

## SPECIFIC TERMS – Multi Network M2M

This Specific Terms form the agreement between you, the Customer, and SPTel Pte. Ltd. (Reg No. 199700517K) (hereinafter referred to as “*SPTel*”, “*we*”, “*us*”, “*our*” and/or the “*Supplier*”, as the case may be), each a “*Party*” and collectively the “*Parties*”, for the Multi Network M2M Service, and may be amended by the Order / Application Form.

It is agreed between the Parties as follows:

### 1. Service Definitions

“Acceptance”	means in relation to a Service, the date of your activation of the Service.
“Connected Network”	means the Networks that are associated with the Network Tiers chosen by Customer for the relevant SIM.
“Content”	means, not limited to, messages, alerts, reports, information regarding M2M events generated by the systems supporting the Service and made available to you.
“Customer”, “you” or “your”, as the case may be	means the entity that executed the relevant Application Form to receive the Service.
“Customer Equipment”	means Equipment not owned by SPTel that is used with the Service, including customer routers and the SIM. For the avoidance of doubt, Equipment sold by SPTel to Customer is Customer Equipment.
“Device Hardware”	means Equipment (excluding SIMs) including remote equipment for sensors, monitoring applications, connectivity and radio interfaces used to connect to the Portal.
“Fault”	means a fault or defect in the Service or any associated equipment or facilities that disrupts the Service (as set out in this Specific Terms).
“M2M”	means Machine-to-Machine

“Multi Network M2M Service” or “Service”	means the grant to you of the right to use the Service as specified in the Order (being Multi Network M2M Service Individual Data, Data Pooling or other available Multi Network M2M service plan offered by us, as described in this Specific Terms in <u>Schedule A</u> ) subject to and in accordance with the terms of this Specific Terms. SPTel is an authorized reseller of third party(s)’ Multi Network M2M Services.
“Multi Network M2M Service Plan”	means the Service plan option to which you subscribed.
“Network”	means the communications network, and the equipment and premises that are connected to the network that are used by SPTel.
“Network Tiers”	means the charging group that a set of Networks is associated with as set out in the proposal and as amended from time to time in accordance with the proposal.
“Order”	<p>means the binding ordering document (including the relevant Application Form and any quotation accepted by you) specifying the Services, Service Term, quantities, applicable Charges, and/or any other commercial or technical details agreed between the Parties.</p> <p>Each Order forms part of and is governed by these Specific Terms and the General Terms.</p>
“Portal”	SPTel’s proprietary M2M Management Portal that supports the Multi Network M2M Service and through which Customer can self-service to manage the connectivity service and the SIM.
“SIM”	<p>means a “subscriber identity module” card that is an integrated circuit storing user specific data.</p> <p>SIM states:</p> <ol style="list-style-type: none"> <li><b>Inactive</b> means the SIM is not recognised by the Network and therefore incapable of communication;</li> <li><b>Active Test</b> means the SIM is recognised by the Network, is capable of communication for a specified duration or data volume, but is not subject to billing;</li> </ol>

	<ul style="list-style-type: none"> <li>c. <b>Active Ready</b> means the SIM is recognised by the Network and will transition to Active Live on the first data session;</li> <li>d. <b>Active Live</b> means the SIM is recognised by the Network and is capable of communication;</li> <li>e. <b>Active Suspend</b> means the SIM is recognised by the Network but incapable of communication until manually set to Active Live;</li> <li>f. <b>Active-Suspend Regulatory</b> means the SIM is recognised by the Network but incapable of communication due to country-specific regulatory measures until manually set to Active Live;</li> <li>g. <b>Active Standby</b> means the SIM is recognised by the Network but incapable of communication until automatically set to Active Live on the first data session;</li> <li>h. <b>Active Sleep</b> means the SIM is removed from the Network following 2 months in the Active Suspend state. SIM can be reactivated;</li> <li>i. <b>Inactive Stopped</b> means the SIM is removed from the Network for 1 month before being changed to Terminated state. SIM can be reactivated during this period;</li> <li>j. <b>Inactive-Transformed</b> means the SIM is recognised as having being transformed from a Global SIM to a local SIM; or</li> <li>k. <b>Terminate</b> means the SIM has been permanently removed from the Network, will not be capable of communication and cannot be reactivated again.</li> </ul>
“Service Condition”	has the meaning ascribed to it in Clause 7.1
“Service Term”	<p>means the minimum period of Service specified in the Order and any renewal term(s) thereafter.</p> <p>Unless otherwise agreed, the Service automatically renews monthly on the same terms (except Charges, which will follow prevailing rates) unless terminated by written notice at least thirty (30) days before expiry.</p>
“SPTel”, “Supplier”, “we”, “us” or “our”, as the case may be	means SPTel Pte. Ltd.

