1NCE M2M/IOT MOBILE COMMUNICATIONS SERVICES

SERVICE DESCRIPTION

version as of 06/2022

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For customers of the 1NCE IoT Flat Rate as *1NCE IoT Flat Rate China+* or *Blockchain on a SIM*, the following supplemental service descriptions, which deviate from the standard, shall also be applicable:

- *1NCE IoT Flat Rate China+*
- *Blockchain on a SIM*

1 GENERAL INFORMATION

Within the scope of its M2M/IoT mobile communications services, 1NCE Inc. (hereinafter referred to as 1NCE) provides the customer with access to mobile communications services, connectivity, and access to the 1NCE Connectivity Management Platform (hereinafter referred to as the Customer Portal). This connectivity enables the customer to transfer machine data. The prerequisite for using the connectivity is a corresponding M2M/IoT terminal device. The equipment required for use (hardware and associated software) does not form part of the scope of 1NCE's services and must be provided by the customer itself.

1NCE IOT FLAT RATE

OVERVIEW OF INCLUDED FEATURES

SIM Chip	Flat Rate	Platform
IoT Flex SIM (2FF/3FF/4FF) included	500 MB / 250 SMS volume included	Manage and maintain connections, accounts and users
+ Upgrade to Industrial SIM Chip (MFF2) for 2 USD	+ APN and VPN usage included	+ Full API support and access to Developer Hub
+ Tier-1 IMSI Range Optional: Multi-IMSI 'SIM Cards	+ 100+ countries included in coverage: international roaming at no extra costs	+ Unique software tools to support in rapidly building IoT products

2 MOBILE DATA CONNECTION

2.1 CHIP CARD

1NCE provides the customer with one or more chip cards (currently in the form of the chip cards specified in section 2.3 of this service description) and activates them. The use of the M2M/IoT mobile communications services of 1NCE is only permitted as an integral component within closed M2M/IoT applications and only with terminal devices specifically designed for M2M/IoT communication. This includes the transmission of data or Short Message Service (SMS) from a terminal device to the application server or vice versa. Any operation beyond closed M2M/IoT applications, e.g. communication with other connection targets or

downloading content offers from the Internet, does not form part of the scope of the contract and lies outside the intended use of 1NCE's service.

1NCE's chip cards are already activated, i.e. no activation or activation via the Customer Portal is required so that data and SMS can be sent or received with the chip card. The activation period of 10 years / 120 months of the chip card generally begins three months after the day on which 1NCE sends the chip card to the customer (see section 3.5 of the GTC for further details).

2.2 IMSI

1NCE uses Global Mobile Subscriber Identity (IMSI) ranges. which allow the use of so-called "Global SIM" cards, which enable cross-border M2M/IoT connectivity at a uniform charge.

2.3 TYPE AND FORM FACTORS

1NCE offers two types of chip cards: The 1NCE IoT FlexSIM, for which no minimum order quantity applies, and the 1NCE Industrial IoT eSIM, with a minimum order quantity of 100 pieces and bookable in blocks of 100 pieces.

The 1NCE IoT FlexSIM is an integral part of the M2M/IoT mobile communications service of 1NCE and is already included in the initial charge (USD 10.00, so-called 1NCE IoT Flat Rate). The 1NCE Industrial IoT eSIM can alternatively be ordered for an additional charge of USD 2.00 per chip card, in blocks of 100 pieces as described above.

