

Aam Digital Plan Schedule

Version date: October 26th, 2026

Provider: Aam Digital GmbH

c/o Impact Hub Berlin, Rollbergstraße 28 A, 12053 Berlin, Germany

Registered at Amtsgericht Charlottenburg Berlin: HRB 228183

info@aam-digital.com

aam-digital.com

1. Overview and Interpretation

This Plan Schedule forms part of the Agreement between Customer and Provider. If there is a conflict, the order of precedence in the Terms of Service applies.

Free Plan entitlements, limits, and operational commitments are governed by this Plan Schedule, subject to changes under Section 7 and the Terms of Service. Paid Plan entitlements, fees, term, included support, service levels, and other customer-specific commitments are defined in the applicable Order Form. For Paid Plans, this Plan Schedule provides supporting framework provisions and default operational provisions, unless the applicable Order Form expressly overrides or varies them.

2. Plan Overview

Topic	Free Plan	Paid Plans
Price	EUR 0	As stated in the applicable Order Form
Intended use	Self-serve; primarily intended for grassroots organizations and similar small mission-driven or public-interest initiatives. Availability of the Free Plan remains subject to Provider's discretion under the Terms.	As stated in the applicable Order Form.
Number of Customer Instances	1 Customer Instance per Customer/organization; multiple Free Plan accounts or Customer Instances may not be used to circumvent plan limits	As stated in the applicable Order Form.
Authorized Users	Up to 5 users	As stated in the applicable Order Form.
Storage	Up to 1 GB	As stated in the applicable Order Form.
SLA / Service Credits	No SLA; no service credits	As stated in the applicable Order Form; see section 4.

Topic	Free Plan	Paid Plans
Support	Documentation / community only; see section 3	As stated in the applicable Order Form; see section 3
Backups & restores	Daily encrypted operational backups with default 10-day rolling backup retention; Full System Restore from an available backup may be requested during the active term where technically feasible and is subject to additional fees; Selective Data Restore is not included; see Section 5.	Daily encrypted backups with default 30-day rolling backup retention unless the applicable Order Form states otherwise; full system restore from an available backup is included during the active term where technically feasible; selective data restore may be requested where technically feasible and is subject to additional fees; see Section 5.
Data export before termination	During active term: self-service export (best-effort), with standard guidance where available. Mandatory EU Data Act switching and portability rights, where applicable, are governed separately by Sections 20.4 to 20.8 of the Terms of Service and apply irrespective of Plan support entitlements.	During active term: self-service export; assisted export only if expressly included in the applicable Order Form, except for mandatory EU Data Act switching and portability assistance governed by Sections 20.4 to 20.8 of the Terms of Service.
Post-termination retention period	Ordinary termination or expiry: 90 days for Customer Content in the terminated scope, unless Customer instructs earlier deletion or an exception applies. Successful EU Data Act switching uses the separate retrieval and erasure rules in Sections 20.4 to 20.8 of the Terms of Service.	Ordinary termination or expiry: 90 days for Customer Content in the terminated scope, unless the applicable Order Form states otherwise, Customer instructs earlier deletion, or an exception applies. Successful EU Data Act switching uses the separate retrieval and erasure rules in Sections 20.4 to 20.8 of the Terms of Service.

Provider may enforce stated plan limits through reasonable technical measures under the Terms of Service.

EU Data Act switching. Where Chapter VI of the EU Data Act applies, the switching, portability, retrieval, and no-switching-charge provisions in Sections 20.4 to 20.8 of the Terms of Service apply to both Free and Paid Plans. Those statutory switching rights are separate from ordinary Plan support, commercial API, and optional migration-service entitlements.

