DKV LIVE Basic Service - SERVICE DESCRIPTION
DKV EURO SERVICE GmbH + Co. KG
(Last updated: December 2021, Version 1.3)

1. DKV LIVE BOX

As part of DKV LIVE, DKV provides the quantity of DKV LIVE Boxes ordered by the Customer on a temporary basis in exchange for a fee (see Section 5 of the Special Terms and Conditions for DKV LIVE). These DKV LIVE Boxes can be used to read out GPS information, data from the tachographs of the vehicles and the respective vehicle electronics and sensors, as far as technically possible, and to transmit it to DKV for the purpose to providing DKV LIVE Services.

1.1. TECHNICAL REQUIREMENTS

DKV is not responsible for the functionality of the vehicle electronics in the vehicles of the user/customer, including vehicle and measuring sensors, and for the tachograph used; DKV accepts no liability in this respect. The correct functioning of the aforementioned devices is a prerequisite for reading out data via the DKV LIVE Box for the purpose of providing DKV LIVE Services; the scope and quality of the data available depends on the vehicle electronics available in the vehicle, including vehicle and measurement sensors, as well as the tachograph used.

It is the customer's responsibility to check whether their vehicles are suitable for the installation of DKV LIVE Boxes. The DKV LIVE Box is compatible with the tachographs from the following manufacturers: **Stoneridge and Continental VDO**, as far as the DKV LIVE Box is connected by a suitable cable for that purpose. DKV accepts no liability for the operation of a DKV LIVE Box with a tachograph from a manufacturer other than those stated above. If the customer wishes to use DKV LIVE Boxes with tachographs from other manufacturers, it is the customer's responsibility to check whether this is technically possible.

The DKV Live Box currently supports the connection options according to Appendix I "Features per connection type". The customer is responsible for the installation of the DKV LIVE Box (see Section 5.3 of the Special Terms and Conditions for DKV LIVE). The required power supply for the DKV LIVE Box must be established via the power supply of the vehicle using a separate fuse; A connection to the internal CAN Bus is not permitted.

The currently valid information and installation instructions must be observed; these are made available to the customer by email after an order has been placed.

1.2. DELIVERY PERIODS FOR THE DKV LIVE BOX

Subject to the conclusion of a contract for DKV LIVE Services (see Section 4 of the Special Terms and Conditions for DKV LIVE), the delivery period for the DKV LIVE Box is usually 2-3 working days from shipping confirmation. The delivery period is subject to correct and timely delivery to DKV by its suppliers (see Section 8.3 of the Special Terms and Conditions for DKV LIVE).

1.3. INSTALLATION OF THE DKV LIVE BOX

Unless otherwise agreed, the DKV LIVE Box provided must be installed by the customer in their vehicle at the customer's expense, provided that the customer's vehicle is suitable for the installation; this must be checked by the customer. The installation must be carried out professionally (e.g., by an approved specialist workshop). Installation details can be found in the respective installation and/or operating instructions for the hardware / DKV LIVE Box.

Once the DKV LIVE Box has been successfully installed in the vehicle, it will be displayed as active in the DKV LIVE Web Portal. The device status is confirmed via the DKV LIVE Web Portal using a GPS signal; In addition, the correct functioning of the DKV LIVE Box is indicated by an LED light on the device ("green light").

1.4. SUBJECT MATTER OF THE DATA TRANSFER / DATA

The data provided via the DKV LIVE Box may depending on the connection type include geolocation data of the vehicle and data such as, in particular, operating and engine data of the vehicle (e.g., speed, vehicle identification number, tank level and consumption), data from the EBS module of vehicle trailers (e.g., axle load, tyre pressure), incidents (e.g., driving without a driver card) as well as driving and rest times (the list is not exhaustive).

DKV has no influence on the correctness of the data provided by the vehicle electronics, sensors and/or the tachograph and does not accept any liability in this respect; see Section 9.3 of the Special Terms and Conditions for DKV LIVE.

