

Service Specification

I. Technical Requirements

The customer's PC must fulfil the following minimum requirements:

- Internet access for http protocol
- Band width of at least 512kBit/Sec to avoid delays in representation
- Web-Browser for showing course contents, task descriptions and video sequences and for transmitting starting positions, which conforms to the standard HTML 1.1 (e.g. IE 6.0 from Microsoft or Netscape 7.0)

II. Performance Features

- Provision of the ICE2L training programme shown at www.ice2l.com/Kurse by providing so-called time units. Time units represent the periods when the training programme is activated. Activation is effected by the user by way of the key code conveyed by Con4Tech.
- Free choice of access to any training page by way of the navigation page for customers and/or users.
- Explanation of entries and steps to follow in relation to the application software on the training page.
- Provision of non-binding tests of learning success (so-called quiz) on certain training pages for self-testing by the customer and/or user
- Provision of video sequences on certain training pages e.g. to show the entries and steps to be followed within the application software.
- Provision of a so-called starting point on certain training pages e.g. to show the stage/record/file in the application software
- 99% availability of training.