

Communications Solutions UK Limited Agreement
for the supply of Giacom Smart Mobile Data Services (IOT)

Communications Solutions UK Limited (CSUK) supply the Services provided by Giacom (Communications) Ltd (Giacom) under a reseller contract that has service specific terms and generic terms. The customer is agreeing to be bound by both the service specific terms below and the generic CSUK Giacom Master Service Agreement.

CSUK will place orders and handle communications with Giacom on your behalf. You will Make payment by Direct Debit to CSUK.

Should you need to report a fault about these services in normal working hours please contact the CSUK Support Team. For an urgent out of hours issue the Giacom service team may be contacted as described in Schedule 2

If you do contact Giacom direct please also copy the CSUK Support team on your report so that we can track it. More general support calls can be logged with the CSUK Support Desk.

In order to provide the service, Giacom will hold certain information about you. Their data security policy is also on their website at: [Privacy notice and cookies policy - Giacom](#)

1 DEFINITIONS AND INTERPRETATION

- 1.1 Words and phrases with capital letters in this Service Schedule shall have the meanings given in the Agreement, unless otherwise defined in Schedule 1 to this Service Schedule.
- 1.2 Not Used
- 1.3 This Service Schedule shall commence on the applicable Schedule Commencement Date and shall stay in full force and effect in accordance with its terms.
- 1.4 GIACOM shall use reasonable endeavours to provide the Services from the applicable Go-Live Date.
- 1.5 In the event of any conflict or inconsistency between the provisions of this Service Schedule, the following descending order of precedence shall apply:
- (a) paragraphs 1 to 12;
 - (b) Schedule 1 (Definitions);
 - (c) Schedule 2 (Service Description).
 - (d) Giacom Master Service Agreement

2 TERM OF THIS SERVICE SCHEDULE AND THE SERVICE MINIMUM PERIOD

- 2.1 The term of this Service Schedule shall be from the Schedule Commencement Date. The Service Minimum Period for the Services shall be as set out in the order.

3 PROVISIONING OF SERVICES

- 3.1 Orders may be placed (which GIACOM may accept) in accordance with the process set out in the Master Services Agreement and referred to in the Service Description.
- 3.2 GIACOM will use its reasonable endeavours to provide the relevant Services in accordance with this Service Schedule.
- 3.3 GIACOM shall have no obligation to supply Configuration Services unless agreed expressly in writing by GIACOM and the Reseller.

4 SERVICES

- 4.1 The User shall not acquire any title or interest in any mobile or SIM numbers GIACOM and/or the Service Provider allocates, nor are they entitled to sell or transfer such numbers without our prior written consent.
- 4.2 GIACOM and/or the Service Provider shall be entitled to modify or withdraw any mobile or SIM numbers allocated to the User or introduce additional codes if this is required for regulatory,

operational or technical reasons.

- 4.3 GIACOM and /or the Service Provider shall be entitled to reject any Service Order containing inconsistent or erroneous information and/or where we reasonably determine that degradation to the Services may occur in a specific geographical area.
- 4.4 GIACOM and the Service Provider cannot guarantee Services against unauthorised interruption or interception by third parties or that Services shall be error free and/or uninterrupted. GIACOM makes no warranty that the Service will meet the Users' requirements.
- 4.5 The User accepts that GIACOM may not be able to receive Services due to certain technical restrictions. If such technical restrictions are discovered after the Agreement Date, either party can terminate the relevant Services on reasonable notice without liability.

5 RESPONSIBILITIES OF THE USER

- 5.1 The User shall ensure that the details set out on the Order and any other information which the User provides to GIACOM pursuant to this Service Schedule is accurate, complete and fully state the requirements. GIACOM reserves the right to invoice for any reasonable administration charges GIACOM incurs due to providing an incorrect or incomplete Order. The User shall ensure that all consents, approvals, servitudes, rights of way necessary for the provision of the Services to the User's premises and other similar rights relating to installation of the Equipment have been obtained.
- 5.2 The User shall not use the Services:
- (a) for the transmission of material which is offensive, abusive, indecent, obscene or menacing or which does, or is intended to, cause annoyance, inconvenience or worry, or for a purpose which is fraudulent, illegal, immoral, improper or defamatory or which (in the reasonable opinion of GIACOM) brings the name of GIACOM into disrepute;
 - (b) in such a way as injures or may injure or damage any persons or the property of any persons (whether or not employees, agents, or representatives of GIACOM), the Equipment or in any way cause the quality of the Services to be materially impaired; or
 - (c) in a manner which constitutes a violation or infringement of the rights of any person, firm or company (including, without limitation, rights of copyright and confidentiality).