The tachograph data can only be read out if the DKV LIVE Box is connected to the vehicle via an FMS port or CAN Click cable (delivered from 10th of February 2021). Note: In accordance with the European Tachograph Regulation (REGULATION (EU) No 165/2014)[1], if applicable, individual data from the (electronic) tachograph, in particular, geolocation data, may only be provided with the consent of the respective driver; the driver's consent is requested via the electronic tachograph. If the driver does not give their consent to tachograph data being accessed by external devices (e.g., DKV LIVE Box), no access will be possible to the part of the tachograph data that requires consent. In this case, individual DKV LIVE Services may not be available (see also Section 9 of the Special Terms and Conditions for DKV LIVE).

DKV takes care that the data will be stored for at least one year. The Customer has the option of downloading the data or requesting its data from DKV. Compliance with the statutory retention periods for business letters is the responsibility of the Customer.

1.5. DATA TRANSMISSION / MOBILE CONNECTIVITY

The data is transmitted via mobile telephone system using SIM cards; Any mobile phone costs thus incurred are borne by DKV.

The availability of the mobile connection provided depends on the technical and operational capacities of the mobile network operator used. The service may be affected by geographical, atmospheric or other conditions and/or circumstances which are outside DKV's control. In view of the above, no continuous, uninterrupted, interference-free mobile connectivity can be guaranteed; in this respect, the mobile operator used is responsible for the respective availability.

In the event of unavailable or insufficient mobile connectivity, the data to be transmitted will be temporarily stored in the memory of the DKV LIVE Box (subject to the availability of (free) storage space on the DKV LIVE Box) and transmitted to DKV when sufficient mobile connectivity becomes available.

2. DKV LIVE SERVICES

DKV LIVE Services are provided to the customer through online access via the Internet as "software-as-a-service" or as "application service provisioning" on the storage space provided by DKV. The following functions and services are available as part of DKV LIVE Services:

---

[1] REGULATION (EU) No 165/2014 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 4th February 2014 on tachographs in road transport, repealing Council Regulation (EEC) No 3821/85 on recording equipment in road transport and amending Regulation (EC) No 561/2006 of the European Parliament and of the Council on the harmonisation of certain social legislation relating to road transport

2.2. DKV LIVE WEB PORTAL

The DKV LIVE Web Portal is the customer's central control interface for the use of DKV LIVE Services, which can be accessed on the Internet at www.dkv.live . The following overviews and information may be available to customers on the DKV LIVE Web Portal depending on connection type:

a)   DASHBOARD

The Dashboard provides the customer with a clear overview of the most important operating data and incidents across their vehicle fleet:

- **Alarm Manager:** Notifications sent in the event of individually definable incidents
- **Kilometres driven:** Aggregated kilometres driven by the entire fleet on a daily basis for the current day and the last few days
- **Refuelling:** Daily display of all refuelling processes per day including the percentage of DKV verified refuelling processes for one week
- **System status:** Display of the server system status as well as the connection to the end devices in the vehicles (number of connected vehicles, number of vehicles without signal, number of vehicles with alarm or notification messages).

b)   LIVE MAP

The following information is displayed in the Live Map view of the DKV LIVE Web Portal:

- **Track & Trace:** Location and map-based display of the customer's vehicles in real time, display of routes and vehicle details (e.g. position, FMS and tachograph data), ability to share vehicle-related tracking information with an external recipient for a limited period
- **Route planning:** Creation of a route from the current vehicle location to a DKV petrol station within a defined radius
- **DKV POI search:** Display of DKV POIs (initially petrol stations accepting DKV and DKV service points) in the vicinity of a vehicle. The radius can be specified in kilometres, with the route planned directly on the map.

Notes:
- Please note that the Track & Trace service may only be available subject to consent of the driver, if required, and/or other authorisation for geolocation (see also information in Section 9 of the Special Terms and Conditions for DKV LIVE).
- If the vehicle is released for private use, the Customer is obliged to inform the driver of the possibility of tracking and, if technically possible, e.g. in the case of connection via cigarette lighter cable, to explain the possibilities of disconnection by unplugging from the on-board power supply.