The following features characterize the offered chip cards:

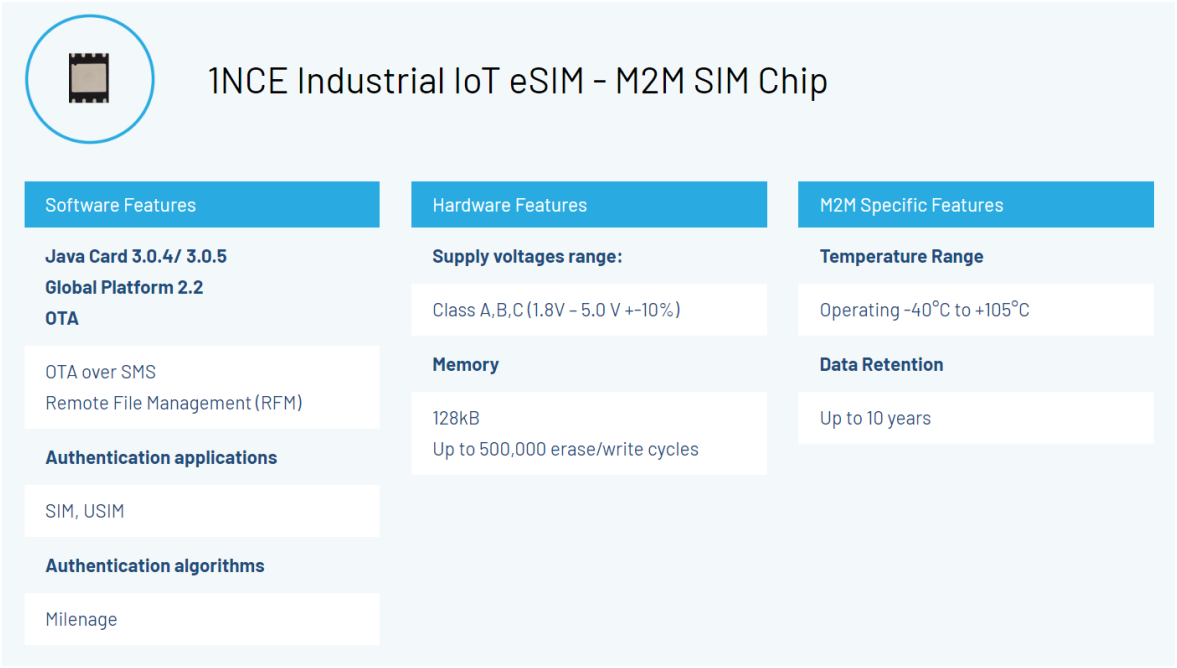
2.3.1 1NCE IOT FLEXSIM

1NCE IoT Flex SIM - M2M Plastic SIM

Software Features	Hardware Features	M2M Specific Features
Java Card 3.0.2/ 3.0.5 **GlobalPlatform 2.2** **OTA**	**Supply voltages range**	**Temperature Range**
OTA over SMS Remote File Management (RFM)	Class A,B,C (1.8V – 5.0V +-10%)	Operating -25°C to +85°C
Authentication applications	**Memory**	**Data Retention**
SIM, USIM	128kB Up to 500,000 read/write cycles	Up to 10 years
Authentication algorithms	**Ruggedized Form Factors**	
Milenage	2FF (Standard SIM) 3FF (Micro SIM) 4FF (Nano SIM)	

Minimum order quantity: Bookable from 1 chip card.

2.3.2 1NCE INDUSTRIAL IOT ESIM



Minimum order quantity: Bookable from 100 pieces, can only be extended in blocks of 100 pieces.

2.4 DELIVERY AND ACTIVATION

The delivery of the chip cards is carried out according to the provisions of section 3.7 of the GTC.

The chip cards are already activated, i.e. no further activation and authentication by the customer is required. This means that the chip card may be used by the customer directly upon receipt.

2.5 CERTIFIED DEVICES

1NCE customers are advised to develop and run their M2M and IoT applications only with certified mobile communications modules and sensors. 1NCE provides an up-to-date list of all devices certified to use the M2M/IoT mobile communications services of 1NCE on the 1NCE website or, where applicable, by reference to appropriate partner sites; such lists are currently available at:

- Deutsche Telekom (EU): https://dt.iotsolutionoptimizer.com/hardware (sign-up required)
- T-Mobile (USA): https://www.t-mobile.com/business/solutions/iot/device-certification
- Verizon (USA): https://opendevelopment.verizonwireless.com/design-and-build/approved-modules

2.6 CHARGES / INVOICING / METHOD OF PAYMENT

The stated charges are net and in USD, plus the applicable federal, state or local taxes and fees valid at the time of invoicing.1NCE reserves the right to automatically disconnect inactive connections at 6PM ET.

