SPECIAL TERMS

To use the Service, Customer is responsible for…	Technical details	API / EDI products	HOME Application products	Web Application	Digital HOME (including IQAX Gateway)
obtaining and maintaining all necessary software, hardware, devices with minimum requirements	Minimum technical requirements of equipment, software, hardware, devices (e.g. IOT devices)	**A. System Resources Requirements** • CPU: Systems based on the X86 64-bit processor architecture such as Intel-64 or AMD64 • Memory (RAM): 4GB or above • Operating System: Microsoft Windows 7 with SP1, Mac OS v10.12, Ubuntu 18.04 LTS, Red Hat Enterprise Linux (RHEL) 8 for Servers and Desktop editions; Recommended: Windows 10, Mac OS v10.14, Ubuntu 18.04 LTS, RHEL 8 • Internet: Ethernet connection (LAN) OR a wireless adapter (Wi-Fi). To invoke pull-based API, you code must have the following: • HTTPS support To deploy a live Webhook that can receive Webhook events from the Eagle API, your code must have the following: • HTTPS support • A valid SSL certificate	**A. System Resources Requirements** • CPU: Intel or AMD processor with 64-bit support; Recommended: 2.8 GHz or faster processor. • Memory (RAM): 8GB or above • Operating System: Microsoft Windows 7 with SP1, Mac OS v10.12; Recommended: Windows 10, Mac OS v10.14 • Disk Storage: 1 GB of available disk space • Internet: Ethernet connection (LAN) OR a wireless adapter (Wi-Fi). Internet functionality requires an internet connection. The IQAX web applications support responsive web design. they can be viewed using a range of hand-held devices that use small or medium-sized screens, in either portrait or landscape orientation, whilst always displaying a logical user-friendly layout. On desktop computers be sure to expand your browser window to fill the screen. The optimal screen resolution is 1920 x 1080. **B. Supported Browsers** We have designed the web applications to be compatible with a range of web browsers and operating systems. To correctly view and engage with our web applications, we recommend you use any one of these browsers: • Edge: v83.04 or later • Firefox: v68.9.0 or later • Chrome: v84.0 or later • Safari: v13.1.1 or later	**A. System Resources Requirements** • CPU: Intel or AMD processor with 64-bit support; Recommended: 2.8 GHz or faster processor. • Memory (RAM): 8GB or above • Operating System: Microsoft Windows 7 with SP1, Mac OS v10.12; Recommended: Windows 10, Mac OS v10.14 • Disk Storage: 1 GB of available disk space • Internet: Ethernet connection (LAN) OR a wireless adapter (Wi-Fi). Internet functionality requires an internet connection. The IQAX web applications support responsive web design. they can be viewed using a range of hand-held devices that use small or medium-sized screens, in either portrait or landscape orientation, whilst always displaying a logical user-friendly layout. On desktop computers be sure to expand your browser window to fill the screen. The optimal screen resolution is 1920 x 1080. **B. Supported Browsers** We have designed the web applications to be compatible with a range of web browsers and operating systems. To correctly view and engage with our web applications, we recommend you use any one of these browsers: • Edge: v83.04 or later • Firefox: v68.9.0 or later • Chrome: v84.0 or later • Safari: v13.1.1 or later	**A. System Resources Requirements** • CPU: Intel or AMD processor with 64-bit support; Recommended: 2.8 GHz or faster processor. • Memory (RAM): 8GB or above • Operating System: Microsoft Windows 7 with SP1, Mac OS v10.12; Recommended: Windows 10, Mac OS v10.14 • Disk Storage: 1 GB of available disk space • Internet: Ethernet connection (LAN) OR a wireless adapter (Wi-Fi). Internet functionality requires an internet connection. The IQAX web applications support responsive web design. they can be viewed using a range of hand-held devices that use small or medium-sized screens, in either portrait or landscape orientation, whilst always displaying a logical user-friendly layout. On desktop computers be sure to expand your browser window to fill the screen. The optimal screen resolution is 1920 x 1080. **B. Supported Browsers** We have designed the web applications to be compatible with a range of web browsers and operating systems. To correctly view and engage with our web applications, we recommend you use any one of these browsers: • Edge: v83.04 or later • Firefox: v68.9.0 or later • Chrome: v84.0 or later • Safari: v13.1.1 or later
ensuring that software, hardware, devices it uses is compatible with the IQAX Platform	Technical requirements of equipment, software, hardware, devices so that they are compatible with the Service	**A. System Resources Requirements** • CPU: Intel or AMD processor with 64-bit support; Recommended: 2.8 GHz or faster processor. • Memory (RAM): 8GB or above • Operating System: Microsoft Windows 7 with SP1, Mac OS v10.12; Recommended: Windows 10, Mac OS v10.14 • Disk Storage: 1 GB of available disk space • Internet: Ethernet connection (LAN) OR a wireless adapter (Wi-Fi). Internet functionality requires an internet connection. The IQAX web applications support responsive web design. they can be viewed using a range of hand-held devices that use small or medium-sized screens, in either portrait or landscape orientation, whilst always displaying a logical user-friendly layout. On desktop computers be sure to expand your browser window to fill the screen. The optimal screen resolution is 1920 x 1080. **B. Supported Browsers**			