---

c)   FREIGHT SEARCH:

The Customer has the possibility to search for freight jobs via cooperation partners of DKV. For this purpose, a separate registration process must be completed, which DKV supports. The Customer also becomes a customer of the cooperation partner(s) through the successful registration.

Notes:
- DKV does not guarantee the establishment of the contractual relationship between the Customer and the cooperation partner, nor the successful procurement of freight jobs.
- The Customer shall permit the cooperation partner and DKV to exchange with each other all information required for the purpose of the contract and, insofar as personal data is transmitted in this connection, this shall take place within the framework of a controller-to-controller relationship between the parties.

e) MESSAGES

As part of the DKV LIVE Alarm Manager (messages), the customer can pre-define certain settings and specifications to decide when an automatic "alarm message" should be displayed on the Dashboard of the DKV LIVE Web Portal. The following messages can be set by the customer for display on the DKV LIVE Dashboard:

- **Geozones:** Definition of geozones per vehicle or globally for all vehicles by drawing a polygon using the mouse pointer on the map. Notification when the vehicle reaches or leaves a defined geozone.
- **Compliance with driving and rest times:** Notification 15 minutes before the end of the driving time or the beginning of the respective rest time
- **Driving without a driver card:** Notification when a tractor unit moves without an inserted driver card
- **Service interval:** Notification when a service interval is due for each vehicle
- **Refuelling processes:** Notification of completed refuelling processes per vehicle, verification of recorded refuelling processes using DKV Accounting Data and notification of suspicious refuelling processes

f) EVALUATIONS

As part of the evaluation service, the following reports are made available to the customer:
- **Logbook:** Display of a logbook per vehicle (e.g., route information, stopovers, kilometres travelled)
- **Idle times:** Display of idle times via the logbook
- **Routes:** Evaluation and traceability of routes travelled per vehicle for a period of up to 2 years based on the stored geolocation data
- **Tachograph data:** Archiving of the so-called DDD files (only for vehicles with digital tachographs and remote download) (see Section 2.2)

g) MANAGEMENT / ADMINISTRATION

- Vehicle management: List of vehicles together with vehicle master data (e.g., number plates, status, GPS and vehicle data) with filter, search and export functions, manual configuration (e.g., by input of criteria for service intervals, assignment of a fuel card to vehicle)
- Driver management: List of drivers together with driver master data (e.g., name, driver card)

h) CARD BLOCKING

A partially or fully automated card blocking of the DKV fuel card can be set, e.g. if the DKV LIVE Service detects a suspicious card transaction and the portal user has set this up accordingly.

> Note:
> The technical transfer to DKV's authorization system may take up to 24 hours in single cases. DKV cannot be held liable for transactions executed up to the time of blocking unless the Customer reports an immediate card blocking via the telephone hotline provided for this purpose.

i) AVAILABILITY / ACCESS TO THE DKV LIVE WEB PORTAL

For access to the DKV LIVE Web Portal, the customer is required to apply for the free use of the protected customer area of the DKV Online Service.

The telecommunication/data connection between the customer's IT system and the point of transfer, which is required for access to the DKV LIVE Web Portal, is not part of this agreement and is not owed by DKV. This is the sole responsibility of the customer (see also Section 7.2 and Section 8.5 of the Special Terms and Conditions for DKV LIVE).

The services provided via the DKV LIVE Web Portal as "software-as-a-service" or "application service provisioning" are normally available 98% of the time per calendar year, subject to any restrictions resulting from the use of the Internet; The stated rate of availability refers to the availability of the DKV LIVE Service at the respective point of transfer (see definition in Section 7.2 of the Special Terms and Conditions for DKV LIVE). Times during which DKV conducts regular or scheduled maintenance or repair works (maintenance windows) are not taken into account when calculating availability; Maintenance windows are daily between 8:00 pm and 11:00 pm.