- 5.3 The User shall not amend, deface or otherwise alter any aspect of the Services or the Equipment including any name, colours or branding on any Equipment or on any related packaging unless with the prior written consent of GIACOM.
- 5.4 The User shall perform its obligations under this Service Schedule with probity, to high professional standards, using appropriately qualified personnel, and otherwise in a manner which reflects positively on GIACOM, its Service Provider(s) and the Services.
- 5.5 The User shall not be involved in, or knowingly, recklessly, or negligently permit or allow any other party to be involved in fraud, and to notify GIACOM immediately on becoming aware of or suspecting any fraud.
- 5.6 The User shall not;
- (a) establish, install, or use a Gateway; or
 - (b) participate in any activities or conduct which may result in Artificially Inflated Traffic.
- 5.7 **EQUIPMENT**
- 5.8 Once GIACOM has accepted an Order in accordance with paragraph 3 above, GIACOM shall use reasonable endeavours to deliver the Equipment to the User within an estimated period for delivery, but time shall not be of the essence in respect of this Service Schedule.
- 5.9 The User shall be responsible for providing GIACOM with any necessary instructions for delivery of the Equipment within a reasonable period prior to the estimated delivery period advised by GIACOM
- 5.10 Risk of damage or loss of Equipment shall pass to the User at delivery to the User premises or such other premises as otherwise agreed by the Parties in writing. Title to any Equipment which is a component of any SIM and Hardware Solutions shall remain indefinitely with the Service Provider. Title to any Hardware purchased by the User shall pass to the User only on payment in full of any Charges due to GIACOM or the Service Provider.
- 5.11 If the User fails to take delivery of the Equipment or if by reason of instructions or lack of instructions the delivery of any Equipment is delayed for more than twenty- eight days after GIACOM has given notice in writing that the Equipment is ready for delivery, the Equipment shall be deemed to have been delivered and thereafter the Equipment shall be deemed to be at the risk of the User. The User shall pay to GIACOM the reasonable costs of storing, protecting and preserving such Equipment after the expiry of such period of twenty-eight days.
- 5.12 A delay in delivery shall not affect GIACOM's right to invoice the Reseller for the provision of Services in accordance with the terms of the Agreement, which right shall commence upon the Schedule Commencement Date.
- 5.13 The User's right to possession of leased equipment including without limitation any Hardware forming part of a SIM and Hardware Solution shall terminate immediately in the event that the Services expire and/or terminate and the Reseller must return any component which forms part of a SIM and Hardware Solution to Giacom or an address nominated by Giacom, within 14 days of the expiry or termination of an Order for a SIM and Hardware

Solution. Otherwise, Giacom reserves the right to charge a fee of up to the current list price of the leased Equipment.