Feature availability and plan packaging. The Free Plan includes access to core functionality of the hosted Service, subject to the limits and conditions in this Plan Schedule. Certain advanced, administrative, reporting, integration, automation, audit/history, public-form, permission-management, customization, or other features may be available only under Paid Plans or specific Order Forms. Provider may describe current feature availability in a plan/pricing overview, in-app plan comparison, or Documentation. Such descriptions are intended to explain current packaging and do not override this Plan Schedule or an applicable Order Form unless expressly incorporated into the Agreement as binding. For Paid Plans, included features, add-ons, support, service levels, and other customer-specific commitments apply only to the extent stated in the applicable Order

Form or another binding agreement document, subject to the order of precedence in the Terms of Service. Provider may update feature availability in accordance with Section 15 of the Terms of Service and Section 7 of this Plan Schedule where applicable.

3. Support Schedule

We provide Free Plan support primarily through documentation and community resources. This helps us keep the Free Plan available to as many users as possible. Any Free Plan assistance beyond that is discretionary and may be limited or prioritized based on severity, security impact, access to Customer Content, or broader benefit to users.

Topic	Free Plan	Paid Plans
Support channels	Documentation and community channels only (best-effort). Security vulnerability reporting is available via the security contact channel identified on Provider's website, currently security@aam-digital.com, which is not a general support channel. Provider may prioritize discretionary assistance for security issues, data-access issues, or issues affecting many users.	As stated in the applicable Order Form.
Support hours commitments	None (no guaranteed support hours).	As stated in the applicable Order Form.
Response time commitments	None (no guaranteed response times).	As stated in the applicable Order Form.
Onboarding / training	Not included.	As stated in the applicable Order Form.

Paid Plan Severity Levels (Optional)

If an Order Form for a Paid Plan specifies severity-based support, the following severity definitions may be used. Any response targets and support hours are as stated in the Order Form.

- Sev 1 (Critical): Production outage or security incident affecting core use.
- Sev 2 (High): Major functionality impaired, with no reasonable workaround.
- Sev 3 (Medium): Partial impairment, but a workaround exists.
- Sev 4 (Low): Questions, requests, or minor issues.

Severity classification may be adjusted by Provider based on impact. Unless expressly stated as binding in an Order Form, any response targets are best-effort.

4. Availability, SLA, and Service Credits (Paid Plans Only if Included in an Order Form)

4.1 No SLA for Free Plan. We work to operate the Service reliably and securely for all users, including Free Plan users. However, the Free Plan has no uptime SLA and no service credits.

4.2 SLA opt-in (Paid Plans). Any SLA target and any related service credits apply only if expressly stated in the applicable Order Form. If an Order Form does not specify an SLA target, no SLA or service credits apply.

4.3 Measurement scope and default exclusion rule. Where availability is measured for a Paid Plan under an included SLA, Provider will use its monitoring systems to measure that availability. The Order Form may specify the measurement scope, for example an affected Customer Instance, global Service availability, or region-specific availability. Unless the applicable Order Form or SLA expressly states a different scope, the default measurement scope is the affected Customer Instance for which the SLA credit is requested. Unless expressly stated otherwise in the applicable Order Form or SLA, calculations exclude downtime or degradation caused by the factors listed in Section 4.4.

Definitions.

- Downtime: total minutes in a month when the Paid Plan Service is unavailable within the applicable measurement scope stated in the Order Form or SLA, excluding SLA Exclusions. If no different measurement scope is stated, Downtime means total minutes in a month when the affected Customer Instance is unavailable, excluding SLA Exclusions.
- Monthly Uptime Percentage: $(\text{Total minutes in month} - \text{Downtime}) / \text{Total minutes in month} \times 100$.

4.4 SLA Exclusions. Downtime does not include unavailability caused by scheduled maintenance, emergency maintenance, force majeure, Customer systems or internet access, Customer-selected third-party services or integrations, or the unavailability or malfunction of external third-party services or integrations whose availability is outside Provider's reasonable control and that are not part of Provider's core hosting or infrastructure used to operate the Service generally, as well as misuse, breach of the Agreement, or exceeding plan limits.