Prepayment by credit card is offered as a payment method. VISA, American Express and MasterCard, with a maximum booking volume (receipt of payment) of USD 10,000.00 will be accepted.

3 CONNECTIVITY SERVICE

3.1 STANDARD INCLUDED SERVICES

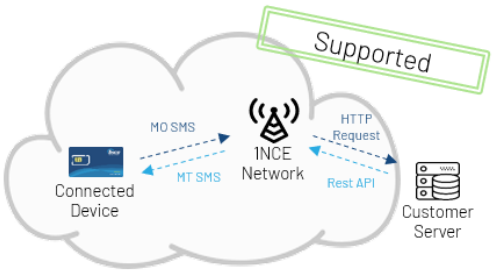
3.1.1 DATA VOLUME PER CHIP CARD

The initial data volume for each chip card is 500 MB. Unused data volume generally expires at the end of the activation period, unless the activation period has been extended (see also section 6.4 of the GTC).

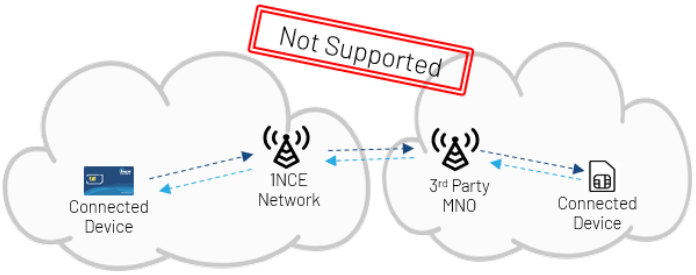
The data volume is bound to the individual chip card and cannot be transferred to other chip cards (no pooling), see in detail also section 3.7 of the GTC.

3.1.2 SMS VOLUME PER CHIP CARD

The 1NCE IoT Flat Rate includes 250 SMS. The SMS can be sent both as so-called Mobile Terminated or Mobile Originated SMS. SMS messages sent from one terminal device to another terminal device are not supported. This is also set out in the following illustrations:



- Example shows MO and MT SMS usage which both will be supported.



- Device-to-device SMS is not supported.

Unused SMS messages expire at the end of the activation period, unless the activation period has been extended (see again section 6.4 of the GTC).

The SMS volume is bound to the chip card and cannot be transferred to other chip cards (no pooling), see again section 3.7 of the GTC.

3.1.3 SPECIFIC NETWORK SERVICES NARROWBAND IOT (NB-IOT)

Due to lower bandwidth being supported as well as the specific characteristics of NB-IoT modules aiming to transmit low data volumes only, we recommend to not exceed an average data volume per chip card of 500 KB per month. In case of exceedance of this reference value we reserve the right to limit the connection service for NB-IoT.

3.2 COUNTRY COVERAGE AND SUPPORTED BEARER

1NCE's chip cards allow a smooth change of the supported mobile transmission standards (bearer) LTE-M, NB-IoT, 2G, 3G and 4G. Each card transmits and receives on all supported bearers, provided that the wireless technologies are locally available and the mobile communication module used also supports the relevant wireless technologies.

1NCE's M2M/IoT mobile communications services with the currently supported mobile transmission standards can be found on the 1NCE coverage website here: https://1nce.com/en-us/coverage/.

3.3 SLA

The quality of service is determined by 1NCE's standard SLA (Service Level Agreement). We warrant a minimum annual average availability of 99.5% for the 1NCE Core Network Engine. The service provides access to the 1NCE infrastructure and the connected systems. The stated availability is subject to external impairments or failures of the mobile network, maintenance works and force majeure.