- 5.14 The User grants GIACOM, its agents and employees an irrevocable licence at any reasonable time to enter any premises where the Equipment is, or may be, stored in order to inspect or where the Reseller's right to possession has terminated, to recover the Equipment.
- 5.15 User shall not sell or enter into a contract to sell any Equipment or other goods on behalf of any Service Provider or GIACOM.
- 5.16 The User shall:
- (a) ensure that Equipment is used in a normal and proper manner;
 - (b) carry out such routine preventative maintenance as may be recommended in the operating instructions and/or any other information supplied with the Equipment;
 - (c) carry out any necessary minor maintenance adjustments required by GIACOM and/or the Service Provider;
 - (d) not employ or permit any third party to make any alterations to the programming or physical structure of the Equipment;
 - (e) ensure that the environmental conditions for the Equipment are maintained in accordance with the operating instructions and/or any other information supplied with the Equipment; and
 - (f) not move any of the Equipment, nor remove the Equipment from the Site without the prior written consent of GIACOM.
- 5.17 If any Equipment is lost or stolen, the User shall notify GIACOM immediately so that GIACOM can procure that the Equipment is disabled. The User shall remain responsible for all charges associated with the Services and Equipment until the User notifies GIACOM of the theft or loss, and such theft or loss shall not bring the Service Minimum Period to an end.
- 5.18 User Apparatus must be technically compatible with the Services and approved for that purpose under any relevant legislation or telecommunications industry standards. GIACOM reserves the right to disconnect any User Apparatus if the User does not fulfil the obligations under this Service Schedule, or if, in GIACOM's opinion, such User Apparatus may cause the death or personal injury to any person or damage to property or materially impairs the quality of any telecommunications service provided by GIACOM and/or its Service Providers. If GIACOM requests the disconnection, the Reseller shall ensure the User complies with such request immediately.
- 5.19 The User shall carry out DOA Tests on any Equipment within seven days of delivery and notify such results to GIACOM within fourteen days of delivery. Any Equipment that does not successfully pass the DOA Tests shall be removed (including its original packaging and accessories) at GIACOM's cost from the User premises and shall be replaced or repaired or refunded at GIACOM's discretion within thirty days subject to clause 6.13.
- 5.20 All returns must be clearly labelled with the purchase details in accordance with instructions

supplied by GIACOM in accordance with the process set out in the Service Description and only pre-paid Shipping Labels supplied by the Service Provider or GIACOM for all agreed returns may be used. GIACOM will not refund the cost of any postage arranged via a third party.

6 CHARGES, BILLING AND PAYMENT

6.1 As described in the Master Services Agreement.

7 SUPPORT

7.1 GIACOM will use reasonable endeavours to provide support as set out in the Services Description. GIACOM does not warrant that any Support Services provided shall ensure that the Services or the Equipment operate without interruption or error.

7.2 Support Services shall not include:

- (a) the repair of damage to the Equipment resulting from accident, neglect or causes other than ordinary use (including, but not limited to, failure to observe any instructions supplied by GIACOM regarding the operation of the Equipment);
- (b) repair, labour or materials required as a result of theft, vandalism, fire, lightning, water damage, fluctuations in electrical power supply, unsatisfactory environmental conditions, telephone line conditions, the connection of unapproved accessories, attachments or other devices or as a result of a breach by the Reseller of any of the terms of this Service Schedule;
- (c) the alteration, modification or maintenance of the Equipment by any person other than GIACOM without GIACOM's prior written consent;
- (d) the transportation or relocation of the Equipment save where the same has been performed at the request of GIACOM;
- (e) any Equipment not at the Site, or of anything other than the Equipment;
- (f) any defect or error in any software used upon or in association with the Equipment;
- (g) any User Apparatus;
- (h) the reprogramming of the Equipment to provide improved or modified service or facilities; or
- (i) ancillary items including but not limited to computers, servers, uninterruptible power supplies, batteries, printers, cabinets, card payment machines, any cabling and/or consumables unless otherwise agreed in writing.

7.3 Without prejudice to paragraph 9 below or GIACOM's rights under the Agreement, GIACOM shall have the right to discontinue provision of the Support Services if GIACOM's supplier and/or the manufacturer has ceased to supply the Equipment, provided that GIACOM shall notify the User as soon as reasonably practical after it is aware of any cessation in supply of the Equipment and shall arrange to replace or upgrade the Equipment at the User's cost.

