

- 1. CONTRACT TARIFF.** - The tariff agreed with the customer includes the volume of M2M, 3G, 4G, 5G data and in some cases a limited number of SMS and voice minutes, depending on the tariff modality selected. Anything over and above the agreed tariff will be billed on a pay-as-you-go basis. This pay-per-use is variable and depends on the operator of origin; this information is reflected in the contracted service data table.

These amounts will be increased by the corresponding VAT.

Payment will be made by means of a monthly bill to the current account indicated, and payment will be made within the same month in which the invoice is generated.

- 2. EXTENSION OF THE CONTRACT.** - Both parts agree to the conditions of automatic extension of the present contract as it is understood to be a monthly periodic service, unless one of the parts expressly expresses its wish to terminate the contract. In the event that the Client requests cancellation, there will be no proportional refund of the current monthly instalments, which the Client is aware of and expressly accepts. The Customer may exercise his/her right to suspend or terminate the lines via the CSL IoT Platform (<https://platform.csl-group.es>) or by sending an email to [csl@csl-group.es](mailto:csl@csl-group.es).
- 3. SERVICE MAINTENANCE.** - The contracted service includes in the fixed cost of the monthly fee, the periodic verification of the functioning of the communications, with the operators being directly responsible for the maintenance of the network.

The customer declares that is aware of the conditions agreed in this contract regarding the consumption control limit established in the communications service.

- 4. PRIVATION OF SERVICE.** - CSL Communications Iberia, S.L. may suspend the service immediately with a communication via email to the customer stating the cause of the suspension, in any of the following cases:
  - If the subscriber fails to meet any of the payment obligations arising from this contract.
  - If the subscriber makes improper use of the service, as established in point 2 of the Connectivity Service Description which can be consulted on our website: <https://www.csl-group.com/terms-and-conditions/>

- 5. TERMINATION OF SERVICE.** –

By express communication from the customer sent in writing to CSL Communications Iberia, S.L. at the customer's contact address. The customer knows and accepts that there will be no proportional refund in installments, in the event of termination of the service before the end of the current month and that it must be paid in full.

By express communication from CSL Communications Iberia, S.L. to the customer at their contact address, both for reasons of non-payment of any amount due and for improper use, point 2 of the Connectivity Service Description which can be consulted on our website: <https://www.csl-group.com/terms-and-conditions/>

- 6. JURISDICTION.** - The parties expressly waive any other jurisdiction, competence or jurisdiction, and agree to submit any difference or disagreement in the interpretation, fulfilment, validity or execution of this contract to the Courts and Tribunals of Valencia.
- 7. DATA PROTECTION.** - Your personal data will be used for our relationship with you and to provide you with our services. This data is necessary for us to be able to relate to you, which allows us to use your information within the law. Your information may also be disclosed to those entities that need to have access to it in order for us to provide our services to you. We will retain your information for the duration of our relationship with you and for as long as we are required to do so by applicable law. You may contact us at any time to find out what information we hold about you, rectify it if it is inaccurate and delete it once our relationship has ended. You also have the right to request the transfer of your information to another entity (portability). To request any of these rights, you must make a written request to our address, [csl@csl-group.es](mailto:csl@csl-group.es) together with a photocopy of your ID card. If you feel that your rights have been disregarded, you may file a complaint with the Spanish Data Protection Agency ([www.agpd.es](http://www.agpd.es)).