3.4 DATA TRANSFER SPEED

1NCE's M2M/IoT mobile communications services are optimized for low-bandwidth applications and intended only for such applications. All data-bound connectivity services are provided at a maximum transmission speed of 1 Mbit/s (both uplink and downlink).

3.5 SECURITY

3.5.1 MEASURING AND CONTROLLING DATA TRAFFIC / CAPACITY MANAGEMENT

The platforms, network elements and systems for handling the data traffic of mobile communications products are measured and controlled as far as the respective technology allows. Depending on the relevant technology, systems and applications are used to ensure this, e.g., by generating information on the utilization and performance of the relevant network elements or transmission links. On the basis of this information, data traffic can be controlled and (re)routed accordingly, and network and service capacities can be expanded as needed. The main purpose of this is to meet the requirements of the traffic volume in view of the agreed service quality or increased customer demand. The associated processes are described on the basis of international standards (e.g. ITIL). Multi-level reporting is established to monitor performance and service quality.

3.5.2 MEASURES AGAINST SECURITY OR INTEGRITY VIOLATIONS, THREATS AND VULNERABILITIES

The security of its telecommunication services is an important matter for 1NCE. In order to be able to provide secure services to its customers, 1NCE provides for a number of measures. The foundation of these measures is a company-wide security concept. It provides the structural basis for dealing appropriately with existing or potential vulnerabilities and threats. The associated control and management systems are subject to ongoing development.
In addition to data privacy, central security management is an important part of the security concept. Among other things, it regulates measures (such as)

- access control to systems and system components;

- transfer control and protection of data and data traffic;
- input and order control; and
- in the area of training, instruction and continuing education of 1NCE employees.

Also described in the security concept are measures to prevent unauthorized intrusion into 1NCE's IT systems. The security concept and the management of the security measures are continuously developed. In designing the security management, the strict legal standards of telecommunications secrecy and the applicable provisions of telecommunications data protection were observed.

3.5.3 DATA BACKUP VIA OPENVPN TUNNEL

All chip cards ordered by the customer are switched in 1NCE's own M2M/IoT Access Point Name (APN) iot.1nce.net. From the 1NCE M2M/IoT data center, outgoing data is transmitted securely via a customer-specific OpenVPN tunnel via the internet to the customer's data center. The setup of the Open VPN tunnel is explained in the tab "Configuration" under "OpenVPN Configuration". Detailed instructions can also be found at: https://help.1nce.com/dev-hub/docs.

3.5.4 BLOCKCHAIN ON A SIM

The safety-enhancing product element of Blockchain on a SIM is described in the supplementary service description Blockchain on a SIM.

3.6 APN

The mobile access point (APN) defines the way in which the M2M/IoT terminal device connects to the mobile network when transmitting packet-oriented data traffic. In the 1NCE standard offer, access is effected via the 1NCE M2M/IoT APN iot.1nce.net. The M2M/IoT mobile devices may connect to the M2M/IoT application in the customer's data center via APN. The M2M/IoT mobile devices receive a dedicated private IP address from the 1NCE network. Detailed instructions can also be found at: https://help.1nce.com/dev-hub/docs.

4 CUSTOMER PORTAL

4.1 GENERAL INFORMATION

With the Customer Portal, 1NCE provides the customer with a web-based application (desktop & mobile). With the help of this web-based application, the customer may electronically order, manage, monitor and carry out evaluations as to its individual M2M/IoT mobility contracts.

The connections required for using the Customer Portal, the connections to the Internet and the equipment (hardware and software) required by the customer are not part of the scope of the services provided by 1NCE and are to be provided by the customer itself.

The customer's access to the administration and use of the Customer Portal is encrypted using the HTTPS protocol via the website https://portal.1nce.com.