8 SUSPENSION AND TERMINATION

8.1 As per Master Services Agreement.

9 MISCELLANEOUS

- 9.1 The User shall permit (or procure permission for) GIACOM and any person(s) authorised by GIACOM to have reasonable access to the Users' Sites and Equipment and shall provide all reasonable assistance as GIACOM requests and shall ensure that a safe and suitable environment is provided for such visits.
- 9.2 GIACOM cannot guarantee Services against unauthorised interruption or interception by third parties or that Services shall be error free and/or uninterrupted. GIACOM makes no warranty that the Service will meet the User's requirements.
- 9.3 The User accepts that they may not be able to receive Services due to certain technical restrictions. If such technical restrictions are discovered after the Schedule Commencement Date, GIACOM can terminate the relevant Services on reasonable notice without liability.
- 9.4 Where necessary for GIACOM to carry out its obligations under this Service Schedule and/or any Order, the User shall procure permission for GIACOM or anyone acting on GIACOM's behalf, with access to each Site and any other premises at all reasonable times on reasonable notice. Where GIACOM or anyone acting on its behalf is unable to attend a Site then GIACOM shall be relieved from any liability to provide the Services or to meet the Service Levels and may charge an Abortive Visit Charge.
- 9.5 Abortive Visit Charges may also apply if access is provided to a Site, but work is not possible due to the Site being a health and safety risk to the person attending the Site or if the operation or security of any GIACOM equipment to be installed on Site may be compromised.
- 9.6 GIACOM's employees or anyone acting on GIACOM's behalf will use reasonable endeavours to observe any reasonable regulations affecting a Site of which GIACOM has been given notice.
- 9.7 The User shall procure a suitable and safe working environment for GIACOM's employees or anyone acting on GIACOM's behalf in relation to work carried out at a Site.
- 9.8 In normal circumstances, access to each Site will only be required during Business Hours. If GIACOM requires access at other times, the User will procure permission for GIACOM or anybody acting on its behalf to have access to the relevant Site unless the User reasonably refuses access at such times (and GIACOM shall not be liable for any failure to comply with the applicable Service Levels where such access is denied).
- 9.9 Any request by the Reseller that GIACOM carries out work outside of Business Hours may be refused by GIACOM, but if accepted such work will be charged at GIACOM's prevailing out-of-hours rates for the applicable Service together with any other applicable third party charges.
- 9.10 If GIACOM needs to contact a User for the purposes of carrying out its obligations under this Agreement or any Service Schedule or any Order, the Reseller shall give to GIACOM reasonable assistance including by providing the User's contact information to GIACOM and obtaining the User's consent for GIACOM to contact the User directly.

10 INTELLECTUAL PROPERTY RIGHTS

- 10.1 As per Master Services Agreement.

11 LIMITATION OF LIABILITY

- 11.1 As per Master Services Agreement.

SCHEDULE 1

Definitions

In this Service Schedule, the following terms shall have the following meanings:

Artificially Inflated Traffic	means the flow of calls to any particular Service which is, as a result or consequence of any activity by or on behalf of the User, disproportionate to the flow of calls which would be expected from good faith commercial practice and usage of the Services;
Configuration Services	means the customisation of Equipment or the Service Provider's underlying network, software or systems including but not limited to the loading of software or configuration of hardware.
Connection	each single connection of a User to a Service
Cellular Connectivity	means machine to machine cellular data connectivity and supporting ancillary services, including the ability to make and receive calls and messages, provided by the Service Provider by means of third-party cellular networks
Cellular Equipment	means equipment (including, without limitation, cellular network routers, antennae or other devices, but for the avoidance of doubt excluding SIMs and Leased Equipment)
DOA Tests	means basic testing of the Equipment which involves the Equipment being powered up and inspected to verify its intended functionality.
Early Termination Charge	the termination charge payable by the User/Reseller in the event that a Service is terminated after the Go-Live Date but prior to the end of the applicable Service Minimum Period, as set out in the applicable Service Schedule (including any supporting rate card) and/or any Order or if none, the charges which would have been payable to the expiry of the Service Minimum Period had the applicable Service not been terminated.
Equipment	means the equipment and/or software related products to be supplied under the Agreement as set out in the Service Description;
Fair Usage Policy	means the fair usage policy set out or referred to in the Pricing Guide as relevant;
Gateway	means any broadband equipment containing a SIM which enables the routing of calls from fixed apparatus to mobile broadband equipment by establishing a mobile-to-mobile call;
General Condition(s)	the general conditions of entitlement set by OFCOM, in accordance with section 45 of the Communications Act 2003, as may be amended, modified or replaced from time to time;
Go Live Date	the date when GIACOM notifies the User that a service is ready for use, or if earlier the date when the User starts to use the Service;

