DKV LIVE Service Option - SERVICE DESCRIPTION DKV LIVE x BOX EUROPE

DKV EURO SERVICE GmbH + Co. KG

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1. GENERAL

In connection with the DKV BOX EUROPE, DKV offers its customers the DKV LIVE service option DKV LIVE x BOX EUROPE (hereinafter also referred to as "Service Option"). The Service Option may include different service contents compared to the DKV LIVE basic product. DKV LIVE is provided to the customer as "Software as a Service" or as "Application Service Providing" via online access over the Internet. The Special Terms and Conditions "DKV LIVE" apply in the currently valid version. The general conditions and service contents of the Service Option are described in the following.

1.1. TECHNICAL REQUIREMENTS

A DKV BOX EUROPE incl. activated toll service assigned to a vehicle is required for the performance of the service. The customer is responsible for the correct installation and power supply of the DKV BOX EUROPE in the vehicle.

In addition, the customer requires a modern end user device with an internet browser compatible for the use of the DKV LIVE portal, as well as an email account.

In order to use the DKV LIVE App, access to the Apple App Store or Google Playstore is required, as well as an end user device that is compatible with the DKV LIVE App according to the specifications of the store provider.

The customer is responsible for the internet connection of the end user devices for portal and app use.

1.2. DELIVERY PERIODS FOR THE SERVICE OPTION

The terms and conditions of the DKV BOX EUROPE apply to the delivery of the DKV BOX EUROPE. The provision of the DKV LIVE x BOX EUROPE Service Option via the DKV LIVE portal may take up to 10 working days in individual cases.

1.3. SUBJECT OF THE DATA TRANSFER / DATA

The DKV BOX EUROPE provides the geo-position-related information at regular intervals that is required for displaying it in the DKV LIVE Portal.

DKV assures the availability of historical data for at least one year during the duration of the contract. The Client has the option of downloading the data or requesting it from DKV. The Client shall be responsible for compliance with the statutory retention periods for business letters.

The Privacy statement of DKV Euro Service GmbH + Co. KG applies in the currently valid version.

1.4. DATA TRANSMISSION / MOBILE CONNECTIVITY

The transmission of data from DKV BOX EUROPE is carried out by mobile connections using SIM cards; such mobile connection costs incurred, will be borne by DKV.

The availability of the mobile phone connection provided, depends on the technical and operational possibilities of the mobile phone operator used in each case. The service may be or become impaired by, including but not limited to, geographical, atmospheric or other conditions and/or circumstances over which DKV has no influence. Against this background, uninterrupted, trouble-free mobile connectivity cannot be guaranteed at all times; in this respect, the mobile network operator used, is responsible for the respective availability.

2. DKV LIVE x BOX EUROPE SERVICE OPTION

The DKV LIVE web portal is the central control interface for the customer to use the DKV LIVE services, which can be accessed via http://www.dkvlive.eu on the Internet.

If the Client intends to use the DKV LIVE App, it can be obtained from the Apple Store or the Google Playstore.

The following features are available as part of the Service Option. The service is subject to regular adjustments and extensions. Individual functions may depend on the respective user role.

Feature	Description	DKV LIVE Portal	DKV LIVE App[2]
Site management	Site administration	✅	-
	Staff management	✅	-
	User administration	✅	-
	App invitation	✅	-
	Profile management	✅	free
	API Self-Service (GPS data retrieval)	✅	-
Fleet management	Vehicle overview incl. links (vehicle / devices / DKV fuel cards)	✅	-
	Vehicle specification (registration number, vehicle class, manufacturer, type, fuel type, tank size, …)	✅	-
	Device overview	✅	-
	DKV fuel card overview	✅	-
	DKV card blocking[1]	✅	-
Track & Trace	Vehicle position	✅	-
	Geozones	✅	-
	Trace / logbook	✅	-
	Track Report Download	✅	-
Customer management	Master data maintenance (address, instructions)	✅	-
Tour Management (TMS)	Tour management and tour overview	✅	-
	Tour list for the driver	✅	registered
	Tour-based chat	✅	registered

	Tour status	✅	registered
	Tour documentation (delivery notes, pictures, ...)	✅	registered
Navigation	Map search for DKV service stations	-	free
	Navigation	-	registered
Alarms	Alarm overview	✅	-
	Tank alarms • Overfueling • Vehicle not at service station	✅	-
	Geozones • Arrival • Leaving • Duration of stay	✅	-

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[1] The technical transfer to DKV's authorisation system may take up to 24 hours in individual cases. DKV cannot be held liable for transactions carried out up to the time of blocking if the Client does not report an immediate card blocking via the telephone hotline provided for this purpose.

[2] free: Feature is available for all App users.

  registered: Feature is available for registered and invited users available.

3. MOBILE NETWORK COVERAGE

Country / Region	Mobile network coverage DKV LIVE x BOX EUROPE
Albania	-
Armenia	-
Austria	-
Belarus	X
Belgium	-
Bosnia & Herzegovina	X
Bulgaria	X
Croatia	X
Cyprus	X
Czech Republic	-
Denmark	X
Estonia	X
Faroe Islands	-
Finland	-
France	X
Georgia	-
Germany	X
Gibraltar	X
Great Britain	-
Greece	X
Greenland	-
Hungary	-
Ireland	X
Iceland	X
Italia	X
Kazakhstan	X
Kosovo	X
Latvia	X
Liechtenstein	-
Lithuania	-
Luxembourg	-
Macedonia	-
Malta	-
Moldova	X
Monaco	X
Montenegro	X
Morocco	X
Netherlands	X
Norway	X
Poland	-
Portugal	-
Romania	X
Russia	X*
San Marino	-
Serbia	X
Slovakia	X
Slovenia	X
Spain	X
Sweden	-
Switzerland	-
Turkey	X
Ukraine	-
Vatican	X

* Switzerland: Due to national deconstruction of the 2G network, permanent outages might appear within the swiss national territory. Data will be collected within Switzerland and transferred once a mobile network is available.

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