The customer is provided with a global APN (iot.1nce.net). All traffic from the customer's mobile devices is securely transmitted to the customer's data center via this global APN and a central router. The management of this device connectivity is enabled through the Customer Portal and a management API.

4.2 SERVICES OF CUSTOMER PORTAL

The Customer Portal enables the use of the following functionalities:

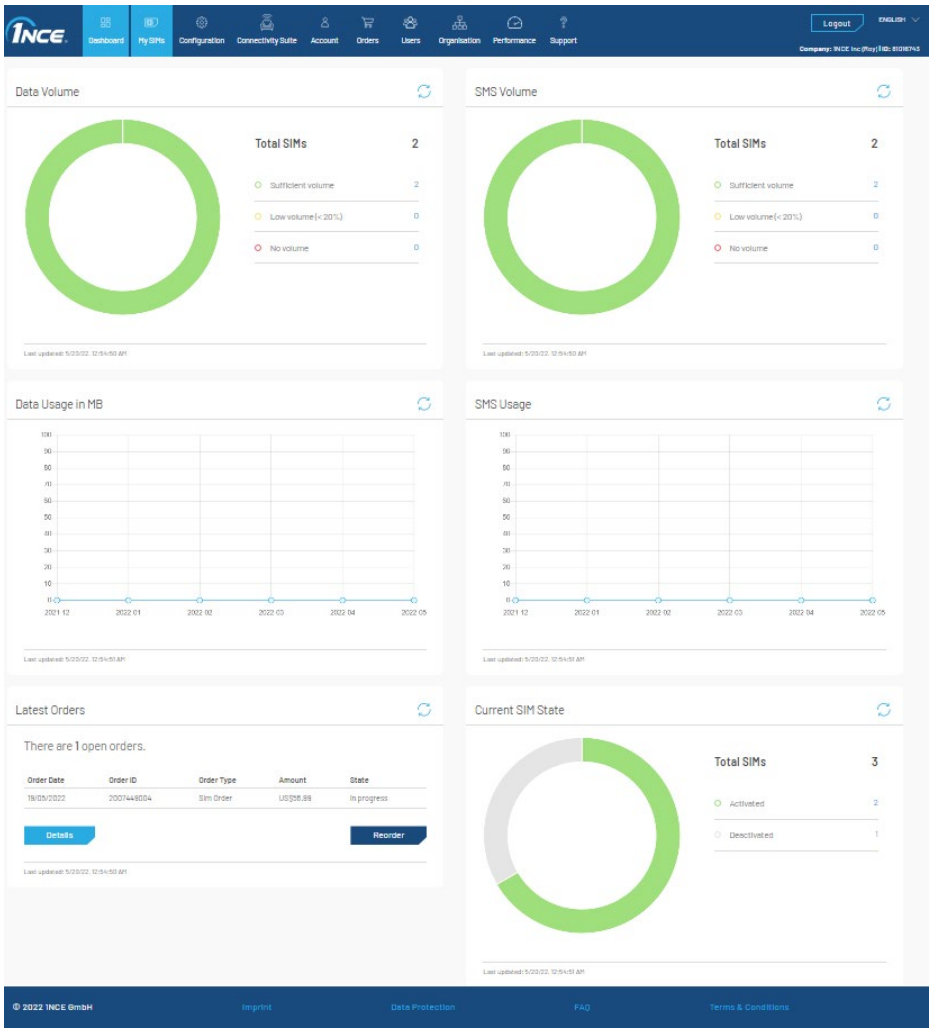
4.2.1 ORDERS OF CHIP CARDS

Customers have the option of ordering chip cards online via the Customer Portal in accordance with the parties' contractual arrangements.

4.2.2 ADMINISTRATION OF CHIP CARDS

The Customer Portal also enables the customer to administer its active chip cards. This includes, for example, overviews on volume consumption or usage histories, the subsequent purchase of additional quotas and the deactivation of chip cards.