Hardware Products	means any hardware products purchased or leased under this Agreement associated with the Services including without limitation, routers and antennae;
Initial Period	means the minimum period in respect of each Service provided, which shall be 30 days from the relevant Service Agreement Date unless otherwise specified in the Service Order;
Leased Equipment	means any Hardware comprised within a SIMS and Hardware Solution
Multiple Network SIM only	means the services which roam between multiple mobile networks as further described in the Service Description;
Schedule Service Date	means the latest date of signature by both parties to this Service Schedule.
Service Agreement Date	means the date(s) which we advise the User, from which the User can use the Services;
Service Literature	means the relevant service literature current at the time of a Service Order as varied from time to time.
Services	means the services to be provided by GIACOM under this Service Schedule, including but not limited to Single Network SIM only, Multiple Network SIM only, SIM and Hardware Solutions and as more particularly described in the Service Description.
Service Provider	the operator of any electronic communications network or system over which GIACOM may provide all or part of the Services
SIM	a Subscriber Identity Module which contains connection information and which when used with a device enables access to the Services;
SIM and Hardware Solution	means the preconfigured services and solutions which may include Leased Hardware, which are connected to one network with unlimited usage in accordance with the Fair Usage Policy and as further described in the Service Description and including the Complete Connect Service;

SCHEDULE 2

Service Description

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1. Introduction

1.1 The Proposition

Smart Mobile Data (SMD) is a white-label wireless connectivity service, provided over single or multiple core networks. It provides the functionality of traditional mobile broadband plus advanced features aimed to not only connect, but to increase, control and enhance functionality of IoT (Internet of Things) products and services.

The offering is highly flexible and can be tailored to a huge variety of different requirements including but not limited to location, data consumption, preferred network, resiliency and budget. In addition, traditional mobile voice services such as calls, SMS, barring can be enabled, alongside newer and high demand features such as application of Public and Private static IP's to better cater to the end user.

Smart Mobile Data from Giacom can give Users a choice of SIM Only and complete solution products that will enable them to take advantage of a vastly growing marketplace, that is ever- evolving based on the consistent introduction of new technologies.

1.2 Product & Service Types

Single Network SIM Only – A mobile connectivity subscription on a single preferred network against a SIM card, the costs of that subscription will be determined based on the selected tariff and will be committed to a 30-Day Term, unless determined otherwise in writing. No hardware or devices will be included, and SIM cards carry a one-off cost per SIM.

Multiple Network SIM Only - A mobile connectivity subscription that can connect to more than one network (available networks are determined by the selected product) against a SIM card, the costs of that subscription will be determined based on the selected tariff and will be committed to a 30-Day Term, unless determined otherwise in writing. No hardware or devices will be included, and SIM cards carry a one-off cost per SIM.

Hardware Only - Users may choose to purchase, at a listed price, associated hardware, such as antennae and routers separately to the mobile connectivity offering.

SIM & Hardware Solutions – Users will be given the option to acquire “out of the box” ready configured solutions that encompass both purchased SIMs and leased associated devices. These solutions will be considered managed services; they will also carry longer minimum terms. Pricing shall be determined by selected product offering and term and fees will account for both the connectivity and required kit. The user will obtain title to hardware supplied which shall remain vested in, Giacom or its service provider]

2. Features

Here is a high-level breakdown of features for this product:

Advanced security - With extended features like APNs and content filtering, a User can easily navigate and tap into regulated industries.

High Resiliency – With our MultiNet proposition, users can win business and ensure that essential industry sectors are always kept online.

Commercial flexibility – With access to custom tariffs to suit the users' needs, the user can then meet end user demands and gain competitive edge above competitors.

Remote Management – Users can streamline their operational activity and costs, optimize resource, and instantly meet end user needs.

Global Coverage – Access to 100s of networks globally, which helps our users focus on growth, rather than the complexities of negotiating with global suppliers.

Universal compatibility – Our users can ensure a simplified tech adoption with wide market appeal with agnostic devices and systems.

Specialized Networks – With 5G capabilities, users can capitalize on demands for both real-time processing within critical sectors and long-term low power in untapped markets with LTE-M.

3. Service Establishment

Details of terms of service can be found in the links below. To determine which agreements apply to your organisation, please refer to the ICCID of the SIM provided or contact the Support Team, who will be able to assist you.