- 
- 1.1 Unless expressed otherwise herein, all capitalized words, terms and expressions used in this Specific Terms shall have the same meaning and construction as defined or construed in the General Terms.
- 1.2 This Specific Terms, together with the Schedules annexed hereto, and all other conditions and policies, prevailing from time to time, shall form an integral part of the contract between you and us.
2. **Multi Network M2M Services**
- 2.1 In relation to each Order, we will use reasonable endeavours to commence providing the Multi Network M2M Services pursuant to such Order on the date of Acceptance for such Service. Such Service will thereafter be provided for the Service Term subject to the termination clauses of this Specific Terms and the General Terms.
- 2.2 You shall provide any information as may be required by us for the activation and/or deactivation of the Multi Network M2M Services. We reserve the right to add, remove and/or change any service features from time to time.
- 2.3 You agree that you shall use the Multi Network M2M Services only for the purpose of establishing your M2M network or enabling M2M solutions to your end users. You shall: (a) take reasonable steps with entities it controls in line with commercial good practice to limit misuse of or threat to the Service, Equipment or Network; (b) not send or allow to be sent unsolicited bulk messages, content, posts or communications or maintain an open SMTP relay; (c) not engage in activities that adversely affect or interfere with the network or any of its users; (d) address any misuse or threat identified by us; and (e) seek prior approval from us before running any security tests, vulnerability scans or penetration tests on Equipment or Services. You shall not publish any results of any benchmark or performance tests of the SIMs, the Network, the Service or any components in relation or associated thereto.
- 2.4 It is your sole responsibility to ensure that the use of the Service to transmit data is in compliance with all applicable laws and regulations. You must also maintain all responsibility for determining whether the Service or the information generated thereby is accurate and sufficient for their purposes.
- 2.5 We shall not in any way be liable for any wireless transmissions that are not delivered to or received by the intended device(s).
- 2.6 By offering the Service to you, we will be collecting usage data to better understand the trends in the services offered, where relevant. In that regard, you agree and consent to our collection and use of the said usage data for all purposes contemplated herein.

- 2.7 You acknowledge and agree that the Multi Network M2M Services provided are provided by third party(s) and resold by us to you. You agree to comply with all reasonable obligations and requirements of the third party(s) in relation to the Service on a back-to-back basis, as if they were incorporated in this Specific Terms.
- 2.8 You acknowledge and agree that our third party supplier(s) have the right (but not the obligation) to monitor any and all transmissions via the Service. You further acknowledge and agree that our third party supplier(s) have the right and sole discretion to block, filter, remove, limit, delete or modify any material or Content transmitted by you through access and use of the Service in the event that such material or Content violates any of the terms and conditions herein.
- 2.9 The SIM Cards provided as part of the Service are required to be activated live within a period of **three (3) months** from the Service Commencement Date, unless otherwise agreed to in writing. The minimum term of the service on a single SIM is **twelve (12) months** from the day on which the individual SIM is moved to Active Live state. SIMs will be delivered in the active or (where requested by Customer in writing) Active Test state. Upon receipt of the SIMs, Customer can change the SIM state through the Portal or APIs in line with the Portal user guide.
- 2.10 SIMs may reside in Active Test state for **three (3) months** or until the SIM exceeds its 100KB data allowance as part of a one-week-maximum test duration, after which the SIM will automatically move into “Active Ready” state. On the next data session, it will then automatically move to “Active Live” state.
- 2.11 A SIM in “Active Live” state is chargeable, and its data usage contributes to the data allowance of the associated Bundle tariff. Any SIM not in “Active Live” state does not contribute to the total data allowance pooling bundle.
- 2.12 SPTel may at any time and without notice modify the Connected Networks or the Network Tiers they are associated with for commercial or regulatory reasons (including where it enters into new roaming agreements or terminates existing roaming agreements with its third-party suppliers or external party).
- 2.13 All data tariffs have access to one or more Network Tiers. All SIMs will be associated with a single tariff. The Connected Networks for a given SIM will comprise of all the Networks within the Network Tiers accessible by that SIM's data tariff.
- 2.14 Network Sunset: Customer hereby acknowledges and accepts that (a) certain Network technologies used to provide the Service on SPTel Device Hardware or Customer Device Hardware may retire prior to the expiry of the contract; (b) Current Networks may be replaced by further advanced Network technologies during the term of the contract. SPTel shall ensure that Customer is given reasonable notice of any such replacement or retirement and shall work in good faith with the Customer to explore