The user interface of the Customer Portal is currently displayed as follows (exemplary screenshot):



4.2.3 DISPLAY OF THE CONTRACTUAL AND USAGE STATUS OF THE CHIP CARDS

The Customer Portal also offers a list-like overview of all managed chip cards of the customer. A detailed display of the contractual and usage status can be called up for each chip card. The customer has the possibility to export this view from the Customer Portal. The export file is archived in the Customer Portal and can be downloaded at any time.

The display of any contractual or technical changes to chip cards may be shown with a short delay in the Customer Portal for technical reasons, since proper data reconciliation between the various systems is necessary.

For each chip card, details of network status and data consumption are displayed in a single overview. This concerns packet-switched data usage and SMS usage. Information about data usage is displayed in MB, for SMS usage in numbers of pieces.

The relevant usage data (i.e. non-personal traffic data) is regularly stored by 1NCE for a period of six months. At the end of this period, 1NCE is entitled to delete this data. The customer has the option of exporting the relevant traffic data before it is deleted.

The customer receives a standard consumption message if 80% of one of the agreed quotas of 500 MB or 250 SMS per chip card is used. If the consumption profile existing at that time indicates a complete consumption of the 500 MB or 250 SMS before the end of the respective activation period, the customer will be informed that it is possible to purchase a further 500 MB and 250 SMS for USD 10.00.

The monitoring of the aforementioned 80% threshold and a network lock will be provided in real time subject to the technical and operational capabilities of 1NCE. A network lock prevents all usage activities of the chip card (Data, SMS).

In addition, the available ICCIDs, IMSIs and MSISDNs can be displayed individually for each chip card or called up as part of a report.

4.2.4 TOP UP

The customer has the possibility to purchase an additional contingent of data volume of 500 MB and 250 SMS within the activation period for USD 10.00 ("Top-Up"). The additional contingent booked is added to the contingent existing at the time of the subsequent booking. Customers have the option to extend the chip card for up to18 months after the deactivation of the respective chip card upon the end of the activation period. If there is no subsequent extension of the chip card within these 18 months, the chip card will be permanently deactivated after this period.

For each SIM card whose data consumption has reached 80% of the data volume (500 MB) included in the 1NCE IoT Flat Rate, the customer will automatically receive a written notification of the consumption status as well as a reference to the subsequent booking option.

In order to prevent the data volume from being used up completely within the activation period and to automatize the data volume management for the customer, 1NCE offers the so-called Auto-Top-Up option. With this option, the data and SMS volume for a respective SIM card can be recharged automatically if 80% of the data volume has been used up. Auto-Top-Up can be activated for chip cards individually or for all and future orders. For this purpose, the customer will need to store his credit card data in the portal for the Auto-Top-Up billing purposes. The customer receives a daily collective invoice for the Auto-Top-Ups carried out on each respective day. https://help.1nce.com/dev-hub/docs/portal-configuration#auto-top-up

4.2.5 LIMITS

In the Customer Portal, the customer can set monthly traffic limits for data and SMS for all chip cards in the "Monthly Limits" configuration setting. The following limits are possible to set:

- Data limits: between 1 MB per month and 10,000 MB per month
- SMS MT/ SMS MO: between 1 SMS and 100 SMS per month

A successful change of the SMS limit has an immediate effect on chip cards, whereas a change of the data limit will be effective after a new data connection has been established.
https://help.1nce.com/dev-hub/docs/portal-configuration#monthly-limits

4.2.6 IMEI LOCK

When the IMEI lock is activated, the chip card will be configured in that way, that it can only be used in conjunction with the device that has connected to the 1NCE network the first time. This feature prevents the chip card from being removed from the device and used in another device. An individual configuration of the IMEI lock for each chip card is also possible and can be set either via the management API or the SIM details page in the Customer Portal.

https://help.1nce.com/dev-hub/docs/portal-configuration#global-imei-lock

4.2.7 DATA STREAMER

The Data Streamer allows customers to retrieve network related event and usage data for all chip cards in real time by transferring data directly to the customer's server or an already integrated cloud service such as AWS Kinesis, DataDog or Keen.io. In total, up to ten different so-called data streams can be configured per customer account.
https://help.1nce.com/dev-hub/docs/portal-configuration#data-streams#

4.3 EVALUATIONS (REPORTS)

In the Customer Portal it is also possible to read and process various contract or chip card-related information. The scope of such services includes – within the specified storage periods

and subject to an earlier deletion through the customer: Reports on chip card orders, chip card master data, billing histories and usage reports.

