

PUBLICATION 1 SPECIFIC DESCRIPTION FOR ASSET MANAGEMENT

1.1 Definitions

All capitalized terms used but not defined herein will have the meanings given to such terms in the Specific Conditions for Installation, Maintenance, Equipment Resale, and Other Orange Integration Services or elsewhere in the Agreement. In the event of any conflict between the definitions provided in this Service Description and those provided elsewhere in the Agreement, the definitions set forth herein will control for purposes of this Service Description.

"Asset Management Service" or **"Service"** means the asset management service as described in this Service Description.

"Maintenance Contract" means an existing contract purchased by Customer through Orange for the provision of maintenance support for identified computer and telecommunications hardware.

"My Inventory Web Portal" means the web portal operated by Orange as part of the Service and accessible by Customer.

1.2 Overview

The Specific Conditions for Installation, Maintenance, Equipment Resale, And Other Orange Integration Services apply to the Asset Management Service. The Asset Management Service provides Customer visibility to an inventory of the Customer-owned installed base of Equipment, including the status of the corresponding Maintenance Contracts and Licenses purchased through Orange. The Service provides the features and functionality only as set forth in this Service Description and only for the Equipment and Licenses identified on an Orange price quote accepted by Customer for the Asset Management Service.

1.3 Standard Service Elements

The Asset Management Service includes the following:

- 1.3.1 An online electronic inventory identifies each unit of Equipment, and where applicable, Equipment components, subject to a Maintenance Contract or License within the Customer estate as confirmed by Customer on an Order (the **"Inventory"**). The Inventory includes data regarding the Maintenance Contracts on each item in the Inventory and associated Licenses. The initial Inventory is created by Orange through collation of data available to Orange internally and from that provided by Customer and Vendors.
- 1.3.2 **Data Integrity and Reconciliation.** Integrity of the Inventory data is managed by Orange through regular data reconciliations between the data provided by Vendors, by Customer and by Orange. Reconciliation automatically occurs with Cisco Systems, Riverbed Technology, and those Vendors whose products are distributed through Westcon, and manually with all other Vendors on a schedule agreed by Orange and Customer. Accuracy of the Inventory is ultimately dependent upon the inputs from all data sources and Orange is not responsible for the inaccuracy of data provided by Customer or Vendors.
- 1.3.3 **My Inventory Portal.** Through the My Inventory Web Portal, Customer can:
- Access the Inventory;
 - View standard reports and create customized reports which can be tailored to focus on technical characteristics among devices, geographic location, status of Maintenance Contracts and Licenses, or spending per device;
 - Submit changes to the Inventory.
- 1.3.4 **Asset Manager.** The Service includes an Orange asset manager responsible for producing the Inventory and reviewing with Customer. The Orange asset manager is responsible for:
- maintaining the quality of the Inventory data;
 - initiating corrective actions to address identified gaps in the Inventory;
 - notifying Customer when predefined Equipment milestones occur requiring Customer action (e.g. renewal of Maintenance Contracts or Licenses).
- 1.3.5 **Proactive Notifications.** Orange will provide reports through the My Inventory Web Portal to highlight to Customer any item in Inventory that is approaching the Vendor's published last day of support or end of life for maintenance coverage. Orange will recommend a migration path, if available.
- ### 1.4 Customer Experience Management and Consulting Services.
- To assist Customer in maximizing the benefits of the Asset Management data, Orange separately offers at additional Charge a Customer Experience Management service and Consulting Services as described in separate Service Descriptions for those Services.

1.5 Charges and True Up

Asset Management is charged to Customer per unit of hardware, hardware components, or software license managed by Orange and identified as a separate line item in the Inventory. Charges for Asset Management are per quote. On each anniversary date of the commencement of Asset Management ("**Anniversary Date**"), Orange shall review the Inventory to identify items added to or removed from the Inventory during the 12 months prior to the Anniversary Date (each a "**True Up**"). Charges for Asset Management may be adjusted as a result of a True Up on a prospective basis as follows:

- If the number of items in the Inventory as of the Anniversary Date has increased or decreased by less than 5% from the number of chargeable items in the original Inventory on the previous Anniversary Date, no adjustment shall be made for the upcoming annual period.
- If the number of items in the Inventory at the time of adjustment review has increased or decreased by more than 5% from the number of chargeable items in the Inventory on either (i) the previous Anniversary Date or (ii) the date the original Inventory was established, then an adjustment will be applied to take into account all of the added or removed chargeable items.
- In no event will a decrease in Charges as a result of a True Up exceed 15% of the then-current Charges for Asset Management.
- In no event will the Charges per contract year be less than €10,000.

Customer shall sign an Order reflecting any above adjustment without undue delay, absent which Orange reserves the right to suspend the Service. In the event of Customer non-compliance with this Clause, Orange reserves the right to suspend the Service for Customer upon 5 days' prior written notice and then terminate Customer's Order for the Service for cause under the conditions defined in the General Conditions.

1.6 Data Processing

Exhibit A sets out the subject matter, duration, nature, and purpose of the Processing, the type of Personal Data and the categories of Data Subjects of the Processing of Personal Data carried out by Orange as part of this Service.

EXHIBIT A DESCRIPTION OF PROCESSING OF PERSONAL DATA BY ORANGE BUSINESS SERVICES AS PROCESSOR FOR CUSTOMER - ARTICLE 28 OF GDPR

Name of the Service: Asset Management

ExA.1 Processing Activities

Collection (receiving personal data of employees and users of customer who are natural persons, etc.).	Yes
Organization (organizing personal data in a software program, etc.).	Yes
Storage (keeping the personal data in a software program for a determined period, including for archiving purposes, etc.).	Yes
Restriction (implementing security measures in order to restrict the access to the personal data, etc.).	Yes
Deletion or destruction (deleting or anonymizing the personal data or destroying the hard copies, etc.).	Yes

ExA.2 Categories of Personal Data Processed (Type of Personal Data)

Categories of Personal Data Identifiable by Orange	
Identification data (ID document / number, phone number, email, etc.).	Yes

ExA.3 Subject-Matter and Duration of the Processing

Subject-Matter of Processing		Duration of Processing
Service activation.	Yes	For the period necessary to provide the service to the customer plus 6 months.
User authentication.	Yes	
Invoice, contract, order (if they show the name and details of the contact person of Customer).	Yes	For the period required by applicable law.

ExA.4 Purposes of Processing

Provision of the service to Customer.

ExA.5 Categories of Data Subject

Customer's employees/self-employed contractors using or managing the service or the contract who are natural persons.	Yes
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END OF SPECIFIC DESCRIPTION FOR ASSET MANAGEMENT