

1. SERVICE DESCRIPTION FOR CSL M2M SIM SERVICES

The provisions of this Service Description form part of the Agreement comprising the CSL General Terms and Conditions and the Order Form.

2. DEFINITIONS

Capitalised terms in this Service Description shall have the same meanings as in the CSL General Terms and Conditions and in addition the following terms shall mean: -

<i>AUP</i>	means CSL's Acceptable Use Policy (as amended from time to time) which can be viewed on the CSL website
<i>Backhaul</i>	means the method by which IP data is passed between CSL's core network infrastructure and the Customer's data centres or central host applications
<i>Cellular</i>	means mobile data communications technology provided over 2G, 3G or 4G (or similar) networks including Voice and SMS
<i>Customer Device</i>	means the Customer equipment within which a SIM card may be installed for the purposes of Cellular communications
<i>IP</i>	means internet protocol a suite of open architecture protocols that allow data communication over disparate networks
<i>Minimum Term</i>	12 Months unless otherwise specified in the Order Form
<i>Service</i>	means the service described in paragraph 3.1
<i>Working Days</i>	Monday to Friday, 08:30-18:00 hours excluding Bank Holidays in the UK

3. SERVICE DESCRIPTION

- 3.1 The CSL M2M SIM Service utilises SIM cards to provide Cellular technologies to underpin a variety of Internet access and end-to-end secure and resilient IP communications between remote Customer Devices and their applicable data centres or host applications (the "Service").
- 3.2 SIM cards are available in multiple form factors including 2FF (Mini), 3FF (Micro) and 4FF (Nano) variants
- 3.3 SIM cards will be subject to service components depending on the applicable tariff/bundle subscribed to by the Customer. These include but are not limited to 2G/3G/4G data, MT/MO Voice/SMS, National/International multi-network roaming and Private/Public APN services.

4. SERVICE SPECIFIC CONDITIONS OF USE

Cellular Components

- 4.1 The lifespan of a SIM Card will be affected by the nature of its use and under no circumstances will the duration of this Agreement or any Minimum Term imply any warranty or condition

relating to the lifetime of a SIM Card or that the SIM Cards are of satisfactory quality or fitness for a particular purpose.

- 4.2 For supply of Cellular components to site, the following clauses shall apply:
- (a) all Cellular components are subject to coverage availability at the site;
 - (b) Cellular services are subject to network roaming agreements between mobile network operators and are subject to change; and
 - (c) it is the Customer's responsibility to carry out a high-quality installation of appropriate high gain antennas to establish and maximise Cellular signal coverage at the site.
- 4.3 CSL shall use its reasonable endeavours to provide the Service, but CSL's ability to do so may be affected by factors which are beyond its control including:
- (a) the capability of the equipment with which the SIM Card(s) are used;
 - (b) over-utilisation or congestion of the Cellular radio network;
 - (c) geographic or atmospheric conditions; and
 - (d) the availability of any underlying mobile network operator's service.

Backhaul Components

- 4.4 For supply of Backhaul, the following clauses shall apply:
- (a) Backhaul will be subject to an agreed design with the Customer. This can be delivered using a number of different technologies, most usually over an Internet based IPSEC VPN. Other options are available and subject to additional design and costing.
 - (b) in order to maintain effective proactive monitoring of the Backhaul, it is expected that appropriate ICMP access through the Backhaul will be granted to CSL. This may for example consist of a single pingable host system which, when unavailable, will allow automatic alert triggering to nominated Customer support personnel.
 - (c) the Service may include the supply by CSL of secure user credentials for use with supported VPN client software. The VPN client software will allow secure remote IP connectivity via the Service to the permitted SIM card.

4.5 Cessation of Service

If the Customer is terminating the Service in respect of any Connection, the Customer will lose all service components purchased under these Service Specific Terms in respect of that Connection unless they have made arrangements to have their service transferred to another service provider.

- 4.6 Any IP or other network addresses allocated to the Customer by CSL are for use only in connection with the Service, all rights in such addresses belong to CSL and the Customer's right to use them shall revert to CSL upon termination of this Agreement.

4.7 The Customer shall not use the Service or any part of it in a way that in the reasonable opinion of CSL could materially affect the quality of any telecommunications service as notified to the Customer by CSL.

5. FAULT MANAGEMENT

5.1 CSL will provide a technical support desk to the Customer which is available on Working Days

5.2 If the Customer reports a fault in the Service CSL will respond by:

- (a) providing advice by telephone, including advice where appropriate, as to tests and checks to be carried out by the Customer;
- (b) where possible, carrying out diagnostic checks from CSL premises

5.3 The Service does not include:

- (a) the provision or troubleshooting or repair or maintenance of Customer Devices
- (b) the provision or repair or maintenance of wireless signal coverage received by the Customer
- (c) on-site installation, repair or maintenance of the SIM card or Customer Device;

5.4 CSL may temporarily interrupt the Service to carry out Planned Works. CSL will notify the Customer where possible of any Planned Works. "Planned Works" means CSL-initiated changes to the Service or those initiated by the underlying providers of the Wired Path and Cellular communications bearers (e.g. for essential maintenance or network upgrades). CSL will use reasonable endeavours to minimise the Planned Works and any subsequent disruption to the Customer. The Customer is responsible for notifying its users or other relevant third parties of any Planned Works.

5.5 CSL will alert the Customer where possible of issues or unplanned outages which may affect the performance of the Service.

6. RESPONSIBILITIES OF THE CUSTOMER AND CSL

CSL Responsibilities

6.1 CSL will provide the Customer (or its subcontractor if applicable) with such instruction, advice and guidance in the use and operation of the Service and the installation and commissioning of the Service as CSL deems reasonable.

Customer Responsibilities

6.2 The Customer either itself or acting through its subcontractor (if applicable) will:

- (a) be responsible for selecting Customer Devices that are compatible with the Services and appropriate for the Customer's requirements;
- (b) be responsible for any work required to install and commission the SIM card for use with the Customer Device;

- (c) install and maintain the SIM Card in good working order in accordance with any instructions provided by CSL or the third party communication network provider;
- (d) ensure that SIM Cards are used in accordance with the manufacturers guidelines and that SIM Cards are replaced as recommended by CSL or the SIM Card manufacturer;
- (e) carry out signal strength surveys and take due account of the wireless signal strength available at an end user's premises prior to ordering the Service and take appropriate measures when positioning aerials to ensure the correct operation of the Cellular component of the Service. Obtaining suitable signal strength may require the use of extension cabling and/or higher gain aerials;
- (f) ensure that the SIM Cards are only used in an M2M/IoT environment; and
- (g) ensure that the SIM Cards are kept secure against theft or removal from the Customer Device.