4.3.1 INVOICES

Once the order has been placed and confirmed by 1NCE, the customer receives an invoice setting out the individual charge items. This invoice can also be viewed in the Customer Portal for at least a period of 24 months from the date of invoicing .As soon as 1NCE receives the customer payment, the cards are automatically sent to the customer's shipping address. If the payment is not received, and the cards are not shipped, the Invoice will be cancelled after a certain amount of time.

4.3.2 DIAGNOSIS

The Customer Portal also offers the possibility of checking the functionality of chip cards. For this purpose, it is possible to reset a chip card from the cellular mobile network, to force the cellular radio module to reattach to the network. An existing connection is inevitably interrupted.

4.4 API

By using the underlying Application Programming Interface (hereinafter referred to as "API") chip cards can also be administered directly via 3rd party web services, so that information about the chip cards can be retrieved without using the Customer Portal. Customers can use the API to continuously retrieve their usage data (i.e. non-personal traffic data) in real-time.

1NCE supports the RESTful API standard. Communication with the API is possible via HTTP(S) requests with JSON body content of content type "application/json" and authorization type oauth2 (OAuth2, application), which are required for each API call. The applied encryption protocol is TLS 1.2.

Customers can access the API via the configuration tab in the menu bar of the Customer Portal. The currently available functions are described in detail in the API manual, which can also be accessed via the Customer Portal (see currently the URL https://help.1nce.com/dev-hub/reference).

4.5 CUSTOMER DATA MANAGEMENT

4.5.1 ACCOUNT DATA

The customer can view his personal data in the Customer Portal and adapt it at any time. It is also possible to add further users to the organization. The Customer Portal offers different roles such as owner, admin, user or API.

- **Owner:** This role enables the use of all functions including purchasing as well as the setup and master administration of all roles.
- **Admin:** This role enables the use of all functions including purchasing as well as setup and administration of the role "User".
- **User:** This role enables the view of the Customer Portal including the administration of the chip cards. Purchasing is not intended for this role.
- **API:** This role defines the API user credentials for the management of chip cards via RESTful API via HTTPS.

4.5.2 SUB-ORGANIZATION

Each organization can create additional sub-organizations in the Customer Portal. These sub-organizations can act as independent organizations and, in addition to their own login, also have the option to order chip-cards and Top-Ups as well as managing customer support tickets.

Thanks to the SIM transfer function, organizations are able to move chip cards to sub-organizations. A transfer is only possible from a sub-organization to a master org or vice versa. A transfer between individual sub-organizations is not supported.

4.5.3 DELIVERY ADDRESSES, BILLING ADDRESSES

Via the account settings of the Customer Portal, the customer can manage and adjust his personal data at any time. This includes customer data, user data as well as delivery address. Customers can add multiple delivery addresses to their account. Customers have one billing address for placing orders and can contact 1NCE to change the company name and/or country saved to their billing address.

4.6 OPERATIONS

4.6.1 OPERATION OF SERVERS AND SYSTEM COMPONENTS

All servers and system components required to operate the Customer Portal are operated in a technically and organizationally secure, high-performance computer network. This is protected against attacks and unauthorized access from the Internet by a firewall system.

The internet connection of the computer network takes place via the internet backbone of a telecommunications service provider commissioned by 1NCE, with a transmission speed corresponding to the state of the art and which is designed redundantly.

