

PUBLICATION 1 SERVICE DESCRIPTION FOR IOT SERVICE MANAGEMENT

1.1 Definitions

All capitalized terms used and not otherwise defined herein will have the meanings ascribed to them elsewhere in the Agreement. In the event of any conflict between the definitions provided in this Service Description and those provided elsewhere in the Agreement, the definitions in this Service Description will control for purposes of this Service Description.

"**Child Enterprise Account**" means the configuration set-up for the customer of Orange's Customer.

"**Parent Enterprise Account**" means the configuration set-up for the direct Orange Customer.

"**Supported Service**" means IoT Managed Global Connectivity: IoT Connect Express or IoT Connect Advanced Services (as described in a separate Service Description) for which Orange agrees to provide IoT Service Management.

1.2 Overview and Conditions of Use

1.2.1 **Supported Services.** Orange will provide IoT Service Management for the Supported Service(s) identified in the Order for IoT Service Management.

1.2.2 **Service Implementation, Acceptance Testing and Deployment.** IoT Service Management is activated, and the Service Term for IoT Service Management begins, after the first connection of the Supported Service is implemented and has completed the Acceptance Test(s). There are no Acceptance Tests for IoT Service Management other than the Acceptance Tests for the Supported Services.

1.2.3 **Features and Functionality.** IoT Service Management only provides the features and functionality set forth in this Service Description.

1.2.4 **Overview.** IoT Service Management could be provided as a Managed or Optimized offer with two service types for each offer – Initial and Intense.

- Managed Initial is included in IoT Supported Services without any additional charges.
- Managed Intense includes enhanced option of Managed Initial with additional service features: operational monthly reporting, shared team of service managers, SIM order/delivery management, operational meetings.
- Optimized Initial is an advanced IoT service management Service with additional service features: designated customer service manager, service level agreement, child accounts support or customized services.
- Optimized Intense includes enhanced option of Optimize Initial with dedicated customer service manager and additional optional Supervision service feature.

1.3 IoT Service Managed

1.3.1 Scope of Services for Managed Initial

Managed Initial includes the standard service features of assistance by IoT Level 1 Operations Center for Incident Management, SIM Lifecycle Management, SIM Order and Delivery Control, Fleet Management, Change Management, Initial Training, and access to the Portals, as described in more detail below.

1.3.1.1 IoT Level 1 Operations center:

- Customer is assisted by IoT L1 Operations Center support and incident management, who must be available 24 hours a day, 7 days a week. IoT L1 Operations Center provides technical issues resolution, assistance, answer to Customer requests in English. IoT L1 Operations Center could be reached via email, IOT/M2M portal, and phone. It is mandatory to always use GOLD USID as an identifier.
- **Incident Management:** IoT L1 Operations Center is Customer's primary point of contact (in English only) regarding Incidents for Incident Management. The Support Team shall only address requests and service calls made by the authorized Customer personnel.
- **SIM Lifecycle Management:** IoT L1 operations center explains SIM lifecycle to the Customer upon Customer's request.
- **SIM Order & Delivery Control:** IoT L1 operations center provides basic support for SIM orders and SIM orders delivery.
- **IoT Fleet Management:** IoT L1 operations center supports Customer with global IoT fleet management; provides changes or updates for the Customer fleet (where available) on behalf of the Customer; handles the IoT/M2M portal for the Customer.
- **Change Management:** IoT L1 operations center monitors requested change execution based on change management catalogue and dedicated change management process.

1.3.1.2 **Initial Training:** Implementation Manager provides one initial 120 minutes training session in English to Customer and its identified users. The content of the Initial Training is defined by Orange.

1.3.1.3 **Access to IoT/ M2M Portal.** IOT/M2M Portal is a web-based connectivity management portal directly accessible via Internet. IoT/M2M Portal allows the Customer to start managing the IoT fleet without development or integration process. API (Application Programming Interface) access is provided allowing direct integration into the Customer's IT systems.

1.3.1.4 **Access to My Service Space.** My Service Space web portal gives Customer direct access to the monthly invoices and reporting.

1.3.2 Scope of Service for Managed Intense

Customer may elect to receive Managed Intense as an optional feature of Management Initial. Managed Intense is provided in addition to the standard features of Managed Initial and includes Shared Customer Service Management team, Invoice and billing management, Service Improvement Plan, Root Cause Analysis, and optional service features: IOT/M2M Portal training updates, Operational Reporting and Operational Meeting – Remote.

1.3.2.1 Shared Customer Service Managers Team.

Customer is assisted in English by the Shared Customer Service Managers Team, which will be the single point of contact for the Customer queries related to Orange footprint, contract, invoicing, portal, and reports. Shared Customer Service Managers Team could be reached via email and the service managers shall be available during business hours. It is mandatory to always use GOLD USID as an identifier.