3IE

<https://www.three.ie/pdfs/legal/three-business-iot-terms-and-conditions.pdf>

EE

<https://business.ee.co.uk/help/terms-and-conditions/business-terms-and-conditions/>

O2

<https://www.o2.co.uk/termsandconditions/mobile/unlimited-tariff-terms#:~:text=You%20may%20not%20use%20your,of%20data%20you%20are%20using>

Vodafone

<https://www.vodafone.co.uk/terms-and-conditions/>

Teltonika

https://wiki.teltonika-networks.com/images/d/de/Oss_4.pdf

GNU General Public License Notice

<https://www.gnu.org/licenses/gpl-3.0.en.html>

4. Provisioning – Configuration & Enablement

4.1 Point of Sale & Activation

There is a separate online form that needs to be filled out in order for Giacom to complete the request. Within the order form, the order will need to be built as follows: Account Name, Order Date, Order SIMs (this option is to be used if a user wishes to order SIMs), Order complete solutions (users can use this option if they wish to order complete solutions).

Ordering SIMs and Solutions

When a user submits an order for SIMs or a complete SIM and Hardware Solution, a number of items are to be included on the order form, including the following;

Product (the type of SIMs, e.g. Multinet, SingleNet etc), Data Limit (how much data should be allocated to the SIM card although if an unlimited SIM product is selected, this field is not used), Quantity, Monthly price, Add Ons (this includes extra features such as the IMEI Lock, or Public Static IP), Subtotal and, One Off Fee.

4.2 Tariff Changes

Giacom are currently working to build the tariff change process into the portal, in the meantime, there is a separate online form that needs to be filled out in order for Giacom to complete the request. This form

includes Date of Change, CLI, New Tariff, Bulk Update (Optional). The form has a 'Status' section, this will show the status of the tariff change request and can later be found in the 'Order Status' section of the form. There is then the option to Submit or Reset the form. Detailed order journeys can be found within the Operational Processes document.

5. In-Life Support & Fault Handling

Giacom always strives to offer the best possible service and experience in our products and our services, on occasion faults and queries will need to be answered. This section outlines the expected process and responsibilities.

5.1 Roles, Responsibilities and Process Overview

CSUK are responsible for providing 1st Line Support to end users, with Giacom offering extended support for those problems requiring an additional layer of investigation.

Before raising a Support Ticket a set of standardized first-line checks must be completed; the details of these checks can be found later in this document.

5.2 Fault Checks

Before a ticket is logged, please ensure these two tasks are completed:

Check	Result
What is the affected SIM number/range? (Also known as ICCID)	
Which service(s) are affected? (Data, SMS, Voice)	
Description of the fault being experienced, in as much detail as possible	
What is the expected behaviour?	
Has the device been rebooted?	Yes/No
Date/Time the fault first began	
Most recent fault date/time	
Is the issue intermittent, or permanent?	Intermittent/Permanent
Please provide a screenshot of the devices APN settings	
Please provide the geographical location (including country) of the device. If a postcode is available, please provide it.	
Remove the SIM from the device it is in, and test in an alternate device. Is the fault still replicable?	Yes/No
If possible, please move the device to a location as close as possible to the nearest cell tower. Is an improvement noticed?	Yes/No/Not possible to complete
If the device has external antennae, are they all attached correctly?	Yes/No/Not Applicable
If the device has an ethernet port, and is experiencing a data related issue, does connecting the device via ethernet resolve the problem?	Yes/No/Not Applicable
Is the device firmware up to date? If not, please update and re-test	Yes/No/Not Applicable

6. Service Level Targets (SLTs)

Service Level Targets

Giacom's service level targets are based on industry best practice. Where possible, Giacom will provide a service level target, if the nature of the underlying service (for example, something wholly within the control of the network operator) permits this.

SIM Only

Once an order for a batch of SIM cards is initiated, the order will be acknowledged and confirmed within two business days. SIM cards can be sent directly to the end customer, within the UK the target for this is next business day.

SIM & Hardware

Giacom maintain a local stock of SIM cards and hardware. Upon confirmation of an order, we will firstly see if the order can be fulfilled from local stock; in this case the fulfilment process is aimed to be completed in three business days. The fulfilment process is deemed to be completed upon the customer's receipt of the delivery.

