Product Description

icom Connectivity Suite – M2M SIM

Purpose and Scope of this Document

This document serves as the product description of the service "icom Connectivity Suite – M2M SIM". This product description in force at the relevant time is allocated to the contract (INSYS number "CS-xxxxxx") and so part of the contract.

> A **contract** contains one or more SIM cards and these form the commercial basis for the use of the icom Connectivity Suite - M2M SIM service.

Furthermore, all General Terms and Conditions of INSYS icom GmbH (hereinafter referred to as "INSYS") on the Imprint in their latest version are effective for "icom Connectivity Suite – M2M SIM" service, including, but not limited to:

- General terms and conditions for the use of Online Services
- General terms and conditions of business for M2M mobile phone services
- Product Description (this document)

Intended Purpose

The icom Connectivity Suite - M2M SIM is a managed service that provides cellular services to customers within the INSYS icom ecosystem. The solution includes SIM cards with form-factor 2/3/4FF, flexible rate plans that offer worldwide connectivity and a web-based Management Portal. M2M SIM features pay-as-you-use plans that incur customer charges according to the exact amount of data used and flexible data plans that allot a fixed amount of data per card each month. INSYS delivers the SIM Management Portal within the icom Connectivity Suite to make it easy for customers to control their routers, connectivity and costs from a single application.

Billing and Payment

The monthly billing data will be formed from midnight UTC on the last day of each month for rate plan charges incurred in the that month (= accounting month) until the midnight UTC of the sixth day of the following month for all data and SMS usage charges incurred during the accounting month as reported by the network operators. The rate plan assigned to each SIM card at the end of the accounting month will be used to compute the contractual charges. Data and/or SMS charges incurred within an accounting month that are not included in the assigned rate plan will be charged as excess costs. The rate plan amount and possibly incurred excess data and SMS will be charged, if the SIM card has been activated in the accounting month. Separate billing data will be created per contract, the underlying billing modalities (e.g. payment method, payment cadence, payment terms) are identical across all contracts. The minimum billable quantity is 1 MB per contract.

Notifications

In order to be able to receive e-mail notifications,[1] the customer must ensure that e-mails from the sender address connectivity@insys-icom.de and support@insys-icom.com will not be filtered. Moreover, the customer must ensure that the data of the contact person stored in the SIM Management portal are always up to date.

M2M SIM Management Portal

There is no cost to access and use the SIM Management Portal.
The following functions are available in the SIM Management Portal (available from the "M2M SIM" menu in the icom Connectivity Suite):

- Modern, web-based user interface offers point-and-click SIM management; compatible with the most popular web browsers
- Graphical view of the SIM state of all SIM cards managed within this SIM Management Portal account
- Graphical view of the total data consumed by all SIM cards managed within this SIM Management Portal account for current accounting month and four previous accounting months
- Tabular list view of all SIM cards managed within this SIM Management Portal account
- Activation/deactivation of SIM cards
- Change of SIM card assigned rate plan

- Monitoring of SIM card usage including data consumption, SMS sent, status and session
- Tabular view of SIM Usage shows data and SMS consumption of active SIM cards by contract and rate plan
- Alerts when SIM card usage reaches pre-defined data limit; may send an email or change SIM state to "Deactivated"
- Assignment of device names to identify device generating data and SMS traffic
- Tracking of important user activities performed within the application
- Redeem a 12-digit licence key to provision additional SIM cards or rate plans

M2M SIM orderable items

Customers may order the items below to enhance their M2M SIM solution. Placing an order for these items may create immediate and/or recurring charges.

Available items by article number

Article number	Article designation	Price Zones	Included Volume	Unit
10023743	M2M SIM Card Industrial 2FF	1,10+,2,3,4,5,6,7	no	Each
10024524	M2M TRIPLE SIM Card Industrial 2/3/4FF	1,10+,2,3,4,5,6,7	no	Each
10023744	M2M SIM Access Post-Paid Rate Plans	1,10+,2,3,4,5,6,7	no	One-Time
10023745	M2M SIM Europe-Trial 500 MB/10 SMS	1,10+	500 MB / 10 SMS	One-Time
10023746	M2M SIM E+USA-Trial 500 MB/10 SMS	1,10+,2	500 MB / 10 SMS	One-Time

M2M SIM Card Industrial

The INSYS/Tele2 Premium industrial SIM cards are designed specifically for M2M applications:

- Form factor: 2/3/4FF 8PIN
- Dimensions: 25 mm x 15 mm (2FF), 15 mm x 12 mm (3FF), 12.3 mm x 8.8 mm (4FF)
- Temperature range: -40° C to + 105° C
- Anti-corrosion: Saline atmosphere
- Life-time Min. 4,200,000 write/delete cycles
- Data retention time: 10 years
- Flash memory: 64k
- Vibration standard: Automotive
- AL no: no, ECCN: no
- M2M Rate Plans assigned separately

The M2M SIM card is capable of multi-roaming depending on the available M2M rate plans and according to the INSYS/Tele2 published Country List. However, the M2M SIM card does not allow multi-roaming in Sweden.