4.5 Service credits (Paid Plans only). If - and only if - service credits apply under the Order Form and the Monthly Uptime Percentage falls below the SLA target, Customer may request service credits as follows:

Monthly Uptime Percentage (relative to SLA Target)	Service Credit
Below SLA Target but at or above (SLA Target - 0.5 percentage points)	10% of the monthly fee for the affected month
Below (SLA Target - 0.5 pp) but at or above (SLA Target - 1.5 pp)	25% of the monthly fee for the affected month
Below (SLA Target - 1.5 pp)	40% of the monthly fee for the affected month

Credit cap: the maximum total credits per month are 40% of the monthly fee for the affected month. For purposes of service credits, the monthly fee for the affected month means the recurring Paid Plan fee attributable to the applicable SLA measurement scope for that month. Where the recurring fee is billed for a period longer than one month, the corresponding pro-rata monthly amount applies. One-off fees and Additional Paid Services are excluded. If the applicable Order Form does

not separately allocate a recurring fee to the affected Customer Instance or other measurement scope, the attributable amount will be determined reasonably by reference to the Order Form, applicable pricing structure, and scope and value of the affected Service.

Sole remedy: service credits are Customer's sole and exclusive contractual remedy for Provider's failure to meet the applicable SLA target as such. This does not exclude claims arising independently under Section 18 of the Terms of Service or rights that cannot be limited under applicable law.

4.6 Claim process. Customer must request credits within thirty (30) days after the relevant month ends, include reasonable supporting evidence, and be in good standing (no overdue payments). Approved service credits will be applied against Customer's next invoice for the affected Paid Plan. If no further invoice will be issued, Provider will refund the approved service credit to Customer.

5. Backups, Restore, and Disaster Recovery

Provider maintains backups for hosted-service security, availability, integrity, and resilience purposes. Backup frequency and backup-retention defaults are stated below. This Section distinguishes between Full System Restore and Selective Data Restore. "Full System Restore" means restoration of the entire relevant Customer Instance from an available backup so that the Customer Instance is reverted to the state reflected in that backup. "Selective Data Restore" means attempted restoration or extraction of specific Customer Content, records, fields, attachments, or other data elements from a backup without reverting the entire Customer Instance. Full System Restore and Selective Data Restore are available only during the active term and only from backups within the applicable backup-retention period. Any restore may require downtime and is subject to reasonable verification, Customer approval of restore consequences, security, confidentiality, data protection, and operational feasibility. Unless expressly agreed, backups and restore assistance do not create a disaster-recovery SLA, service credit, migration commitment, or guarantee that any particular restore will be successful in every case.

Topic	Free Plan	Paid Plans
Backup frequency	Daily encrypted operational backups.	Daily encrypted backups, unless the applicable Order Form states otherwise.
Backup retention	10 rolling days for daily operational backups.	30 rolling days for daily backups, unless the applicable Order Form states otherwise.
Restore requests	During the active term, Customer may request Full System Restore from an available backup. Provider will perform a Full System Restore where technically feasible and subject to reasonable verification, Customer approval of restore consequences, security, confidentiality, data protection, operational feasibility, and additional fees. Selective Data Restore is not included in the Free Plan.	During the active term, Full System Restore from an available backup is included in Plan fees. Provider will perform a Full System Restore where technically feasible and subject to reasonable verification, Customer approval of restore consequences, security, confidentiality, data protection, and operational feasibility. Selective Data Restore may be requested for Paid Plans; Provider may provide it where technically feasible and subject to additional fees.

Restore scope. Full System Restore restores the entire relevant Customer Instance to the state reflected in the selected backup and may overwrite, delete, or make unavailable Customer Content created or changed after the backup timestamp. Customer is responsible for exporting or otherwise preserving any newer Customer Content if needed before the restore. Provider can restore only data available in Provider backups within the applicable backup-retention period. Selective Data Restore may not be possible in all cases and may depend on backup format, data relationships, integrity constraints, and operational feasibility. Provider is not responsible for data loss caused by Customer actions outside available backups, subject to the Agreement and mandatory law. Where a Customer-requested restore, assisted retrieval/export, or other non-standard data-continuity assistance is subject to additional fees under this Plan Schedule, the applicable fee or, where the total fee cannot reasonably be determined in advance, the basis for calculating the fee, such as an hourly or daily rate, will be communicated in advance and agreed with Customer before the chargeable assistance is provided. For clarity, such charges do not apply to backup restoration or other recovery steps that Provider performs on its own initiative as part of operating, securing, maintaining, or recovering the hosted Service, or to assistance required to remedy Provider's breach of the Agreement or applicable law.