2.4. REMOTE TACHOGRAPH DOWNLOAD

As part of the DKV LIVE Remote Tachograph Download service, the data from the mass storage device and the driver card data from the tachograph is automatically transferred and saved. This service is rendered subject to the usage of a suitable connection type and the provision of the company card in accordance with Section 3.3 of the Special Terms and Conditions for DKV LIVE. If the vehicle is used regularly and the DKV LIVE Box is active, the tachograph data is usually downloaded weekly, though at least every 90 days for data from the mass storage device and every 28 days for driver card data. During the download process, the vehicle must be in the live tracking mode, with the ignition of the respective vehicle switched on.

The provision of files for download in the DKV LIVE Web Portal does not release the customer from their legal obligation to archive and check the respective data. The tachograph data is backed up by DKV in accordance with the legal requirements.

Note: Please note that the Remote Tachograph Download service may only be available subject to consent of the driver, if required, and/or to other authorisation for access to tachograph data by external devices (see also information in Section 9 of the Special Terms and Conditions for DKV LIVE).

3. Appendices

Appendix I: Features per connection type

Appendix II: Country overview

* * *

DKV LIVE Basic Service – SERVICE DESCRIPTION

Appendix I: Features per connection type

For your truck, bus and car

FMS

FMS is a standardized interface providing vehicle data of heavy commercial vehicles. Depending on the manufacturer it comes as standard or can be retrofitted; the connection must be activated. Simplest connection method to benefit from all advantages.

CAN Click

CAN Click connection provides safe data reading from vehicle CAN bus usinga CAN Click sensor. The additional Tacho Reader connects it to the digital tachograph and enables the remote download. Recommended for vehicles without FMS interface.

Zigarettenanzünder

Connection via car lighter plug. The advantage is that you can simply plug in and unplug the DKV LIVE box from the power supply e.g., for private trips.

12/24V Anschluss

Can be connected to a fused line. The advantage is that you cannot simply disconnect the DKV LIVE box from the power supply.

For your trailer

EBS WABCO

Based on the EBS module various data of the trailer can be provided in the DKV LIVE web portal. A separate cable is needed, which is available by OEM (80cm, 3m or 12m) and must be organized separately by the customer.

EBS Knorr

This cable is connected directly to battery-poles and can send the GPS location. Additionally, if a connection with CAN high and CAN low is given, additional trailer information can be synchronized, Data quality is based on EBS module.

All illustrations are examples. Changes might happen.

The DKV LIVE Plugfinder supports the selection of the correct connection for the vehicle to be equipped. This can be accessed at https://bit.ly/3ETTH90.

FEATURES	Cigarette lighter	12/24V connector	FMS	CAN Click	EBS WABCO	EBS Knorr
Digital fuel management						
• Fuel station finder	✓	✓	✓	✓	✓	✓
• Fraud detection based on GPS positions (alarm)	✓	✓	✓	✓	✓	✓
• Visibility of fuel level with refueling volume			✓	✓		
• Doublecheck refueling liters with truck information			✓	✓		
Alarm management						
Basic alarms e.g., geofence, speed	✓	✓	✓	✓	✓	✓
Truck specific alarms e.g., fuel level, driver cards			✓	✓		
Trailer specific alarms e.g., axle load					✓	✓
Freight Search with Salodoo, Coyote, etc.	✓	✓	✓	✓	✓	✓
Individual Analysis to drive improvements	✓	✓	✓	✓	✓	✓
Track und Trace nearly real time (10 seconds)	✓	✓	✓	✓	✓	✓
Intelligent Route Planning through proactive information	✓	✓	✓	✓	✓	✓
Additional features (if technical setting fits to solution requirements)						
Tachograph data management to automate your processes *			✓	✓		
Vehicle (motor) data get transparency on your fleet*			✓	✓		

*Depending on the technical requirements of your vehicle (needs to be checked with technical staff, if vehicle is compatible)

DKV LIVE Basic Service – SERVICE DESCRIPTION

Appendix II: Country Overview

DKV LIVE Services can currently be ordered by customers with company headquarters in the countries marked below.

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

* Turkey: Mobile connections provided as part of DKV LIVE that are registered with Turkish mobile providers for at least 90 days over a period of 120 days will be paused by local authorities. The customer can apply to the relevant local authorities for a fee to have the connections reactivated. Any expenses and costs incurred as a result shall be borne by the customer.