Provisioning

The provision of each SIM card will be charged by single payment and furnishes the customer the physical SIM card plus a 12-digit licence key. eID (embedded Identity Document) and ICCID (Integrated Circuit Card Identifier) are on the SIM card and also used to identify your card in the SIM portal. Redeeming the 12-digit licence key registers the SIM card for management in the SIM Management Portal. Licence key redemption requires a valid SIM Management Portal account. The SIM card must be registered within two (2) years of its shipment date. The SIM card must be inserted into a compatible hardware device with a suitable antenna (purchased separately) and properly configured. The PIN is disabled. All SIM cards are delivered in the "Deactivated" status. To begin using a SIM card, an account admin must register the SIM card with the given licence key to appear in the account, activate the SIM card, and assign a valid rate plan. All unregistered or improperly registered SIM cards will remain deactivated. The customer can find further information about SIM Card registration and activation in the SIM Management Portal Online Help.

M2M SIM Access Post-Paid Rate Plans

The use of icom Connectivity Suite - M2M SIM requires each customer agree to and sign a valid M2M SIM contract with INSYS icom GMBH. Upon contract approval, INSYS provides the customer a 12-digit licence key to redeem the "M2M SIM Access Post-Paid Rate Plans" item. Redeeming this item allows the customer to assign the designated, post-paid rate plans to the SIM cards registered to the contract. Licence key redemption requires a valid SIM Management Portal account. This is a one-time per contract valid until contract Cancellation.

M2M SIM Europe Trial 500 MB/10 SMS

This item provides companies a trial (i.e. test period) to perform on-site solution validation before entering into a long-term M2M SIM contract with INSYS icom GMBH. A valid SIM Management Portal account is required to use a Trial.
M2M SIM Europe-Trial 500 MB/10 SMS includes:

- Provision of one (1) SIM card as described in M2M SIM Card Industrial
- Authorises one-time assignment of the "SIM Europe-Trial 500 MB/10 SMS" rate plan to a single, registered SIM card
- Up to 500 MB of data usage when connected within any country (e.g. Europe) designated within Price Zone 1 or Price Zone 10+ according to the INSYS/Tele2 published Country List
- Up to 10 SMS sent; the trial places no limit on the number of SMS that may be received
- Offers the same *Supported Services* as the M2M assigned rate plans
- Testing for up to 45 calendar days after the trial begins

The trial begins when the SIM card assigned to this rate plan changes to "Activated" status. The trial must begin within two (2) years of the trial shipment date.
The trial ends the moment of the following statements are true:

- the traffic of the SIM card assigned this rate plan has reached the maximum amount of included data volume
- the SIM card assigned this rate plan has sent the maximum number of SMS
- the trial has reached its end date

When reaching the end of the trial:

- the SIM card will be deactivated automatically
- the trial SIM card may be reassigned for productive use
- the customer may select additional M2M SIM orderable items
- the customer may proceed with Cancellation

Only one trial per customer is possible. A trial cannot be extended.

M2M SIM Europe & USA Trial 500 MB/10 SMS

This item provides companies a trial (i.e. test period) to perform on-site solution validation before entering into a long-term M2M SIM contract with INSYS icom GMBH. A valid SIM Management Portal account is required to use a Trial.
M2M SIM E+USA-Trial 500 MB/10 SMS includes:

- Provision of one (1) SIM card as described in M2M SIM Card Industrial
- Authorises one-time assignment of the "SIM E+USA-Trial 500 MB/10 SMS" rate plan to a single, registered SIM card
- Up to 500 MB of data usage when connected within any country (e.g. USA/Canada) designated within Price Zone 1, Price Zone 10+, or Price Zone 2 according to the INSYS/Tele2 published Country List
- Up to 10 SMS sent; the trial places no limit on the number of SMS that may be received
- Offers the same *Supported Services* as the M2M assigned rate plans
- Testing for up to 45 calendar days after the trial begins