6. Data Export Before Termination; Post-Termination Retention and Deletion; EU Data Act Switching

Topic	Free Plan	Paid Plans
Export method before termination	During the active term: self-service export, where available, on a best-effort basis. Provider aims to make standard export guidance available. Ordinary assisted export is not included. Where EU Data Act switching applies, the mandatory portability package, switching interface/access, and assistance are governed by Sections 20.4 to 20.8 of the Terms of Service and are not excluded by this Plan limitation.	During the active term: self-service export, where available. Ordinary assisted export is included only if expressly stated in the applicable Order Form. Where EU Data Act switching applies, the mandatory portability package, switching interface/access, and assistance are governed by Sections 20.4 to 20.8 of the Terms of Service and do not require separate inclusion in the Order Form.
Post-termination retention period	Ordinary termination or expiry: Customer is responsible for exporting Customer Content in the terminated scope before the applicable termination or expiry. Unless Customer instructs earlier deletion, Provider will retain that Customer Content in the active Service environment for 90 days after termination or expiry, subject to applicable law and the Agreement. Successful EU Data Act switching instead uses the 30-day retrieval period and erasure rules in Sections 20.4 to 20.8 of the Terms of Service, unless a later period is	Ordinary termination or expiry: Customer is responsible for exporting Customer Content in the terminated scope before the applicable termination or expiry. Unless the applicable Order Form states a different period or Customer instructs earlier deletion, Provider will retain that Customer Content in the active Service environment for 90 days after termination or expiry, subject to applicable law and the Agreement. Successful EU Data Act switching instead uses the 30-day retrieval period and erasure rules in Sections 20.4 to 20.8 of the Terms of Service, unless a later period is expressly

Topic	Free Plan	Paid Plans
	expressly agreed.	agreed.
Post-termination access / standard return and enhanced assisted retrieval	Ordinary termination or expiry: no normal application access for the terminated scope. Where the DPA applies, Customer may request the standard return of Data during the ordinary post-termination retention period. Provider will make the standard return package described in the DPA available through a secure download or another standard return mechanism without an additional fee to the extent required under the DPA or applicable law. Enhanced assisted retrieval, custom export, selective extraction, data transformation, migration support, or other non-standard assistance may be provided where technically feasible and may be subject to additional fees. For successful EU Data Act switching, Customer has the separate enforceable retrieval right described in Sections 20.4 to 20.8 of the Terms of Service, without switching charges.	Ordinary termination or expiry: no normal application access for the terminated scope. Where the DPA applies, Customer may request the standard return of Data during the ordinary post-termination retention period. Provider will make the standard return package described in the DPA available through a secure download or another standard return mechanism without an additional fee to the extent required under the DPA or applicable law. Enhanced assisted retrieval, custom export, selective extraction, data transformation, migration support, or other non-standard assistance is included only if expressly stated in the applicable Order Form or otherwise agreed in writing and may be subject to additional fees. For successful EU Data Act switching, Customer has the separate enforceable retrieval right described in Sections 20.4 to 20.8 of the Terms of Service, without switching charges.
Deletion after retention period	Ordinary termination or expiry: after the ordinary post-termination retention period ends, Provider will without undue delay delete Customer Content in the terminated scope from the active Service environment in accordance with Provider's ordinary deletion processes, subject to applicable law and the Agreement. EU Data Act switching is governed instead by the specific full-erasure rules in Sections 20.4 to 20.8 of the Terms of Service.	Ordinary termination or expiry: unless the applicable Order Form states otherwise, after the ordinary post-termination retention period ends, Provider will without undue delay delete Customer Content in the terminated scope from the active Service environment in accordance with Provider's ordinary deletion processes, subject to applicable law and the Agreement. EU Data Act switching is governed instead by the specific full-erasure rules in Sections 20.4 to 20.8 of the Terms of Service.
Backups lifecycle	Customer Content may be included in backups in accordance with Section 5 and the applicable backup lifecycle. EU Data Act switching is	Customer Content may be included in backups in accordance with Section 5 and the applicable backup lifecycle. EU Data Act switching is governed by the backup and erasure rules in

Topic	Free Plan	Paid Plans
	governed by the backup and erasure rules in Sections 20.4 to 20.8 of the Terms of Service.	Sections 20.4 to 20.8 of the Terms of Service.