alternative technology solutions. SPTel shall, if requested by the Customer and where technically and commercially feasible, provide comparable Network technologies based on roaming agreements. Customer agrees that maintaining compatibility of its devices with the available Networks from time to time shall be its responsibility and any associated costs shall be borne by Customer.

- 2.15 Multi Network M2M Services are subjected to fair and reasonable usage of the Services, as reasonably determined by us by reference to average or estimated normal customer usage patterns of the Services. We will consider your usage excessive or unreasonable, where we determine that your use materially exceeds the average or estimated normal use over any period, detrimental to other customers' ability to use our Services or adversely affects our operations. We further have the right and sole discretion to immediately cease transmissions via the Service in the event of excessive transmissions by you. We will make reasonable efforts to notify you but in no event shall we be liable for not transmitting any transmissions via the Service.
- 2.16 You may select to upgrade your subscription to a higher data bundle tier of Service or downgrade your subscription to a lower data bundle tier of Service at any time through written application. There will be no Early Termination Charges applicable in the event that you upgrade your subscription to a higher data bundle tier of Service. However, Early Termination Charges will be applicable if you downgrade your subscription to a lower data bundle tier of Service. For the avoidance of doubt, Early Termination Charges will be calculated by multiplying the remaining months of the Contract Period using SPTel's prevailing non-promotional rates for the applicable Service.
- 2.17 You acknowledge and agree that the Service is provided subject to factors including without limitation, availability of network and cloud infrastructure, technical capacity, device capability and Service provisioning time required by us to provide the Service. The speed of the Service may vary depending on various factors including coverage, location, devices used, network traffic and the type of data being transmitted. In addition, we may change or otherwise modify the Service or any aspect or feature of the Service in accordance with technological developments and market demands from time to time at our discretion and without any notice to you.

### **3. No Warranties**

- 3.1 This Service is provided "*as is*" and without any representation of warranty, whether express, implied or statutory. We specifically disclaim any merchantability, fitness for a particular purpose.
- 3.2 We do not guarantee Continuous and/or uninterrupted performance of the Service.

- 3.3 We do not warrant the accuracy, reliability or quality of any Content obtained through the Service; and that the Service and access to them are error free and uninterrupted or available at all times.

#### **4. Charges**

- 4.1 The Charges shall include :

- 4.1.1 SIM card fee;
- 4.1.2 Shared/Private APN;
- 4.1.3 Platform associated fees;
- 4.1.4 M2M Service Plan subscription fees for bundle tariff of data per SIM and/or SMS;
- 4.1.5 Excess usage charges; and
- 4.1.6 Other related fees as set out at Schedule B.

- 4.2 The Charges payable in relation to each Order do not include M2M Devices Hardware and/or professional service charges that you may have to incur in connection with the provision of the Service pursuant to such Order, unless otherwise stipulated in the quotation(s).

- 4.3 In January of each calendar year, we reserve the right to adjust all Charges by a percentage equal to the percentage increase in the official retail price index in the country where we provide the Service (e.g., the Consumer Price Index for Singapore).