SPECIAL TERMS

<table>
<tr>
<td colspan="2"></td>
<td colspan="4">We have designed the web applications to be compatible with a range of web browsers and operating systems. To correctly view and engage with our web applications, we recommend you use any one of these browsers:

• Edge: v83.04 or later
• Firefox: v68.9.0 or later
• Chrome: v84.0 or later
• Safari: v13.1.1 or later

C. IoT BYOD Telematics Devices
• The device should support TCP connection.
• If data being sent from device is encrypted, then customer need to provide a detailed document for data decryption method to IQAX to review.
• If the device is able to receive and process commands to change its own configuration via OTA (Over-The-Air), customer need to provide remote configure method to IQAX technical team to review and certify the remote configure support.
• The BYOD (Bring Your Own Device) device's configuration (e.g. data collecting interval and data transmitting interval setup), firmware upgrade, management and monitoring should be responsible of customer. IQAX will provide web portal and/or API for configuration change and data download. The IQAX platform device management capabilities depends on BYOD capabilities. Customer is responsible to communicate with device vendor to ensure the device compatible with IQAX platform.
• IQAX is not responsible for BYOD analysis, troubleshooting, problem isolation, bug fixing on issues of data accuracy, signaling or firmware.
• IQAX is not responsible for BYOD device communication related issues.</td>
</tr>
<tr>
<td>ensuring proper installation and configuration of the IQAX Platform</td>
<td>Technical details as to what Customer should do to install and configure IQAX Platform</td>
<td>1. Account Registration
2. Account Activation
3. Access to IQAX Developer API Portal
4. Browse, Test, Subscribe APIs
5. Obtain Developer API key to invoke subscribed APIs</td>
<td>1. Account Registration
2. Account Activation
3. Login and start using the Applications through one of the supported browsers</td>
<td>1. Account Registration
2. Account Activation
3. Login and start using the Applications through one of the supported browsers</td>
<td>1. Account Registration
2. Account Activation
3. Login and start using the Applications through one of the supported browsers</td>
</tr>
<tr>
<td rowspan="2">its self-developed applications including obtaining the necessary licences and ensuring proper installation and configuration of its self-developed applications</td>
<td>Technical details as to what Customer should do to install and configure Customer's self-developed applications</td>
<td>N/A</td>
<td>NA</td>
<td>NA</td>
<td>Customer should develop their self-developed applications by the supported programming languages and should follow the technical requirements and guidelines of the DevOps tools to build, package and deploy into Digital Home.</td>
</tr>
<tr>
<td>Minimum technical requirements of Customer's self-developed applications</td>
<td>N/A</td>
<td>NA</td>
<td>NA</td>
<td>Self-developed applications should be developed by the supported programming languages, namely, Java (package by Maven or Gradle), Node.js and Python.</td>
</tr>
<tr>
<td rowspan="2">its third-party applications including obtaining the necessary licences and ensuring proper installation and configuration of its third-party applications</td>
<td>Technical details as to what Customer should do to install and configure third party applications</td>
<td>N/A</td>
<td>Install one of the Supported Browsers</td>
<td>Install one of the Supported Browsers</td>
<td>Install one of the Supported Browsers</td>
</tr>
<tr>
<td>Minimum technical requirements of third-party applications</td>
<td>N/A</td>
<td>Pls. refer to the Supported Browsers version</td>
<td>Pls. refer to the Supported Browsers version</td>
<td>Pls. refer to the Supported Browsers version</td>
</tr>
<tr>
<td>installing the latest updates provided by IQAX</td>
<td>Details as to how IQAX will provide latest updates</td>
<td colspan="4" align="center">Latest software patches and enhancements on existing Apps will be upgraded automatically under the SaaS offering</td>
</tr>
<tr>
<td rowspan="2">using the latest browsers or such browsers as IQAX may recommend from time to time</td>
<td>Windows – Microsoft Edge, Google Chrome, Safari, Firefox</td>
<td>N/A</td>
<td rowspan="2">• Edge: v83.04 or later
• Firefox: v68.9.0 or later
• Chrome: v84.0 or later
• Safari: v13.1.1 or later</td>
<td rowspan="2">• Edge: v83.04 or later
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• Chrome: v84.0 or later
• Safari: v13.1.1 or later</td>
</tr>
<tr>
<td>Mac OS – Microsoft Edge, Google Chrome, Safari, Firefox</td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td>Details of relevant credentials</td>
<td>ID, Password, Key/Cert (if applicable)</td>
<td>ID, Password, Key/Cert (if applicable)</td>
<td>NA</td>
<td>ID, Password, Key/Cert (if applicable)</td>
</tr>
</table>