In the event that the customer's order, for whatever reason, restricts or prohibits the use of local stock, the SIM cards are ordered from the mobile network operator. There is a lead time of six business days for standard and micro SIM cards and thirteen business days for nano SIM cards.

If you are expecting a large order of SIM cards or hardware, for example a batch of 10,000 SIM cards, please advise Giacom in advance so we can give the vendor notice of a large order.

Industrial and other types of SIM cards do not have a defined lead time due to the bespoke nature of the requirement.

SIM Card & Hardware Service Levels

The following table summarizes the ordering and fulfilment service level targets for SIM cards

Process	SLT (business days)
Order request and confirmation	2
SIM / Hardware fulfilment (From local stock)	3
SIM card fulfilment* – (standard, micro, nano**) (From network operator)	6
SIM card fulfilment – industrial and other types	No SLT
Hardware (including Layer 2 Cellular Ethernet) replacement service	3 (sent from local stock within the UK)

*In some rare cases, the network operator will take longer to fulfil SIM card requirements. In these cases, the SLT will move to 9 days.

**Definitions:

Standard SIM – The standard SIM is the largest in circulation. It has a larger amount of plastic around the chip.

Micro SIM – A physically smaller SIM card than the traditional, the electric contacts and circuitry of a micro-SIM are identical to that of a standard SIM.

Nano SIM – Known as the fourth generation of SIM cards, it is substantially smaller than the Standard and Micro SIM.

6.1 Network Issues

Giacom has a priority system to gauge and respond appropriately to network faults. In order to maintain a balance and focus on matters of priority, Giacom will classify and respond to faults as per the following

table. The Service Level Targets (SLTs) are defined below.

Fault priority	Hours of support	Target resolution time	Fault description
P1	24/7	4 hours	An individual fault or incident causing a total loss of the M2M Service impacting all M2M customers/users
P2	24/7	8 hours	An individual fault or incident causing a loss of the M2M Service, impacting greater than 50% of M2M customers/users
P3	08:30-17:30 Mon-Fri	36 hours	An individual fault or incident causing a loss of the M2M Service impacting greater than 1% but less than 50% of all M2M
P4	08:30-17:30 Mon-Fri	6 working days	A single SIM with a fault causing a degraded or temporary loss of service
P5	Best effort	No limit	Queries that are deemed to be not solvable within the standard timeframes. E.g. waiting for a bug fix or feature implementation

Definition of P1 Incidents

Priority 1 (P1) incidents are critical and high-impact incidents that require immediate attention and resolution due to their severe impact on business operations, customer experience, or system stability. These incidents demand the highest level of response and coordination to minimize downtime, mitigate risks, and restore normal operations as quickly as possible.

Examples of P1 incidents may include:

- Complete Network Outage: A network infrastructure failure that renders all services inaccessible, impacting all users and services.
- Data Breach: Unauthorized access to sensitive data or a security breach that jeopardizes customer privacy and regulatory compliance.
- Critical Application Failure: Failure of a core application that disrupts critical business processes, such as order processing or payment systems.
- Distributed Denial of Service (DDoS) Attack: A malicious attack targeting systems with overwhelming traffic, causing service degradation or unavailability.
- Server Infrastructure Failure: A catastrophic failure of server hardware or infrastructure components leading to service downtime.
- Major Security Vulnerability: Discovery of a high-risk security vulnerability that requires immediate patching or mitigation to prevent exploitation.
- Massive Data Loss: A significant data loss event without proper backup or recovery mechanisms in place, affecting business continuity.

Definition of P2 Incidents

Priority 2 (P2) incidents are significant incidents that require timely attention and resolution due to their moderate impact on business operations, customer experience, or system stability. While not as critical as P1 incidents, P2 incidents still warrant prompt response and coordinated efforts to restore services and mitigate the impact on stakeholders.

Examples of P2 incidents include:

- Partial Network Outage: A network issue that affects certain services or regions, causing a noticeable slowdown but not a complete loss of service.
- Performance Degradation: An application or service experiencing slower response times or intermittent slowdowns that affect user experience.
- Functional Glitch: A software malfunction that impacts a specific feature or module within an

application, affecting a subset of users.