The trial begins when the SIM card assigned to this rate plan changes to "Activated" status. The trial must begin within two (2) years of the trial shipment date.
The trial ends the moment of the following statements are true:

- the traffic of the SIM card assigned this rate plan has reached the maximum amount of included data volume
- the SIM card assigned this rate plan has sent the maximum number of SMS
- the trial has reached its end date

When reaching the end of the trial:

- the SIM card will be deactivated automatically
- the trial SIM card may be reassigned for productive use
- the customer may select additional M2M SIM orderable items
- the customer may proceed with Cancellation

Only one trial per customer is possible. A trial cannot be extended.

M2M rate plans

Cost computation

M2M assigned rate plans

SIM cards set to the "Activated" state during the accounting month incur charges (i.e. active cards). SIM cards without a rate plan assigned may not be set to "Activated" state. The minimum chargeable amount for an active SIM card is the cost of the rate plan assigned at the end of the accounting month. Additional "Excess" charges may apply based on the actual data consumption by volume and price zone as compared to the assigned rate plan offer.

M2M excess rate plans

Additional costs for excess data arise when the card usage exceeds the included volume offered in the rate plan and/or if the card consumed data in price zones outside of the price zones offered in the rate plan [2]. The "flexible pooling [3]" feature of INSYS M2M SIM helps customers avoid excess data charges by "pooling" (i.e. grouping) the included volume of all active cards within a contract that have the same assigned rate plan. Excess data charges for the pool using "flexible pooling" are incurred only if the total data consumption of the pool exceeds the total included volume of the pool [4]. Automated deactivation [5] of a SIM card may limit "flexible pooling" in the next accounting month. It is the responsibility of the customer to actively manage the SIM card activation/deactivation and assignment of rate plans. The SIM Management Portal is available for this task.

M2M assigned rate plans
Supported services:

SIM card settings

Customers use the SIM Management Portal "Card details" menu to set assigned rate plans and activate/deactivate registered SIM cards. Only SIM cards with an assigned rate plan may be set to "Activated" state.

Usage by contract

The SIM Management Portal menu shows the assigned rate plans and number of active cards by rate plan in the usage table for each contract. All of the rate plans assigned to active cards at the end of the accounting month are chargeable and will appear on the invoice. Reference Billing and Payment for additional information.

Multi-roaming

Each assigned rate plan provides multi-roaming for highest network availability as well as unsteered roaming within the specified price zones. The roaming providers and their support of 2G/3G/4G can be taken from the INSYS/Tele2 published Country List be applied[6].

IP data traffic

Each assigned rate plan lists the amount of included data volume.

Data traffic may incur excess charges according to Cost computation and M2M excess rate plans.

The data volume will be rounded to 1 kB per session for charging. The monthly billing data is rounded up to the next full MB.

SMS

SMS can be sent and received.

Each assigned rate plan lists the amount of included SMS volume.

Each SMS dispatch (sent) immediately incurs excess charges according to Cost computation and M2M excess rate plans.

Rate plans:

SIM Worldwide Post-paid Pay-As-You-Use (PAYU)
Available items by article number

Article number	Article designation	Price Zones	Included Volume	Unit
10023750	SIM Worldwide-Post PAYU	1,10+,2,3,4,5,6,7	no	Month/card

Product Description

SIM Europe Post-paid Flexible Pooling (E)
Available items by article number

Article number	Article designation	Price Zones	Included Volume	Unit
10023751	SIM Europe-Post Flex Pool 10 MB	1,10+	10 MB / 0 SMS	Month/card
10023752	SIM Europe-Post Flex Pool 100 MB	1,10+	100 MB / 0 SMS	Month/card
10023753	SIM Europe-Post Flex Pool 500 MB	1,10+	500 MB / 0 SMS	Month/card
10023754	SIM Europe-Post Flex Pool 1 GB	1,10+	1 GB / 0 SMS	Month/card
10023755	SIM Europe-Post Flex Pool 5 GB	1,10+	5 MB / 0 SMS	Month/card
10023756	SIM Europe-Post Flex Pool 10 GB	1,10+	10 GB / 0 SMS	Month/card
10023757	SIM Europe-Post Flex Pool 20 GB	1,10+	20 GB / 0 SMS	Month/card

SIM Europe & USA Post-paid Flexible Pooling (E+USA)
Available items by article number