SPECIAL TERMS

supplying relevant credentials for access to external systems	List of external systems	1. CargoSmart 2. GSBN 3. Customer ERP	1. CargoSmart 2. GSBN 3. Customer ERP	NA	1. CargoSmart 2. GSBN 3. Customer ERP
providing SSL certificate for deployment of certain applications if necessary.	Technical details of the SSL certificate	SSL Certificates need to be issued from a trusted Certificate Authority (CA). Browsers, operating systems, and mobile devices maintain lists of trusted CA root certificates. The Root Certificate must be present on the end user's machine in order for the Certificate to be trusted. If it is not trusted the browser will present untrusted error messages to the end user. Browser and operating system vendors such as Microsoft, Mozilla, Opera, Blackberry, Java, etc., trust that a legitimate Certificate Authority can be relied on to issue trustworthy SSL Certificates. The more applications, devices and browsers the Certificate Authority embeds its Root into, the better "recognition" the SSL Certificate can provide.			
	Who is responsible for deployment of these applications	IQAX Operation			
managing its own user registry (e.g.) – this has bearing on personal data as this is where name, email address, contact phone number, roles are created.	We assume the "user registry" refers to "Your Users" (as defined in the TOU).	User registry is maintained in an Open Source Identity and Access Management tool, called Keycloak. It contains the users defined in the TOU as "Your Users".			
	Technical details of what these access privileges are	For Webhook APIs, authenticated users with valid Developer API key can subscribe for notification events from Eagle in push-based mode. No other authorization or access privilege settings are present. For pull-based API, after successful authentication of a user, endpoints check the user with permission to perform the requested action. Users require the same permissions as if they were attempting the action through the equivalent user interface or command line tool. For example, if a user does not have permission to view the shipment disruption route details in the Eagle App user interface, they cannot do it from the pull-based API either. If the user lacks the required permission, a 403 Forbidden status code is returned from the API endpoint.	Access privileges are application-dependent. For Eagle APP, it supports customizing the privileges to (1) create / update notes for disruption follow-up and collaboration, (2) view the disruption summary dashboard, (3) export shipment disruption detail as CSV, (4) conduct advanced search for shipment disruptions, (5) view the carrier performance dashboard, (6) view the shipment disruption route details and history, and (7) view the recovery voyage options, etc.	Access privileges are application-dependent such as visibility filter by port pairs, date range, vessel names, carriers, etc.	Access privileges are application-dependent and can support data access control by company level, feature control by company level as well as end user level.
	Full list of personal data (other than name, email address, contact phone number, roles).	Courtesy title, first name, middle name, last name, contact phone number, business address, job title, department			
fulfil any required configurations in the DevOps tools, use supported programming languages and compatible software, follow any applicable guidance or procedures when using the DevOps tools in a manner consistent with their features and functionalities	Technical details of DevOps tools	N/A	N/A	N/A	DevOps tools included a series tool suites including OneSite for access and development environment management, CMS 2.0 (Change Management Service 2.0) for the construction of Continuous Integration and continuous Delivery (CICD) pipeline that triggers automated source code packaging and application deployment upon source code commit to predefined project code repositories, and Config Agent with Config server for credential management and injection into runtime application. OneSite and CMS 2.0 included internet accessible portal for users to self-service
	Technical details of supported programming languages and compatible software	N/A	N/A	N/A	Supported programming languages include Java (package by Maven or Gradle), Node.js and Python. For Database (DB) cutover, MySQL and MongoDB are supported.