- Limited Data Loss: Accidental deletion of a portion of data that can be recovered from backups, but it still impacts ongoing operations.
- Security Incident: A lower-severity security breach or suspicious activity that requires investigation and mitigation but doesn't lead to immediate data exposure.
- Server Resource Exhaustion: Server overload or resource constraints causing service degradation, but not a complete outage.
- Scheduled Maintenance Incident: Issues arising from routine maintenance or updates that impact service availability for a limited period.

Out of hours support

If you have a priority 1 or 2 and require out-of-hour support, please call through to 03304 333 888, Option 4, Option 1, Option 6 . An agent will begin working to establish the issue. The agent may request additional information such as the first line checklist.

Network maintenance

From time-to-time Giacom and/or its vendors may be required to work on any part of the network or its IT infrastructure to support growth and general maintenance. For any network change Giacom will give 7 business days' notice of the planned work and provide a start and target finish time where this is known.

7. Termination of Service

Upon receipt of instruction to terminate subscriptions utilising the correct process, Giacom will ensure that such subscriptions are disconnected in accordance with the contractual terms. In the event of an immediate cease request, early termination fees may apply.

There is a separate online form that must be completed to be filled out in order for Giacom to fulfil the request. This particular section of the online form includes the cease date (this can be day of request or a future end date, backdates are not permitted), the email address for which the cease notification is to be sent, the CLI & Date of Cease and there is also the option to bulk cease.

The status can later be found in the 'Order Status' section of the form.

It is important to note that all orders, including a request for termination of service, are bound by Service Level Targets, and as such, order request and confirmation do have an SLT of 1 business day.

8. Returns Policy

Giacom aims to provide high-quality products and exceptional service. This Returns Policy outlines Giacom's Users' rights and obligations when returning both SIM cards and hardware.

Eligibility for Returns

Returns are only accepted under the following conditions:

- Once the agreed contractual minimum term has ended.
- If the item is found to be damaged or faulty.
- The item delivered is not as materially described in any applicable Service Descriptions.
- Other reasons specifically highlighted in your contractual agreement with Giacom.

Returns Process

- To initiate a return or notify us of a fault, please contact CSUK by raising a support ticket within 10 working days following delivery.
- The support team may request additional information, as well as trouble shooting steps to confirm a fault.
- If the fault cannot be resolved remotely, a return of the item may be required.
- If reporting damage, please ensure that photographs are taken, including the state of the packaging that the items were shipped in.

Faulty Items

- If the item is found to be faulty:
 - Giacom will offer repair services to rectify the fault.
 - If repair is not feasible in Giacom's opinion, Giacom may offer a replacement item of the same model or a refund, depending on product availability and your preference.

Giacom will attempt to repair items or agree to a suitable replacement within 8 working days of our receipt of the item(s). If a fault is unable to be detected, the support team will contact the User to agree the next steps.

Returns of Hardware

- Any Hardware which forms part of a SIM and Hardware solution must be returned to Giacom within 14 days of the expiry of the relevant contractual term. Giacom will be responsible for the cost of return of any items, provided the User has notified Giacom within 5 working days of the expiry of the relevant contractual term to arrange delivery. The User will be liable for costs equal to the current list price of any Hardware items not returned to Giacom within the 14-day period. The User must ensure that it is in the original packaging, in a resaleable condition and with all originally included accessories.
- Returns of non-faulty items may be subject to restocking fees or other charges.

Shipping Costs

- Giacom and its suppliers will provide pre-paid Shipping Labels for all agreed returns.
- Giacom and its suppliers will not refund the cost of any postage arranged via a third party unless expressly agreed in writing in advance.

Exclusions

- Returns will not be accepted for items that have been:
 - Damaged due to misuse, neglect, or improper handling.
 - Modified or altered in any way.
 - Used in a manner inconsistent with their intended purpose.
 - Subject to a factory reset without the explicit instruction of the Support Team.

Refunds

- Any refunds due will be issued upon confirmation of the return and completion of any necessary inspection or repairs.

Other rights to remedy

- In addition to any contractual remedies highlighted, Giacom welcome feedback and complaints, which allow us to learn and improve the services and experience we provide.