

Service Description Transport Market Monitor (TMM) Version 1.1 (November 2019)

1. Description of the main features of TMM
- 1.1. Feature 1 (included in Freemium Version, Premium Version and Premium Plus Version)
5 Index Base Charts for Europe as a whole:
 - Price and Capacity Index
 - Price Index Comparison
 - Capacity Index Comparison
 - Price & Diesel Index
 - Diesel Index Comparison
- 1.2. Feature 2 (only included in Premium Version and Premium Plus Version)
5 Index Base Chart for Europe as a whole and for 77 single Country-Country Destinations. The following Country-Country Destinations are included (as of 01.07.19)

<i>orig</i>	<i>dest</i>
AT	AT
AT	CZ
AT	DE
AT	HU
AT	IT
AT	PL
BE	DE
BE	FR
BE	IT
BE	NL
CH	DE
CZ	AT
CZ	DE
CZ	HU
CZ	IT
DE	AT
DE	BE
DE	CH
DE	CZ
DE	DE
DE	DK
DE	ES
DE	FR
DE	GB
DE	HR
DE	HU
DE	IT
DE	NL
DE	PL

DE	PT
DE	RO
DE	SE
DE	SK
ES	DE
ES	ES
ES	FR
ES	IT
FR	BE
FR	DE
FR	ES
FR	FR
FR	GB
FR	IT
FR	NL
FR	PL
GB	DE
GB	GB
HU	DE
HU	HU
HU	IT
HU	PL
HU	RO
IT	DE
IT	FR
IT	IT
IT	PL
NL	DE
NL	FR
PL	AT
PL	CZ
PL	DE
PL	FR
PL	HU
PL	IT
PL	PL
PL	RO
PL	SE
PL	SK
RO	BG
RO	HU
RO	IT
RO	RO
RU	DE
RU	PL
RU	RU
SK	AT
SK	DE

1.3. Feature 3 (only included in Premium Plus Version)

5 Index Base Chart for Europe as a whole and for 77 single Country-Country Destinations. and for 10 different Industries

The following Industries are included (as of 01.07.19)

- *3PL & 4PL*
- *Automotive*
- *Chemical & Life Science*
- *Construction Materials*
- *FMCG*
- *Metal & Steel*
- *Packaging Material*
- *Paper & Print*
- *SMCG*
- *Wood & Timber*

2. Description of Packages

2.1. Freemium

- a) fee: no cost
- b) contents and features of TMM:
 - Market Development for Europe
 - Spot market data
 - 5 Base Charts, updated monthly
 - up to 24-month data range access
 - up to 12 quarters data range access
 - 1 user included
- c) contract period: no contract period
- d) Termination notice period: termination at any time possible

2.2. Free Trial Month for Premium and Premium Plus Package:

- a) fee/contents and features of TMM: One Month Free Trial for the Premium Packages of our paid subscription models 2.3Premium and 2.4Premium Plus
- b) TMM may determine your eligibility for a Free Trial Month and withdraw or modify the Free Trial Month at any time without prior notice and with no liability, to the extent permitted by applicable law
- c) TMM requires you to provide your payment details to start the Free Trial Month. By providing such details you agree that we may automatically begin charging you for the paid subscription on the first day following the end of the Free Trial Month.
- d) If you do not want this charge, you must cancel the applicable paid subscription before the end of the Free Trial Month by clicking "cancel Free Trial Month period" in your user account.
- e) Every user can use the Free Trial Month once. If you upgrade from Premium to Premium Plus within the trial month period, your trial period will end and your Premium Plus subscription starts

2.3. Premium

- a) fee: 79€(net) per month; 948€(net) per year
- b) contents and features of TMM:
 - Market Development for Europe
 - Additionally, 77 single country-country destinations
 - Spot market data
 - 5 Base Charts, updated monthly
 - Hundreds of combination charts, updated monthly
 - up to 24-month data range access
 - up to 12 quarters data range access
 - 2 users included
- c) contract period: 12-months
- d) Termination notice period: one month to the end of a contract period

2.4. Premium Plus

e) fee: 199€(net) per month; 2,388€(net) per year

f) contents and features of TMM:

- Market Development for Europe
- Additionaly 77 single country-country destinations
- Additionaly 10 different industries
- Spot market data
- 5 Base Charts, updated monthly
- Hundreds of combination charts, updated monthly, exportable dashboards
- up to 24-month data range access
- up to 12 quarterly data range access
- 5 users included

g) contract period: 12-months

h) Termination notice period: one month to the end of a contract period

3. Payment settlement

Customers of company type Shipper, Press or Consultant can pay by credit card or bank transfer. Customers of company type Carrier can pay by credit card only. Unless otherwise agreed, users receive an e-mail invoice in pdf format to the e-mail address provided on registration.

For payments by credit card: The price for the Premium and Premium Plus subscription packages is paid for one year and is directly debited from the credit card. The payment is being debited at the time of subscription for one full year (12 months) and until the subscription is terminated.

If Premium and Premium Plus subscriptions are not terminated (one month to the end of a contract period under "my account"), the subscription is extended by another 12 months and debited from the credit card. For payments by bank transfer, an invoice will be automatically issued and payment is due within 2 weeks.