- 4.4 The charges are payable upon the Service Commencement date.

- 4.5 A bundle tariff will give any SIMs associated with the tariff access to the Network Tiers indicated in the quotation.

- 4.6 A bundle tariff will consist of: (i) a total Monthly Service Plan Access Charge; (ii) an included data allowance; and (iii) a data overage charge.

- 4.7 The total Monthly Service Plan Access Charge for a bundle tariff will be calculated by multiplying the number of SIMs using that tariff by the SIM Monthly Service Plan Access Charge

- 4.8 The data allowance for each bundle tariff will be calculated by multiplying the number of SIMs using that bundle tariff by the SIM data allowance in the quotation.

- 4.9 For each bundle tariff, any usage up to the data allowance is provided at no additional charge and may be shared in any manner required by the SIMs that have contributed towards it. Any excess usage will be charged at the data overage rate as stated in the quotation.

- 4.10 If Customer does not use the monthly data allowance related to a bundle tariff, that data allowance cannot be rolled over to subsequent months.
- 4.11 Billed data sessions are measured on a KB basis and generally rounded up to the nearest KB. Total volume data invoiced to Customer will be higher than raw volume data sessions indicated in Service operations reports generated by the IoT Platform. Actual invoice will include rounding applied to individual data sessions in the billing process. For bundled data tariffs, the summation of usage is calculated by adding up usage per Data session as set out above.
- 4.12 Whilst SMS Charges are provided for all Network Tiers, the Network Tiers available to a given SIM will be defined by its associated tariff. SMS usage is billed on a per message basis.
- 4.13 We reserve the right to charge you for expenses incurred by us in investigating any Fault reported by you if the Fault is not due to or does not lie within our facilities or Network.
- 4.14 All orders cannot be cancelled and all amounts paid are not refundable.

## **5. Operational Requirements**

- 5.1 The Customer, in connection with Customer Equipment, shall: (a) use the Customer Equipment meeting SPTel specifications; (b) install and configure it at the agreed location(s) no later than the agreed delivery date or as otherwise agreed; (c) support and maintain it according to OEM recommendations, including prompt installation of security patches and updates; (d) be responsible for its configuration and compatibility with the Service; (e) promptly replace or correct any Customer Equipment that SPTel determines is incompatible with the Service or is likely to interfere with the Service or Network, and reimburse SPTel for any additional costs SPTel incurs as a result; (f) after the Service terminates, give SPTel prompt access to and reasonable help with disconnecting it from the Service; and (g) record and dispose of it in accordance with applicable laws. Customer acknowledges that failure to comply with this clause may prevent it from using the Service and excuse SPTel from liability for delays and failure to deliver the Service.



Customer Equipment: Device Requirements

5.2 Without prejudice to anything in paragraph, all Customer Equipment used in connection with the Multi-Network M2M Service must meet the following minimum standards at all times during the Service Term:

(a) **3GPP Compliant**

Devices/hardware shall comply with the applicable 3GPP standards (i.e. 3<sup>rd</sup> Generation Partnership Project) for cellular M2M/IoT connectivity, including but not limited to 2G, 3G, 4G/LTE, LTE-M, NB-IoT, and 5G, where applicable, to ensure interoperability across supported networks.

(b) **Roaming Capability**

Devices/hardware must support cross-border or international roaming on third-party networks, subject to network availability, regulatory restrictions, security policies, within the Service scope, including automatic network selection where applicable.

(c) **Remote Firmware Upgrade (OTA Updates)**

Devices/hardware shall enable secure remote firmware updates to maintain compatibility, performance and security throughout the Service Term.

5.2.1 If the Customer Equipment fails to comply with any one or more of the minimum requirements set out in Clause 5.2, the Customer acknowledges and agrees that the performance, functionality and quality of the Service(s) may be reduced, impaired or less than optimal. SPTel makes no representation or warranty, whether express or implied, regarding uninterrupted availability, continuity of service or freedom from service degradation in the Multi Network M2M Service(s), in particular where the Customer uses devices/hardware that do not meet any of the requirements in this clause.

