

Appendix 1

Classification	GridDB
Service name	GridDB Cloud Service Free Plan (Not limited to Japan)

GridDB Cloud Service Free Plan (Not limited to Japan) Service Specifications

Positioning of these specifications

This document sets forth the specifications of the free shared environment plan of the GridDB Cloud Service provided by Toshiba Digital Solutions Corporation (hereinafter referred to as "the Company"). Any matters not specified herein shall be subject to the provisions of the GridDB Cloud Service Free Shared Environment Plan (Except for Japan) Terms of Use (hereinafter referred to as the "Terms"). In the event of any conflict between the Specifications and the Terms in connection with the Service, the Specifications shall prevail, thus be sure to read this document before using the Service. Please note that by subscribing to the Service, the Customer is deemed to have agreed to the contents of the Specifications.

1. Service Overview

- The Service uses the GridDB provided by the Company via the Internet. Please use the appropriate service according to the environment in which you use GridDB.

2. Definition of Terms

- Specific terms referred to herein are defined in Appendix 2.

3. Description of Service

3-1. Subscription details

Service name	Instance
GridDB Cloud Free Shared Environment Plan (Not limited to Japan)	Shared environment instance

- Depending on the cloud vendor's IaaS availability, resources may change.
- There are no additional optional services available for purchase with the Service.
- The Service is subject to the following limitations.
  - Available storage capacity (10 GB)
  - Number of use and size for various resources (number of accesses, working memory size, number of SQL requests, etc.)
  - Number of times the WebAPI can be accessed (3000 times per 10 minutes)

3-2. Commencement of use of the Service

- After the Customer has completed the application using the GridDB Cloud Free Plan application form, if there are no problems with the application, the information for using the service will be sent to the subscriber by the business day following the day the application was submitted. Business days shall be the Company's business days.

### 3-3. Changing the Service plan

- The Customer cannot change the plan from the free shared environment plan to the paid plan.

### 3-4. Termination of the Service

- When the Customer terminates the use of the Service during the term of the Company's provision of the Service, the Customer shall perform the procedure for terminating the Service at the helpdesk. Unless otherwise specified by the Company, after the termination procedures are completed, the Company will stop providing the Service on or after the day following the request for termination made from the helpdesk.
- When we determine that the Service has not been used for 30 days, or when the restrictions on the Terms of Use are applied, the Company may, at our own discretion, terminate the Service.

### 3-5. Information provided to the Customer

- The information to be provided will be communicated to the subscriber.
- The subscription ID will be provided.

## 4. Maintenance and Support

### 4-1. Helpdesk

- The Customer can use the helpdesk from the first day of use of the Service. The Customer cannot use the helpdesk before then.
- The helpdesk accepts requests to cancel the free shared environment plan.
- You can contact the helpdesk by email.
- The helpdesk handles inquiries from 9:00 a.m. to 12:00 p.m., and 1:00 p.m. to 5:00 p.m. Japan time on the Company's business days. Emails are accepted 24 hours a day, but responses are given only during the above hours. In addition, inquiries received after 5:00 p.m. will be deemed as accepted on the next business day.
- We will respond to Customer inquiries within three (3) business days from the receipt of the inquiry, but depending on the nature of the inquiry we appreciate the Customer's understanding in advance that additional time may be required.
- Inquiries shall be made only by subscribers.

### 4-2. Services not included in the Service

- The Service does not include the following services:
  - Inquiries regarding the use of the Service
  - Inquiries regarding failures of the Service
  - Response to inquiries concerning matters other than the use of the Service
  - Response to inquiries about application development and consultation
  - Onsite support
  - Provision of the equipment, environment and lines required for use of the Service and provision of support therefor
- The Service does not include any other services not expressly identified as included in the Service.

### 4-3. Environment to be prepared by the Customer

- The Customer shall prepare any equipment, software and communication lines required for the use of the Service that are not provided by the Company.

- The Customer shall prepare an environment for connecting to the network necessary for using the Service.
- Depending on the security policy of the client or Internet connection environment, it may not be possible to obtain or use the deliverables in the Service.

## 5. Terms of Service

### 5-1. GridDB usage environment

When the total amount of data transferred from the IaaS environment used in the Service to the Customer's environment exceeds 5GB in a month, we may cancel the provision of the Service after notifying the Customer in advance.

## 6. Changes to Service Specifications

- The functions and specifications provided by the Service may be changed by giving one-month prior notice to the Customer.

## 7. Operation

### 7-1. Service Stoppage

- Upon prior notice to the subscriber, the Company may temporarily stop the provision of the Service in any of the following cases. In the event of a failure or an emergency security measure, the Service may be temporarily stopped without prior notice.
  - [1] When it becomes necessary to perform regular maintenance or otherwise maintain or construct any equipment or facilities related to the Service;
  - [2] When the Company is, or is likely to be, unable to provide all or part of the Service to the Customer due to circumstances of a telecommunications carrier or person providing telecommunications services (including provision of telecommunications lines, etc.) to the Customer or the Company ;
  - [3] When it is difficult to provide the Service due to disaster such as power outage including those in the preceding item, fire, or natural disaster, or any other cause not attributable to the Company;
  - [4] When the Company takes security measures against computer viruses, etc.; or
  - [5] When any other emergency events occur.
    - \* In the case of (1), the subscriber will be notified one month prior to the suspension of the Service unless there are special circumstances.

### 7-2. Operation guarantee

- A rate of operation is not specified for the Service. Moreover, the actual values are not disclosed.

