Annex - Service Description

Service Description for Byteplant GmbH Software Solutions & Consulting (Byteplant) Services

1.   Scope of Master Data Management Services

Byteplant offers services for master data management (postal addresses, email addresses, and phone numbers).

1.1. Address Validator - Address validation, correction, auto-completion, and geocoding.

- • Online API for address validation and correction

  - o Address Validation API: https://api.address-validator.net/api/verify
  - o Address Bulk Verification API: https://api.address-validator.net/api/bulk-verify

- • Online API for auto-completion of addresses

  - o Address Auto-Complete API: https://api.address-validator.net/api/search
  - o Address Retrieval API: https://api.address-validator.net/api/fetch

- • Data cleansing via CSV file upload

1.2. Email Validator - Validation of email addresses for validity.

- • Online API for email validation

  - o Real-Time Email Validation API: https://api.email-validator.net/api/verify
  - o Bulk Email Validation API: https://api.email-validator.net/api/bulk-verify

- • Data cleansing via CSV file upload

1.3. Phone Validator Validation of phone numbers for validity.

- • Online API for phone validation

  - o Phone Validation API: https://api.phone-validator.net/api/v2/verify
  - o Bulk Phone Validation API: https://api.phone-validator.net/api/v2/bulk-verify

- • Data cleansing via CSV file upload

2.   Usage

(1)   Byteplant provides websites and the APIs mentioned in 1. for the usage of services. The services are regularly updated and further developed.

(2)   Access to the services is granted by Byteplant through activation. Upon activation, the customer receives the necessary access credentials (API Key) via email.

(3)   Access credentials are non-transferable and must not be sold. The customer must protect the assigned access credentials from unauthorized access by third parties and refrain from disclosing them to unauthorized parties.

3. **Data Storage**

    All data from API requests and CSV uploads are automatically deleted within 14 days after being provided according to our deletion concept (see provision in the Data Processing Agreement (DPA)).

4. **Software Updates and Upgrades**

    Byteplant installs new versions of the software used to provide the services at its own discretion and after thorough examination.

5. **Availability**

    A minimum uptime of 99% over the course of an entire year is generally assured. This excludes times when the servers are not accessible due to technical or other issues beyond Byteplant's control (e.g., force majeure, third-party fault, etc.).

6. **Support**

    Support is available via email, chat, and phone.

    Email: support@byteplant.com

    Chat: https://www.byteplant.com

    Phone: +49 (0) 9874 322 466

    Support requests via email are typically processed within 72 hours.