Article number	Article designation	Price Zones	Included Volume	Unit
10023760	SIM E+USA-Post Flex Pool 10 MB	1,10+,2	10 MB / 0 SMS	Month/card
10023761	SIM E+USA-Post Flex Pool 100 MB	1,10+,2	100 MB / 0 SMS	Month/card
10023762	SIM E+USA-Post Flex Pool 500 MB	1,10+,2	500 MB / 0 SMS	Month/card
10023763	SIM E+USA-Post Flex Pool 1 GB	1,10+,2	1 GB / 0 SMS	Month/card
10024611	SIM E+USA-Post Flex Pool 5 GB	1,10+,2	5 GB / 0 SMS	Month/card

SIM Europe & USA & Australia Post-paid Flexible Pooling (E+U+AUS)
Available items by article number

Article number	Article designation	Price Zones	Included Volume	Unit
10023766	SIM E+U+AUS-Post Flex Pool 10 MB	1,10+,2,3	10 MB / 0 SMS	Month/card
10023767	SIM E+U+AUS-Post Flex Pool 100 MB	1,10+,2,3	100 MB / 0 SMS	Month/card
10023768	SIM E+U+AUS-Post Flex Pool 500 MB	1,10+,2,3	500 MB / 0 SMS	Month/card

SIM Europe & USA & AUS & United Arab Emirates Post-paid Flexible Pooling (E+U+A+UAE)
Available items by article number

Article number	Article designation	Price Zones	Included Volume	Unit
10023771	SIM E+U+A+UAE-Post Flex Pool 10 MB	1,10+,2,3,4	10 MB / 0 SMS	Month/card
10023772	SIM E+U+A+UAE-Post Flex Pool 100 MB	1,10+,2,3,4	100 MB / 0 SMS	Month/card

SIM Europe & USA & AUS & UAE & Mauritius Post-paid Flexible Pooling (E+U+A+U+MUS)
Available items by article number

Article number	Article designation	Price Zones	Included Volume	Unit
10023775	SIM E+U+A+U+MUS-Post Flex Pool 10 MB	1,10+,2,3,4,5	10 MB / 0 SMS	Month/card
10023776	SIM E+U+A+U+MUS-Post Flex Pool 100 MB	1,10+,2,3,4,5	100 MB / 0 SMS	Month/card

SIM Europe & USA & AUS & UAE & MUS & Cayman Islands Post-paid Flexible Pooling (E+U+A+U+M+CYM)
Available items by article number

Article number	Article designation	Price Zones	Included Volume	Unit
10023779	SIM E+U+A+U+M+CYM-Post Flex Pool 10 MB	1,10+,2,3,4,5,6	10 MB / 0 SMS	Month/card
10023780	SIM E+U+A+U+M+CYM-Post Flex Pool 100 MB	1,10+,2,3,4,5,6	100 MB / 0 SMS	Month/card

Product Description

SIM Europe & USA & AUS & UAE & MUS & CYM & Satellite Post-paid Flexible Pooling (E+U+A+U+M+C+SAT)
Available items by article number

Article number	Article designation	Price Zones	Included Volume	Unit
10023783	SIM E+U+A+U+M+C+SAT-Post Flex Pool 10 MB	1,10+,2,3,4,5,6,7	10 MB / 0 SMS	Month/card
10023784	SIM E+U+A+U+M+C+SAT-Post Flex Pool 100 MB	1,10+,2,3,4,5,6,7	100 MB / 0 SMS	Month/card

M2M excess rate plans

Excess items by article number

Article number	Article designation	Price Zones	Included Volume	Unit
10023758	SIM Europe-Post Excess MB	1,10+	no	Per MB
10023759	SIM Europe-Post Excess SMS	1,10+	no	Per SMS
10023764	SIM E+USA-Post Excess MB	1,10+,2	no	Per MB
10023765	SIM E+USA-Post Excess SMS	1,10+,2	no	Per SMS
10023769	SIM E+U+AUS-Post Excess MB	1,10+,2,3	no	Per MB
10023770	SIM E+U+AUS-Post Excess SMS	1,10+,2,3	no	Per SMS
10023773	SIM E+U+A+UAE-Post Excess MB	1,10+,2,3,4	no	Per MB
10023774	SIM E+U+A+UAE-Post Excess SMS	1,10+,2,3,4	no	Per SMS
10023777	SIM E+U+A+U+MUS-Post Excess MB	1,10+,2,3,4,5	no	Per MB
10023778	SIM E+U+A+U+MUS-Post Excess SMS	1,10+,2,3,4,5	no	Per SMS
10023781	SIM E+U+A+U+M+CYM-Post Excess MB	1,10+,2,3,4,5,6	no	Per MB
10023782	SIM E+U+A+U+M+CYM-Post Excess SMS	1,10+,2,3,4,5,6	no	Per SMS
10023785	SIM E+U+A+U+M+C+SAT-Post Excess MB	1,10+,2,3,4,5,6,7	no	Per MB
10023786	SIM E+U+A+U+M+C+SAT-Post Excess SMS	1,10+,2,3,4,5,6,7	no	Per SMS