4.6.2 MAINTENANCE OF SERVERS AND SYSTEM COMPONENTS

For maintenance purposes – especially for changes and updates of the server configuration and system components – services of the Customer Portal can be temporarily shut down (maintenance window).

Emergency maintenance work (unplanned maintenance work), especially in the case of current events (e.g. defense against hacker attacks or viruses or worms) can be carried out at any time without prior notice for the fastest possible protection.

The times allotted to maintenance windows used by 1NCE are not included in the calculation of the availability of the service (according to section 3.4 of this service description).

4.7 SUPPORT SERVICES

1NCE provides support services by telephone and by contact form (via e-mail to a ticket system), which can be reached via the Customer Portal. The support is provided from Germany and is available to the named contact persons of the customer as well as to any other user of the Customer Portal indicated by the customer. Customer service is provided either in German or English language.

Telephone support is available from Monday to Friday from 9 a.m. to 6 p.m. ; only during these hours requests that reach 1NCE via the ticket system will be processed in the proper course of business.

The support tool can be used with the internet browsers specified in section 4.1 of this service description.

ADDENDUM SPECIFICATIONS FOR THE *1NCE IOT FLAT RATE CHINA+*

The product *"1NCE IoT Flat Rate China+"* has the following country and bearer coverage that differentiates from the standard 1NCE IoT Flat Rate:

Country / Region / Market	2G	3G	4G	NB-IoT
China (Mainland)			✓	✓
Hongkong	✓	✓	✓	
Macao			✓	
Taiwan		✓	✓	

The country coverage and available network technologies in these selected countries, regions and markets therefore differ from the standard 1NCE IoT Flat Rate. All other countries and network technologies remain available according to Section 3.2. when using the *1NCE IoT Flat Rate China+*.

Due to the multi-IMSI capabilities of the *1NCE IoT Flat Rate China+*, the customer portal will display a partially different view that shows both the second IMSI and the second SMSC.

Orders of the *1NCE IoT Flat Rate China+* are currently not yet possible via the 1NCE Shop, but can only be placed via the China+ order request form available on 1nce.com.

With the *1NCE IoT Flat Rate China+* chip card, 1NCE uses a so-called "half-sized SIM" (see picture on the right for reference), which despite its reduced size fulfils the same technical requirements as a chip card with 1F form factor, but contributes to the reduction of plastic waste.

The *1NCE IoT Flat Rate China+* is currently only offered as 1NCE IoT FlexSIM for 10.00 USD per unit and is not yet available as 1NCE Industrial IoT eSIM.

Due to the multi-IMSI functionality of the *1NCE IoT Flat Rate China+*, the use of a module that supports the corresponding function is crucial. The customer is responsible for using the appropriate device.

ADDENDUM SPECIFICATIONS FOR THE 1NCE IOT FLAT RATE AS *BLOCKCHAIN ON A SIM*

The 1NCE IoT Flat Rate as *Blockchain on a SIM* is offered for an additional fee of + USD 2.00 per chip card. It is available as 1NCE IoT FlexSIM and comes with – besides the standard FlexSIM characteristics – a blockchain applet and a certificate from ubirch GmbH on the chip card. This ensures a secure connection to the ubirch service and further processing in the public blockchain.

The minimum order quantity is five chip cards and can only be provided upon prior request at sales@1nce.com.

The *Blockchain on a SIM* solution with a 1NCE Industrial IoT eSIM is currently not supported.

For the complete and unrestricted use of the *Blockchain on a SIM* functionalities, the use of an IoT security service of ubirch GmbH is necessary. The customer must obtain this service from ubirch GmbH on the basis of a separate service agreement as part of its cooperation obligations. In this context, ubirch GmbH does not act as subcontractor of 1NCE, but rather in its own name and for its own account as provider of a separate service provided directly to the customer. Accordingly, 1NCE is not liable for these services provided by ubirch GmbH.