### 7-3. Version upgrade

- The Company will upgrade the software used for the Service at the Company's own discretion.

### 7-4. Outsourcing of operation

- The operations of the Service may be outsourced to a third party designated by the Company

(hereinafter referred to as "Contractor"). The Contractor assumes the same obligations and responsibilities regarding the performance of services as the Company under the Service.

## 8. Data Management

### 8-1. Data maintenance

- The Company regularly backs up the database to storage on the server infrastructure for disaster recovery.
- The Company will use the backup data of the database backup when the Company deems it necessary for recovery processing. The Company does not perform recovery processing based on a request from a Customer.

### 8-2. Server data management

- The Company may delete server data after notifying the Customer of the target and reason in advance.
- If the Agreement is terminated for any reason whatsoever, the Customer shall completely delete the server data related to the Agreement by the date of termination of the Agreement. The Company will not provide any data after the termination of the Agreement.
- If the server data is not deleted by the termination date of the Agreement, the Company may delete the server data related to the Agreement without any notice to the Customer.
- The Company shall not be liable for any damage incurred by the Customer as a result of deletion of the server data pursuant to the preceding paragraph.
- If the Customer uses up the allocated data area for continuous registration, etc., an error occurs and data registration cannot be performed. The Customer needs to delete unnecessary data.

### 8-3. Loss of server data

- If any data is lost, damaged or divulged (hereinafter referred to as "loss, etc." in this article) intentionally or by gross negligence of the Company, the actions set forth in the following items shall be taken. However, the Company will take the action specified in Item (2) only when the Customer notifies the Company in writing of the fact within thirty (30) days of the loss, etc. of the data, and the Company will not guarantee the recovery of the data.

[1] Notify the Customer without delay; or

[2] Take measures to recover the data to the extent possible.

The Company will assume no responsibility for any loss, etc. of data except as provided in this article.

End

Appendix 2  
Definition of Terms

- |  |   |
|--|---|
| (1) The Company                            | Toshiba Digital Solutions Corporation   |
| (2) The Customer                           | <p>A legal entity or individual who has entered into the Agreement with the Company for the Service and does not reside in any of the following regions:</p> <p>Republic of Austria, Republic of Belarus, Kingdom of Belgium, Republic of Bulgaria, People's Republic of China, Republic of Croatia, Republic of Cuba, Republic of Cyprus, Czech Republic, Kingdom of Denmark, Republic of Estonia, Republic of Finland, French Republic, Federal Republic of Germany, United Kingdom of Great Britain and Northern Ireland, Hellenic Republic, Hungary, Ireland, Islamic Republic of Iran, Republic of Iraq, Italian Republic, Republic of Latvia, Republic of Lithuania, Grand Duchy of Luxembourg, Republic of Malta, Kingdom of the Netherlands, North Korea, Republic of Poland, Portuguese Republic, Romania, Russian Federation, Slovak Republic, Republic of Slovenia, Kingdom of Spain, Kingdom of Sweden, Syrian Arab Republic.</p> |
| (3) User(s)                                | Customers who can use the Service.  |
| (4) The Service                            | The Company's service covered under the terms of the Agreement. Whether or not the terms of the Agreement apply is described in the Service Specifications for the relevant service.  |
| (5) The Agreement                          | An agreement between the Company and the Customer concerning the specific Service concluded for each Service in accordance with Article 4 of the Terms of Use.  |
| (6) Individual rules                       | Rules that constitute special provisions to the terms and conditions of the Agreement with respect to certain services of the Service.  |
| (7) Service Specifications                 | A document that describes the details of the specific Service, operating environment and whether or not the terms and conditions of the Agreement are applicable.   |
| (8) Deliverables                           | Items created using the Service (documents, data, programs, etc).   |
| (9) Equipment, etc. managed by the Company | Any and all equipment and software owned or leased, or licensed for use to the Company for the purpose of providing the Service, and any and all equipment and software owned or leased, or licensed for use to other telecommunications carriers for the purpose of providing the telecommunications service underlying the Service.   |
| (10) Server                                | Of the equipment, etc. managed by the Company, electronic calculation processing devices and electronic information   |

- storage devices used for the Service.
- (11) Service commencement date The specific date on which the Service becomes available to the Customer and the User.
  - (12) ID, etc. Character strings and confidential passwords that identify the Customer in order to use the Service.
  - (13) Telecommunications equipment Machines, instruments, lines and other electrical equipment for conducting telecommunications.
  - (14) Telecommunications service Intermediating the communications of others using telecommunications equipment or otherwise providing telecommunications equipment for the use of communications of others.
  - (15) Ancillary service Services, additional optional services, or functions incidental to the Service set forth in the Service Specifications, for which the details are described in the Service Specifications. Ancillary service are treated similarly to the Service based on the terms and conditions of the Agreement.
  - (16) Loss, etc. of server data Loss, damage or leakage of server data due to willful or gross negligence of the Company.
  - (17) Agreement Manager A person who serves as a point of contact for the Customer who has subscribed for the Service. An agreement manager manages the ID and password for using the Service, and serves as the contact person for inquiries to the help desk and in case of problems.
  - (18) Sub-Agreement Manager A person who will perform the above roles on behalf of the Agreement Manager.
  - (19) Endpoint equipment A terminal, computer, or information device connected to a communication line or the end of a network.
  - (20) Application form for GridDB Cloud Free Plan This is the application form on the website provided by the Company that allows the Customer to apply for the Service.
  - (22) Individual terms of use This means the documents set forth by the Company separately from the Terms, under a name such as "terms" and "guidelines."

End