Except where Sections 20.4 to 20.8 of the Terms of Service govern an EU Data Act switching process, the ordinary post-termination rules in this Section 6 apply. Where ordinary termination or expiry affects only one or more Customer Instances or another identifiable part of the Service, those rules apply only to the terminated scope.

For ordinary post-termination retention, Provider may retain Customer Content beyond the stated retention period only to the extent required by applicable Union or Member State law or otherwise permitted under the DPA and applicable data protection law. This does not extend the retrieval or erasure periods following successful EU Data Act switching, which are governed by Sections 20.4 to 20.8 of the Terms of Service and applicable law.

7. Free Plan Changes and Discontinuation

7.1 Relationship to the Terms. The applicable provisions of Section 15 of the Terms of Service govern unilateral Service and Plan changes generally, including applicable notice requirements, Customer rights, emergency changes, and any related contractual amendments. This Section 7 supplements those rules for the Free Plan and sets out Free Plan-specific parameters. Changes to Paid Plans are governed by the applicable provisions of Section 15 of the Terms of Service and the applicable Order Form.

7.2 Changes to the Free Plan. Provider may modify, limit, replace, or discontinue elements of the Free Plan, including features, stated limits, integrations, support arrangements, backup practices, and eligibility criteria, for the reasons and subject to the applicable provisions of Section 15 of the Terms of Service. In particular, changes to the Free Plan may be made for sustainability considerations, including the need for Provider to operate the Free Plan on a financially and operationally sustainable basis so that it can remain available to the community it is intended to serve over the long term. Where feasible, Provider will aim to avoid unnecessary disruption for mission-driven organizations and to explain material adverse changes in practical terms. Where a Free Plan change constitutes a material adverse change under Section 15.2 of the Terms of Service, the notice and Customer rights in Sections 15.2 and 15.3 apply.

7.3 Discontinuation of the Free Plan. Provider may discontinue the Free Plan as an offering, either for all Free Plan users or for a material class of Free Plan users, by giving ninety (90) days' notice in text form where feasible. Provider will aim to avoid abrupt disruption for mission-driven organizations where feasible and will, before discontinuation takes effect, maintain a reasonable opportunity for Customer to export Customer Content through the export functionality then available in the Service and to transition where feasible. Following termination or expiry caused by discontinuation, the post-termination retention period in Section 6 applies. Where immediate or earlier discontinuation is reasonably necessary in circumstances covered by Section 15.4 of the Terms of Service, that Section applies. Any immediate restriction or suspension is governed by the applicable provisions of the Terms of Service. Deletion remains governed by Section 6, the DPA where applicable, Customer's instructions, and applicable law.

7.4 No automatic grandfathering. Unless Provider expressly states otherwise, changes to the Free Plan apply, within their applicable scope, to existing as well as new Free Plan users from the applicable effective date. Provider is not required to maintain prior Free Plan features, stated limits, integrations, support arrangements, backup practices, eligibility criteria, or other elements of the Free Plan for existing users, subject to the applicable provisions of Section 15 of the Terms of

Service and this Section 7. Where feasible, Provider may provide transition periods or guidance to help users adapt to material adverse changes.

7.5 Relationship to account-level measures. This Section 7 governs changes to and discontinuation of the Free Plan as an offering. It does not limit Provider's rights under the Terms of Service to suspend, restrict, or terminate an individual Customer's Free Plan account or Customer Instance, including under Sections 13.2 and 14 of the Terms of Service. However, where Provider discontinues the Free Plan as an offering for all Free Plan users or a material class of Free Plan users, Section 7.3 applies.