5.2.2 The Customer shall fully indemnify and hold harmless SPTel, its affiliates and third party suppliers from and against any and all claims, losses, damages, liabilities, fines, penalties, costs and expenses (including reasonable legal fees) arising out of or in connection with the Customer's use of non-compliant devices/hardware, including those impacting third-party networks, or any disruption to the Service caused thereby.

5.2.3 Failure to comply with the foregoing requirements shall entitle SPTel, at its sole discretion and without liability, to suspend the Service or impose such remedial measures as may be necessary until compliance is achieved. Any costs incurred in connection with such remedial measures shall be borne solely by the Customer. All costs and expenses incurred by SPTel in connection with such remedial measures shall be borne exclusively by the Customer.

5.3 We shall not be responsible for any technical issues that may arise from or in relation to any software or hardware that is not owned by us which you may have in use with the Service.

- 5.4 Either Party detecting a Fault in the Multi Network M2M Services shall notify the other Party as soon as reasonably possible. Our contact details will be provided in our service handover document. Your contact details shall be set out in our application form.
- 5.5 You acknowledge and agree that the technical means by which we supply the Multi Network M2M Service is entirely at our sole discretion.
- 5.6 You are entitled to grant the right to access the Service to your employees, clients and partners or any other individuals but only on the basis set forth herein. You shall bear all responsibilities for the consequences arising from the access to the Service provided by you to your employees, clients, partners or other third parties.
- 5.7 You agree to manage the integration of the Portal's API with your own systems and costs.
- 5.8 You shall co-operate and provide assistance as is reasonably requested by us and our third party suppliers to assist in the management of incidents.

## **6. Rights in Multi Network M2M Services**

- 6.3 The provision of Multi Network M2M Services pursuant to any Order does not give you any right, title or proprietary interest in the Multi Network M2M Services.
- 6.4 You do not have any rights to:
- 6.4.1 modify, alter, tamper with, repair, or otherwise create derivative works of the Service;
  - 6.4.2 reverse engineer, disassemble, or decompile the Service or apply any other process or procedure to derive the source code of the Service;
  - 6.4.3 access or use the Service in a way intended to avoid incurring fees or exceeding usage limits or quotas;
  - 6.4.4 resell or sublicense the Service;
  - 6.4.5 attempt to disable or circumvent any security mechanisms used by the Service;
  - 6.4.6 use the Service to perform a malicious activity; or
  - 6.4.7 upload or otherwise process any malicious Content to or through the Service.

- 6.5 Except as expressly permitted under this Specific Terms or an Order, you must not grant any third party any right to use any Multi Network M2M Services that has been provided to you.

## **7. Termination Rights supplementing the General Terms**

- 7.3 Where the provision of the Multi Network M2M Service is conditional on you subscribing to other services with us or satisfying minimum requirements of subscription to such other services from us ("Service Condition"), any violation of the Service Condition will also automatically terminate the Multi Network M2M Service and you shall be liable for Early Termination Charges.
- 7.4 Where the Multi Network M2M Service is subscribed as a secondary service to other services provided by us, the termination of said services will automatically terminate the Multi Network M2M Service. In this event, an Early Termination Charge in respect of the Multi Network M2M Service may be payable.
- 7.5 In addition to the grounds for suspension and termination set forth in our General Terms and Conditions, we reserve the right to suspend or terminate the Service or any part thereof, or to cease to provide you with the Service at any time in our discretion and without any liability to you whatsoever if:
- (a) the use of the Service or device seriously affects the stability or the security of the Multi Network M2M network; or
  - (b) the use or provision of the Service, or any part of this Agreement, becomes unlawful, unenforceable, invalid or illegal for any reason.
- 7.6 Any such suspension or termination shall be without prejudice to our accrued rights and all other rights and remedies available to us at law or equity.
- 7.7 The minimum period of Service shall be indicated in the Order. Unless otherwise agreed to in writing, when the minimum period of Service expires, this Agreement will be automatically renewed on a calendar monthly basis (based on the same terms and conditions except for Charges, which shall be based on our then prevailing Charges for the Services) unless you give us a written notice of termination at least 30 days prior to the expiry of the minimum period of Service or the renewed term.
- 7.8 Without limiting the foregoing, Clauses 4 and 5 will survive any expiration or termination of this Agreement. Upon the effective date of termination of the Agreement for any reason: (a) all rights granted to you under this Agreement, including your right to use the Service, will immediately terminate; (b) you must stop all use of the Service; and (c) you must return or, if we request, destroy any Confidential Information.