The Shared Customer Services Managers Team shall be responsible for:

- **Extended Initial training.** In addition to the scope of Initial training.
- **Critical incident management.** Shared Customer Service Managers Team acts as single point of contact for critical incidents (P1 and P2 severity) and escalated incidents. Shared Customer Service Managers Team shall regularly inform the Customer about incident resolution progress and may organize a call with Customer and Orange experts if required.
- **Change management.** Shared Customer Service Managers Team monitors requested change execution based on change management catalogue and dedicated change management process.
- **SIM order/delivery management.** Shared Customer Service Managers Team is the single point of contact for all SIM card orders and deliveries (SIM ordering, Profile ordering, SIM provisioning). Team shall follow the ordering process and send timely updates to the Customer.

1.3.2.2 Invoice and Billing Management

- **Billing reporting via MSS portal.** Invoices are automatically available on MSS portal.
- **Invoice's check & correction.** Monthly check and validation of the data accuracy.
- **Invoice issue resolution.** If any correction in the issued invoice is required, the correction procedure will be initiated.
- **Credit note.** Activate and follow up credit note process.
- **Invoice consultancy.** Answer to Customer's enquiries for invoice details explanation.

1.3.2.3 Service improvement plan.

In case of critical incident with P1 or P2 severity, service improvement plan can be initiated to implement improvements to services and processes.

1.3.2.4 Root cause analysis.

In case of critical incident with P1 or P2 severity root cause analysis is provided to Customer within agreed timeframe.

1.3.2.5 IoT/M2M portal training updates.

Based on selected periodicity additional training session are provided.

1.3.2.6 Operational reporting.

Provides overview about Customer's monthly fleet operations based on selected operational reporting option. Operational reporting is delivered on the 25th day of each month via MSS portal.

- **Standard reporting:** provides Customer with standard overview about his monthly fleet operations.
- **Enhanced reporting:** provides Customer with enhanced overview about his monthly fleet operations.
- **Premium reporting:** provides extended reporting solution based on Customer requirements.

1.3.2.7 Operational Meeting – Remote.

The Operational Meeting - Remote is a 90-minutes meeting held in English via teleconference between Customer and Orange that takes place at a specified frequency to review subscribed services performance and fleet operational status.

1.4 IoT Service Managed Optimized

1.4.1 Scope of Service for Optimized Initial.

IoT Service Managed Optimized Initial includes the standard service features of Managed Intense and provides the Customer with Designated Customer Service Manager and optional service features: Service Level Management, Child Enterprise Account Support and Custom Service.

1.4.1.1 Designated Customer Service Manager.

The Designated Customer Service Manager will be Customer's single point of contact for all inquiries regarding performance, procedural or other technical aspects of the Supported Services. Designated Customer Service Manager shall be located by default in Mauritius or Europe, but another location including local language and extended business hours might be available. Designated Customer Service Manager shall be contacted via email or phone during business hours.

1.4.1.2 Service Level Management - Standard or Premium.

Values are measured monthly and service level reporting is delivered on monthly base within operational monthly report.

1.4.1.3 Standard Child Enterprise Account Support.

Service management support for the same set up configuration as Parent Enterprise Account has.

1.4.1.4 Customized Child Enterprise Account Support.

Service management support for the different set up configuration as compares to Parent Enterprise account.

1.4.1.5 Custom Services.

Custom Services provide tailored solution based on Customer needs as an enhancement of Optimized Initial features.

1.4.2 **Scope of Service for Optimized Intense**

IoT Service Managed Optimized Intense includes the standard service features of IOT Service Managed Optimized Initial and provides the Customer with Dedicated Customer Service Manager and optional service feature – Supervision.

1.4.2.1 **Dedicated Customer Service Manager.** The Dedicated Customer Service Manager will be Customer's single point of contact for all inquiries regarding performance, procedural or other technical aspects of the Supported Services. Designated Customer Service Manager shall be located in Europe, but another location including local language and extended business hours might be available. Dedicated Customer Service Manager shall be contacted via email or phone during business hours.

1.4.2.2 **Supervision - Standard Monitoring.** Supervision consists of testing on a regular basis data and SMS service connectivity. Tests are generated by robots every 15 minutes, on a test APN but also on Customers dedicated APN, with SIMs configured as if they were Customer production SIMs. In the event of a problem with the Customer's configuration highlighted by these tests, the information will be transmitted to the support teams for Incident Resolution and to the Dedicated Customer Service Manager for proactive information sharing.

1.4.2.3 **Supervision - Enhanced Monitoring.** Supervision consists of monitoring Orange France and roaming networks and monitoring signaling traffic, voice, data, and SMS service connectivity. Enhanced network monitoring delivers performance overview and alerting to support teams for Incident Resolution. Customer shall receive monthly reporting on agreed KPIs.

1.5 Charges

1.5.1 Charges for Managed Initial are included in the charges for the Supported Services.

1.5.2 Additional Charges apply to each of the extended service offer and optional service features described above.

1.5.3 Orange will charge Customer for any additional costs incurred due or related to an Incident caused by Customer.

END OF SERVICE DESCRIPTION FOR IOT SERVICE MANAGEMENT