	State where Customer can obtain applicable guidance or procedures when using the DevOps tools	N/A	N/A	N/A	Customers can obtain guidance or procedures by sending request to IQAX customer service customerservice@iqax.com.
	Explain how Customer can use the DevOps tools in a manner consistent with their features and functionalities	N/A	N/A	N/A	Customer should follow the technical requirements and guidelines for DevOps tools usage, and deploy the Digital Home compatible platforms only
allowing the IQAX deployment tools to access to the compatible source control repository if the customer will use their owned source control repository.	Technical details of IQAX deployment tools.	N/A	N/A	N/A	IQAX deployment tools refers to OneSite access and development environment management, CMS 2.0 (Change Management Service 2.0) for the construction of Continuous Integration and continuous Delivery (CICD) pipeline that triggers automated source code packaging and application deployment upon source code commit to predefined project code repositories
	What must IQAX do to allow IQAX deployment tools to have access.	N/A	N/A	N/A	The deployment tools must have accounts and credentials to access to the source code repository of the application to be deployed, the target application runtime platform, and target backing services in order to perform the deployment
	For compatible source control repository and Customer's owned source control repository, what are the technical details and minimum requirements, and what must Customer do to ensure compatibility.	N/A	N/A	N/A	CMS 2.0 supports gitolite on-premise, github, gitlab and Azure DevOps Git cloud service as code repository. Customer should create a access key with read access to the code repository and import to the deployment tool. The githook may be needed and the network ports will be required to open for git operation. OneSite tool supports gitolite on-premise and gitlab on-premise to create and update of code repository. OneSite require admin access to the code repository in order to perform code repository management.
following the use and requirements regarding APIs	Integration Specification Requirements	Webhooks API requires that you deploy a publicly available, secure (HTTPS) endpoint for that URL which can handle the webhook payloads. The content type is Application/Json.	N/A	N/A	N/A
	Permitted Access	If IQAX assigns you developer credentials (e.g., client IDs, developer API key), you must use them with the applicable APIs. You will not misrepresent or mask either your identity or your API Client's identity when using the APIs.	NA	NA	NA
	API Limitations	IQAX sets and enforces limits on your use of the APIs (e.g., limiting the number of API requests that you may make per second), in our sole discretion.	NA	NA	NA
	API Prohibitions (When using the APIs, you may not (or allow those acting on your behalf to):	Sublicense an API for use by a third party. Consequently, you will not create an API Client that functions substantially the same as the APIs and offer it for use by third parties.	NA	NA	NA

		Perform an action with the intent of introducing to IQAX Apps and services any viruses, worms, defects, Trojan horses, malware, or any items of a destructive nature.	NA	NA	NA
		Interfere with or disrupt the APIs or the servers or networks providing the APIs.	NA	NA	NA
		Reverse engineer or attempt to extract the source code from any API or any related software, except to the extent that this restriction is expressly prohibited by applicable law.	NA	NA	NA
		Use the APIs for any activities where the use or failure of the APIs could lead to death, personal injury, or environmental damage (such as the operation of nuclear facilities, air traffic control, or life support systems).	NA	NA	NA
	Prohibitions of Content (Unless expressly permitted by the content owner or by applicable law, you will not, and will not permit your end users or others acting on your behalf to, do the following with content returned from the APIs:)	Scrape, build databases, or otherwise create permanent copies of such content, or keep cached copies longer than permitted by the cache header.			
		Copy, translate, modify, create a derivative work of, sell, lease, lend, convey, distribute, publicly display, or sublicense to any third party.			
		Misrepresent the source or ownership.			
		Remove, obscure, or alter any copyright, trademark, or other proprietary rights notices; or falsify or delete any author attributions, legal notices, or other labels of the origin or source of material.			
complying with requirements in documentation (Original Text: Customer should ensure that the customer equipment and any ancillary services are compatible with the IQAX products and comply with all the requirements set forth in the IQAX products documentation.)	What are the documentation and how will they be disseminated?	API definition, e.g. path, path parameters, query parameters, example query, API input/output message schema. The documentation will be available from the IQAX Developer API Portal which is publicly accessible through Internet.	NA	NA	NA
complying with all other requirements and/or recommendations which IQAX may have from time to time.		The IQAX deployment practices, technology stacks, application integration approaches and cyber security practices, etc., may subject to change due to technological advances in software engineering.			