## SCHEDULE A: SERVICE SPECIFICATIONS

SPTel Multi Network M2M Service is a solution that provides connectivity and associated service to the Customer Equipment.

The following table specifically describes the service offering:

<b>Multi Network M2M Service</b>	
Service Offering	<ol style="list-style-type: none"> <li>1. 3 types of SIM Cards available:               <ol style="list-style-type: none"> <li>(a) <u>Standard Plastic SIM</u> <ul style="list-style-type: none"> <li>▪ Designed for standard environmental conditions.</li> <li>▪ Operating temperature range from -25°C to +85°C</li> <li>▪ Form Factor: 2FF/3FF/4FF</li> </ul> </li> <li>(b) <u>Robust Plastic SIM</u> <ul style="list-style-type: none"> <li>▪ Designed for M2M applications and for enhanced operation conditions.</li> <li>▪ Operating temperature ranges from -40°C to +105°C.</li> <li>▪ Form Factor: 2FF/3FF/4FF</li> </ul> </li> <li>(c) <u>Chip Sim</u> <ul style="list-style-type: none"> <li>• Designed for M2M applications and for enhanced operation conditions.</li> <li>• Operating temperature ranges from -40°C to +105°C.</li> <li>• Form Factor: MFF2</li> </ul> </li> </ol> </li> <li>2. Data bundle per SIMs</li> <li>3. Roaming data (4G by default, 5G on selected Network)</li> <li>4. Singapore by default and overseas coverage as options</li> <li>5. Shared Internet APN or Private APN option</li> <li>6. M2M Management Portal</li> </ol>

**\*Note: Customer Equipment Requirements**

The Customer shall ensure all Customer Equipment used in connection with the Multi-Network M2M Service shall comply with the following minimum standards at all times during the Service Term:

- (a) 3GPP Compliant  
Devices/hardware shall comply with the applicable 3GPP standards (i.e. 3<sup>rd</sup> Generation Partnership Project) for cellular M2M/IoT connectivity, including but not limited to 2G, 3G, 4G/LTE, LTE-M, NB-IoT, and 5G, where applicable, to ensure interoperability across supported networks.
- (b) Roaming Capability  
Devices/hardware must support cross-border or international roaming on third-party networks, subject to network availability, regulatory restrictions, security policies, within the Service scope, including automatic network selection where applicable.
- (c) Remote Firmware Upgrade (OTA Updates)  
Devices/hardware shall enable secure remote firmware updates to maintain compatibility, performance and security throughout the Service Term.

**SCHEDULE B: CHARGES**

<b><u>No.</u></b>	<b><u>Item</u></b>	<b><u>Charges</u></b>
1.	One-Time Charge	Refer to the Order.
2.	Monthly Recurring Charge	Refer to the Order.
3.	Usage Charge	<p>Refer to the Order.</p> <p><u>Overage data charges:</u>            If subscription is less than/equal to 5MB data plan: \$0.09 per MB            If subscription is 10MB data plan: \$0.07 per MB            If subscription is 25MB data plan: \$0.04 per MB            If subscription is more than 25MB data plan: \$0.03 per MB</p>
4a.	Early Termination Charge for cancellation/termination of Order before Service commencement	One-Time Charge (if not yet paid) plus all costs and third-party liabilities incurred by us as of date of termination.
4b.	Early Termination Charge for termination during Service Term	All Monthly Recurring Charges payable for the remainder of the Service Term.
4c.	Early Termination Charge for downgrading during Service Term	All Monthly Recurring Charges payable for the remainder of the Service Term.

We reserve the right to charge for any ancillary services relating to the provision of the Services. Charges will be provided to you in a rate card, whenever requested. Your agreement to these charges will be sought prior to the commencement of the Services.