M2M excess rate plans cannot be ordered or selected by customers. They result from assigned rate plan excess charges as described in Cost computation. The SIM Management Portal menu shows possible excess charges by excess rate plan in the usage table for each contract. These items may also appear as chargeable items on the monthly invoices. These excess charges result from consuming data or sending SMS using providers within the price zones listed for each item.

The list of possible providers can be taken from the INSYS/Tele2 published Country List.

The data volume will be rounded to 1 kB per session for charging. Each SMS dispatch (sent) may incur excess charges according to Cost computation.

Technical Support and Documentation

The purchase of icom Connectivity Suite – M2M SIM grants the customer access to Standard Support. Standard Support for SIM cards or cellular connectivity is Monday – Friday from 8:00 am to 12:00 pm and 1:00 pm to 5:00 pm CET. Additional Support information is available on our Support page or by sending an e-mail to support@insys-icom.com. The purchase of icom Connectivity Suite – M2M SIM grants the user access to e-mail support for incidents related to SIM Portal Availability outside of the Standard Support hours. The technical documentation for the product icom Connectivity Suite – M2M SIM that is effective at the relevant time can be found on the Documentation and Downloads page. Standard Tele2 connectivity support is only available between 8am and 5:00 pm CET.

Training

INSYS icom offers training and consulting to help customers get the most value from this product. Visit our Support page or send an e-mail to training@insys-icom.com to learn more about the training courses and consulting services available for this product.

Service Level Agreement

SIM Portal Availability

With regard to the chargeable service icom Connectivity Suite – M2M SIM, INSYS assures each end customer an **availability of 99.8%** of the SIM Management Portal per calendar year. The service is considered "available" if the SIM Management Portal accepts authorised login attempts AND the SIM Management Portal accepts changes to account or SIM card settings. Periods of unavailability as defined in § 6.2 General terms and conditions for the use of Online Services are excluded from this availability, unless this document expressly provides otherwise.

Status Page and Notification

INSYS provides the service availability status of the SIM Management Portal for each customer account on the icom Connectivity Suite – Status Page. A direct link (URL) to the account Status Page is displayed within the icom Connectivity Suite by selecting the "My VPN Hub" tab. The direct link to the Status Page authenticates the account using the Instance ID and the default code displayed to the user on the "My VPN Hub" tab. INSYS recommends that its customers record their direct link, Instance ID, and default code offline for reference if the system becomes unavailable. To access the Status Page if icom Connectivity Suite - M2M SIM does not accept authorised login attempts, visit the Status Page and manually enter the account's Instance ID and default code. INSYS recommends first visiting the Status Page in case of a perceived interruption of the service before contacting Technical Support.

Regular Maintenance Window

The regular maintenance window for icom Connectivity Suite – M2M SIM is between **06:00 and 09:00 AM CET/CEST** every Tuesday. During this time, individual outages as well as impairments of the availability of the chargeable services due to maintenance, installation or conversion work coordinated with the user, as well as planned shutdowns or decommissioning coordinated with the user may occur during this time. However, INSYS reserves the right to conduct critical or urgently required maintenance work at times outside this maintenance window in order to react to unexpected service outages or threats to the legitimate interests of INSYS or its customers.

Incident Response Time

If an incident related to availability occurs, INSYS assures to notify affected customers of the incident resolution status within **2.5 hours** of the customer's initial notification. During an availability incident, INSYS reserves the right to display the incident resolution status exclusively on the Status Page as a notification to affected customers. In addition, INSYS may decide to send e-mail notifications to the contact person stored in the icom Connectivity Suite – Management Portal. Refer to § Notifications for more information.

Responsibilities

INSYS

1. Ensure functionality and availability of the service as agreed.
2. Notification of incidents / responses on icom Connectivity Suite – Status Page.
3. Report on availability interruptions lasting longer than 60 minutes.
4. Incident reports can be requested by customers via e-mail to support@insys-icom.com within 2 business days of incident resolution.
5. Timely notification (at least one (1) business day in advance) of "critical maintenance" that falls outside the Regular Maintenance Window.

