

APPENDIX IV

SPECIFIC TERMS & CONDITIONS FOR PARKING DESK SERVICE

Preamble

In addition to its Solution and Services, IZIX SRL and its subsidiaries may also provide a support service designed to enhance the functionality and accessibility of parking facilities through an intercom hotline. Any User may use the intercom hotline to communicate with IZIX SRL to enjoy the full benefit of IZIX SRL Services.

The Parking Desk Service is a hotline service only. IZIX SRL does not supply, install or maintain any intercom equipment: the Customer redirects the intercom system already present at its Building(s) to the calling centre designated by IZIX SRL. This appendix specifically applies where the Customer requires the provision of such additional support service by IZIX SRL.

The Parties hereby agree as follows:

1. Scope

- 1.1 These Specific Terms and Conditions (the “**Parking Desk Terms**”) describe the terms and conditions under which the Customer can order the IZIX Parking Desk Service (hereafter the “**Parking Desk Service**”), which consists of an intercom hotline for all or parts of the Building(s) concerned, operated by IZIX or by one of its Auxiliaries. The Customer and IZIX are together referred to as the “**Parties**” and individually as a “**Party**”.
- 1.2 The Parking Desk Terms supplement and amend the General Terms and Conditions of IZIX. In case of contradiction between the Parking Desk Terms and the General Terms and Conditions, the provisions of the Parking Desk Terms shall prevail.
- 1.3 IZIX does not supply, install, configure or maintain any intercom equipment or telephony service. The intercom system used for the Parking Desk Service forms part of the Building Equipment and remains under the responsibility of the Customer, which redirects it to the calling centre designated by IZIX.
- 1.4 The Parking Desk Service is not a Software Service and is not covered by the Service-Level Agreement. Its coverage is determined in accordance with article 5.1 and, as set out in article 5.2, IZIX gives no commitment as to call answering, waiting or resolution times.

2. Definitions

- 2.1 Capitalized terms not defined in the Parking Desk Terms have the meaning given to them in the General Terms and Conditions. For the purposes of

the Parking Desk Terms, the following terms have the following meaning:

- 2.1.1 “**Parking Desk Coverage Hours**” means the hours during which the Parking Desk Service is provided, as specified in the applicable Order Form. Unless otherwise specified in the Order Form, the Parking Desk Coverage Hours are 9:00 a.m. to 5:00 p.m. CET on business days in Belgium.
- 2.1.2 “**Parking Desk Service Fees**” means all fees for services completing the provision of the intercom hotline at the Building(s) by IZIX.

3. Obligations of the Customer

- 3.1 During the term of the Agreement, the Customer agrees to comply with the following obligations:
 - 3.1.1 to configure and maintain, at its own cost, the redirection of the intercom system to the calling centre designated by IZIX, and to inform IZIX in advance of any planned modification thereto.
 - 3.1.2 to inform and assist IZIX as soon as possible of any request for support from Occupants, Users or third-parties that may be addressed to the Customer in relation to the Parking Desk Service, and to help IZIX to respond to them.
 - 3.1.3 to provide all the required information to operate the Parking Desk Service and keep IZIX up to date with any change in this information. In particular, the Customer shall inform IZIX of any applicable procedure, exception or applicable maintenance or support contract having an impact on the Parking Desk Service and the access to the Building(s).
- 3.2 Where the performance of the Parking Desk Terms requires access to the Building(s) or intervention on the Building Equipment, the following obligations apply to the Owner. Where the Customer is not the Owner, the Customer shall use its best efforts to procure their performance by the Owner:
 - 3.2.1 to grant IZIX and its Auxiliaries immediate, easy, direct and unhindered access to the Building(s) upon request from IZIX. This access will be granted for the purpose of enabling IZIX to perform its contractual rights and obligations including but not limited to evaluation of the Buildings' implementation constraints and ensuring

the proper provision of the Parking Desk Service.

3.2.2 to make the necessary arrangements with IZIX to permit IZIX access to the materials and equipment in the Building(s) necessary to use the Parking Desk Service in the Buildings, including but not limited to electricity and telecommunication services.

3.2.3 to ensure the proper functioning of the Building Equipment, including the intercom system, its telephony connection, the power supply and any Owner-provided infrastructure.

3.3 The Owner fully authorizes IZIX to provide the Parking Desk Service in the Building(s) mentioned in the Order Form signed with IZIX.

4. Building Equipment and Underlying Services

4.1 The procurement, installation, configuration, maintenance and redirection of the intercom system are the sole responsibility of the Customer. IZIX bears no obligation whatsoever in respect of the supply, installation, warranty or maintenance of any intercom equipment.

4.2 IZIX shall not be liable for any failure to perform the Parking Desk Service arising out of or in connection with any defect or non-performance of the Building Equipment. The Customer will defend, indemnify and hold IZIX harmless from and against any and all damages or losses arising out of or in connection with any third-party claim for damages caused by the defect or non-performance of the Building Equipment.

4.3 The Customer acknowledges and agrees that the Parking Desk Service ultimately relies on underlying services such as the intercom network, the telephony service, internet connection or electricity. IZIX shall bear no liability for failure to provide the Parking Desk Service or to give access to Building(s) as a result of damages or non-performance of such underlying services. IZIX will inform the Customer in advance of any necessary underlying service, but the Customer is solely responsible for ensuring the good functioning of such services.

5. Performance of the Parking Desk Service

5.1 The Parking Desk Service is provided during the Parking Desk Coverage Hours. Outside the Parking Desk Coverage Hours, IZIX bears no obligation to answer calls placed through the intercom hotline.

5.2 In principle, all obligations of IZIX are best efforts obligations and nothing in the Parking Desk Terms may be interpreted as an obligation to reach a certain result. In particular, IZIX gives no commitment as to call answering, waiting or resolution times, and the Parking Desk Service does not benefit from the service levels, availability commitments or service credits set out in the Service-Level Agreement.

5.3 IZIX shall not be liable for damages or non-performance arising out of or in connection with:

5.3.1 Act or omission by the Owner, the Occupant or any User;

5.3.2 Act or omission by any third-party;

5.3.3 Force Majeure events.

5.4 The Parties expressly acknowledge and agree that the Parking Desk Terms do not imply the provision of any guarding, security or surveillance service by IZIX. Therefore, IZIX shall bear no responsibility for any damage, loss or claim arising out of or in connection with the control of access to the Building(s) or be subject to any obligations or constraints associated with any regulation on private security services.

5.5 For the performance of the Parking Desk Service, IZIX may subcontract all or parts of its responsibilities to an Auxiliary without the prior consent of the Customer.

5.6 IZIX will deliver the Parking Desk Service in accordance with the documented instructions of the Customer in the Order Form only. IZIX shall bear no responsibility for any damage, loss or claim arising out of or in connection with the implementation of the Customer's instructions.

6. Data Protection

6.1 Any processing of personal data carried out in the context of the Parking Desk Service is governed by the Data Processing Agreement.

6.2 Where the Parking Desk Service is operated in whole or in part by an Auxiliary that processes personal data on behalf of the Customer, that Auxiliary acts as a Sub-processor and is identified as such in the Data Processing Agreement.

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