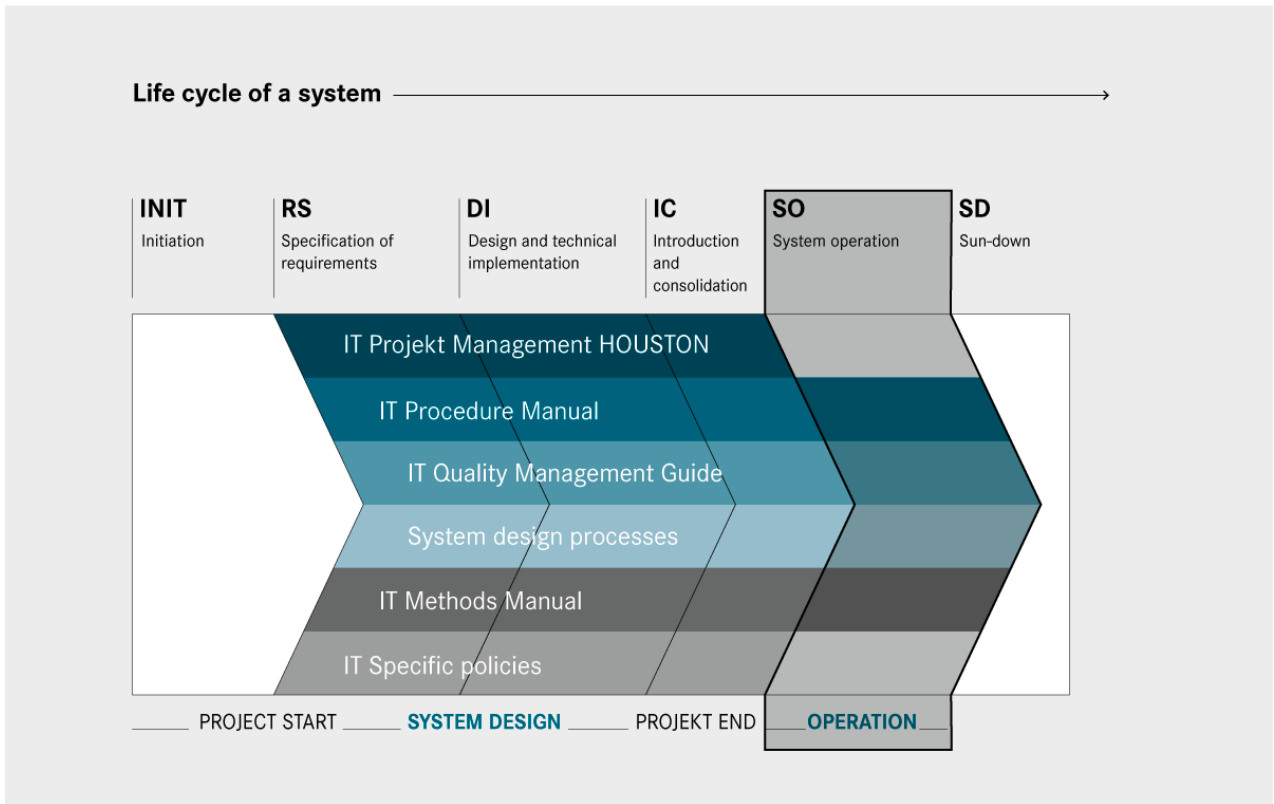


Figure 1

Areas of Application

The following services can be ordered in levels T1-3 as a service or work contract (*Dienst- oder Werkvertrag*) with a detailed service description from the DTAG department:

	Technical Support Level 1 (T1)	IT Support Level 2 (T2)	IT Support Level 3 (T3)
Areas of Application	Clear tasks without any scope for decision making. Onsite support: relocation of clients, workstations, printers, upgrading, replacement, dismantling/scrapping of clients HW installation; fuelling, staging, commissioning, uninstallation, disposal.	Fault correction on site and on the phone. Little scope for decision-making	Complex fault corrections. Extensive, order-related scope for decision-making
	HW-/SW- standard installation, system customising, administration. Repair of printers out of warranty, special prints/content printing	HW/SW installations and updates, network integration, administration	Complex software installations, updates, development of server structures, participation in projects, training / coaching of technicians and supporters.
			If necessary, take over complex subtasks in IT logistics (warehouse, customising, commissioning)
	Application operation, application support of mainframe applications; DB operation, administration (simple); 1st level remote application support	Application operation in the host environment, application support and monitoring of the job flow control of mainframe applications, (difficult), administration, 2nd level support	Application operation in the host environment; application support of mainframe application (complex), full service from application perspective, 3rd level support
	Customer - Remote Desktop Management: Monitoring & Reporting; UHD/AHD: 1st Level Remote Support (Windows, Unix, PDA), administration	Monitoring & Reporting, UHD/AHD 2nd level remote support (Windows, Unix)	UHD/AHD 3rd level remote support
	HW/SW operation; monitoring; administration; 1st level support	HW/SW operation; monitoring; administration; 2nd level support	HW/SW operation; monitoring; administration; 3rd level support
	Provisioning, configuration of mainframe computers, monitoring, reporting of mainframe key figures	2nd level support in mainframe environment	3rd level support in mainframe environment

Framework Conditions

Service Days

All working days Monday to Friday of the calendar year (e.g. 248 working days in 2014) minus the site-specific days off (usually between 24 December and 31 December).

Service Hours

Standard time frame on all service days: 07:00 - 20:00.

Extended service hours: 06:00 - 22:00.

On special request, deployment outside these hours as well as on Saturdays, Sundays and public holidays shall be possible.

Shutdown / Short-time Work (without Service)

No performance or services can be invoiced for an announced shutdown or short-time working phase.

Interruptions

In the event of interruptions, the Contractor shall ensure an equivalent continuation of the IT Operation Services:

- in the event of foreseeable interruptions, a seamless continuation shall be ensured,
- in the event of unforeseeable interruptions (e.g. illness of the assigned employee), continuation must be ensured from the 2nd working day.

Location/Travel Expenses

In individual cases, an assignment must be carried out outside the individual regular place of work (e.g. in another part of the plant, in the home of a Daimler Truck AG employee due to remote working support, etc.). No travel costs or additional expenses will be reimbursed. An assignment in different parts of the plant on different service days does not count as a mobile assignment. After consultation, temporary deployment must also be possible at other Daimler Truck AG locations worldwide.

Mobile Use

IT Operation Services which are regularly provided by a vicarious agent (*Erfüllungsgehilfe*) of the CO during a service day in different parts of a site shall be remunerated with an additional lump sum covering all travel costs or other additional expenses.

Duties

The CO shall ensure that each of its vicarious agents is obliged to comply with the CU's guidelines for IT Operation Services and the provisions of the Daimler Truck AG on confidentiality, IT security and the hiring out of employees (*Arbeitnehmerüberlassung*).

Right to Issue Instructions / Hiring of Employees

The CO shall appoint a representative. This representative shall coordinate the deployment of the CO's employees and shall be responsible for capacity planning. The CU shall be entitled to specify technical requirements and conditions for the representative in individual cases. The right to issue instructions under labour law shall not be transferred from the CO to the CU. In daily operations, the individual employees of the CO shall *not* accept orders *directly* from employees or representatives of the CU. Orders shall be placed via an order system to be used jointly (e.g. the "Corporate Problem Management System" currently in use). All assigned work shall be carried out by the CO under its own responsibility. The CO's representative shall be responsible for the timely processing of the orders pending in the ticket system.

Provision Of Equipment

The CO shall provide the work equipment available on the market (e.g. PC, mobile end devices, vehicles, in particular cars, tools, protective clothing, etc.).

Work equipment that has special Daimler Truck AG requirements shall be provided by the CU. Such are to be expressly regulated in the service description of the contract for work or services (e.g. test benches, measuring equipment, laboratories, IT systems, etc.) and explicitly listed in the separate template "Provision of Equipment" and attached to the call-off.