Customer

1. An important prerequisite for the contractual functionality of icom Connectivity Suite – M2M SIM is the use of the most current firmware of all devices of the user connected to icom Connectivity Suite – M2M SIM. It is the user's responsibility to immediately install all firmware updates recommended by INSYS on its devices.
2. The customer is responsible for checking the availability of the service on the Status Page before contacting Technical Support.
3. In case of an incident related to availability, any affected user should report the problem to INSYS in a timely manner and be reachable by INSYS Technical Support by e-mail and/or phone.

Adherence

If the service does not achieve the promised availability of this Service Level Agreement, the customer has a special right of termination at the end of the respective month within four (4) weeks after determination of the deviation. Limitation: Customers who have problems accessing or connecting to icom Connectivity Suite - M2M SIM while the Status Page reports that the account/service is available are subject to the specified Technical Support and Documentation provisions available for this product.

Ordering and Provisioning

A registration with the SIM Management Portal is required to use icom Connectivity Suite – M2M SIM services. Registration at https://connectivity.insys-icom.de creates an account. Customers who already use the "icom Connectivity Suite – VPN" may also use this account for SIM Management.

Ordering of additional SIM cards will be made in writing using the e-mail address info@insys-icom.de in addition to the specification of the customer data by specifying:

- number of SIM cards
- contract number (CS-) [7]

Cancellation

To cancel a SIM card [8] customers may send an e-mail to: support@insys-icom.com requesting cancellation and including the card ICCID. To cancel a Trial, customers may send an e-mail to: support@insys-icom.com requesting cancellation and including the card ICCID. SIM cards no longer needed for service shall either be returned to INSYS icom or disposed. The return or disposal of the physical SIM card is the responsibility of the customer. The cancellation of a contract[9] will be made under specification of a cancellation date, the customer data, the instance ID as well as the contract number (CS-) via e-mail to info@insys-icom.de. This contract can be cancelled with a notice period of one month to the end of the month.

Endnotes

[1] Notifications may include messages generated automatically by the SIM Management Portal regarding maintenance work to the system.

[2] SIM card usage may include data consumed in price zones outside of their assigned rate plan if the rate plan assignment was changed to a lower price zone after the data was consumed and within the same accounting month. Example: 1 card set to 'SIM E+USA-Post Flex Pool 100 MB' consumes 30 MB in Price Zone 2 before being changed to rate plan 'SIM Europe-Post Flex Pool 10 MB' and consumes 5 MB (in Price Zone 1) during the remainder of the accounting month. This card will incur 30 MB of excess charges reported as rate plan 'SIM E+USA-Post Excess MB' plus charges for the rate plan 'SIM Europe-Post Flex Pool 10 MB' that is assigned at the end of the accounting month.

[3] Flexible pooling applies only to active cards assigned the same rate plan with included volume. Flexible pooling does not apply to active cards assigned rate plans without included volume.

[4] Flexible pooling example: 3 cards 'SIM Europe-Post Flex Pool 100 MB' are active in a contract. Card 1 consumes 10 MB, card 2 consumes 120 MB, card 3 consumes 95 MB. Flexible pooling provides a total of 300 MB, so that the cards remain under the total volume with a consumption of 225 MB; no excess charges apply.

[5] INSYS will receive information about the consumed data volume of a connection from the tele2 Jasper portal every 30 minutes. The command to automatically deactivate a card will be executed immediately upon receipt. However, tele2 Jasper may not receive information about the consumed data volume of a connection from the cellular radio provider for hours or even days after the event, depending on the operator. It is recommended that customers precisely specify the data transmission behaviour of the application and the devices connected to the cellular radio device. Additional measures, like an appropriate configuration of the firewall or the deactivation of unused Ethernet ports for example, help to protect against undesired data consumption and thus costs as far as possible.

[6] Additional costs may arise with roaming in border regions to countries in other price zones

[7] Several contracts can be entered within one account; in this case the minimal number of SIM cards per contract must be 10; it is critical the SIM cards be assigned to the correct contract on the order.

[8] Following SIM card cancellation, the card will appear in the SIM Management Portal in 'Retired' state until the end of the accounting month; afterwards, the card will no longer be visible in the SIM Management Portal.

[9] All SIM cards that are still active under the contract will be deactivated by INSYS with the cancellation date.