



Part B – Service-Specific Terms

Service-Specific Terms for 1NCE Insights

(version as of August 2026)

1. 1NCE's service-specific performance obligations

1.1 1NCE Insights (hereinafter "1NCE Insights" or "Insights") is a software analytics service that provides Customers with reporting, statistical analysis, and benchmarking of their IoT device fleet on the basis of connectivity and device data captured through the 1NCE network. Insights comprises the following service elements, as further described in the Service Description, available at <https://www.1nce.com/en-us/terms-conditions>:

- a) the Device Analyzer, which provides statistical device-model analytics and peer benchmarking, allowing the Customer to view how devices comparable to those in the Customer's fleet are used across the wider 1NCE customer base (in aggregated and non-identifying form);
- b) the Fleet Analytics module, which provides usage, consumption and connectivity monitoring of the Customer's own device fleet, including anomaly detection and active-device reporting; and
- c) additional Insights service elements that may be made available by 1NCE from time to time in accordance with the Service Description.

1.2 Insights is an Add-on Service within the meaning of the corresponding provision of Part A of these GTC on Add-on Services and is only available to Customers that have (i) ordered 1NCE Connect Services and (ii) an active 1NCE OS user account under the 1NCE OS Terms of Service. Insights is provided through the Customer Portal of 1NCE OS. For Customers subscribed to Insights, the Customer Portal dashboard is enhanced with the Insights functionality and made accessible on log-in. The simultaneous application of any and all other terms applicable to the 1NCE Connect Services and 1NCE OS Services, including their respective Service-Specific Terms and the 1NCE OS Terms of Service (including its Data Processing Addendum), remains unaffected.

1.3 The type and scope of Insights and its features, as well as the technical prerequisites that are to be complied with by the Customer, are set out in the Service Description.

1.4 1NCE performs Insights within the boundaries of its technical and operational capabilities. 1NCE does not warrant that Insights will fulfil the Customer's specific business requirements or that any reports, benchmarks or other outputs generated by Insights are error-free, complete or uninterrupted.

2. Service-specific terms of use and cooperation obligations of the Customer

2.1 The Customer acknowledges and accepts that Insights is provided to the Customer on a per-user basis. Each named user of Insights (each a "Named User") shall be an individual identified by a unique 1NCE Customer Portal login credential (e.g., email address) associated with the Customer's Portal user list. The Customer shall procure that each Named User has been duly authorised by the Customer to access and use Insights on behalf of the Customer and complies with these Service-Specific Terms and the 1NCE OS Terms of Service.

2.2 The Customer shall:

- a) use Insights solely for its own internal business purposes and shall not make Insights or any output generated by Insights (a "Report") available to any third party for such third party's independent use, save as expressly permitted under these Service-Specific Terms;
- b) not use Insights, or attempt to use Insights, to identify, isolate or derive any information relating to any other 1NCE customer, or to re-identify any device, IoT SIM or natural person from any aggregated or anonymised data displayed within Insights;
- c) not reverse engineer, decompile or disassemble Insights or any part thereof, save as permitted by mandatory law;
- d) not use Insights to develop, or assist any third party in developing, a product or service that competes with Insights;
- e) ensure that access credentials of each Named User are kept confidential and are not shared with any person not authorised as a Named User; and



- f) be responsible for the content of any prompt, query or input submitted by any Named User to Insights, and for the use to which the Customer or its Named Users put any Report.

2.3 Insights delivers analytical outputs based on statistical models and network-derived data. Reports are provided for informational purposes only and the Customer should not rely on any Report as the sole basis for any commercial, operational or financial decision.

2.4 A Named User licence may be reassigned to another individual within the same Customer account on prior written request to 1NCE's customer service. No fee applies to a like-for-like replacement of a Named User in accordance with this Section 2.4.

3. Service-specific provisions on charges

3.1 Insights is offered on a subscription basis. The Customer purchases access to Insights for a minimum term as set out in Section 4.1, at a charge determined per Named User in accordance with the applicable Price List or as otherwise agreed in an Order or Individual Agreement between the parties. Charges for Insights are Prepaid charges within the meaning of the corresponding provision of Part A of these GTC on Prepaid charges and are payable annually in advance for the initial term and each renewal term (as applicable). The Customer shall determine the number of Named Users to be activated for Insights, subject to a minimum of one (1) Named User per subscription.

3.2 Insights may be made available to the Customer on a complimentary basis for an initial trial period of ninety (90) days (the "Trial Period"). The Trial Period commences upon the Customer's affirmative acceptance of these Service-Specific Terms and acknowledgment of the 1NCE Privacy Notice through the dedicated subscription-confirmation flow made available to the Customer in the Customer Portal, and, following activation by 1NCE of Insights for the Customer (which may take up to twenty-four (24) hours from acceptance), shall run for ninety (90) consecutive days from such activation. During the Trial Period, access to Insights shall be granted to those Named Users of the Customer holding either the Owner or Administrator role in the Customer Portal.

3.3 Upon expiry of the Trial Period, unless the Customer has purchased a paid subscription to

Insights in accordance with Section 3.1, access to Insights shall automatically cease and Insights shall be de-provisioned for the Customer's account. The Customer's subsequent purchase of a paid subscription shall reactivate access to Insights.

3.4 The charges to be paid by the Customer for the purchase or renewal of an Insights subscription shall be determined by the applicable Price List at the time of purchase or renewal. The provision of Part A of these GTC on the periodic adjustment of recurring or other charges shall not apply to Insights subscription charges.

3.5 No refund shall be payable to the Customer in respect of any unused portion of the subscription term following termination of the Insights Contract, unless 1NCE is responsible for an extraordinary termination by the Customer for good cause (see the corresponding provision of Part A of these GTC on extraordinary termination for good cause).

3.6 The Customer may add further Named Users to its Insights subscription at any time. Each Named User added mid-term shall be charged the full annual per-Named-User charge set out in the applicable Price List, without pro-ration, regardless of when that Named User is activated. Activation of a mid-term Named User occurs when the Customer enables the user for Insights in the Customer Portal. Named Users added mid-term shall have access to Insights until the end of the then-current minimum term, at which point all Named Users on the Customer's subscription shall renew together in accordance with Section 4.1. No refund shall be payable in respect of any Named User removed by the Customer mid-term; a removed Named User loses access to Insights, but the Customer remains liable for the full annual charge in respect of that Named User until the end of the then-current minimum term.

4. Service-specific provisions on contract term and termination

4.1 The Contract for the provision of Insights is concluded for a minimum term of twelve (12) months, commencing on the expiry of the Trial Period or, where the Customer subscribes without a Trial Period, on the date of activation of the paid subscription. Upon expiry of the initial term, the Contract shall automatically renew for successive twelve (12) month terms at the price set out in the applicable Price List then in effect, unless



terminated by either party in accordance with Section 4.2.

4.2 The Contract may be terminated:

- a) by the Customer with a period of notice of two (2) months to the end of the then-current minimum term. For the avoidance of doubt, no mid-term termination for convenience is available, and no refund of Prepaid charges shall be payable in respect of any notice period running to the end of the minimum term;
- b) by 1NCE with a period of two (2) months' notice, but not with effect before the end of the then-current minimum term; and
- c) by either party exceptionally for good cause in accordance with the corresponding provision of Part A of these GTC on extraordinary termination for good cause. Termination of the Contract for the underlying 1NCE Connect Services or the 1NCE OS Services shall automatically terminate the Contract for Insights in accordance with the corresponding provision of Part A of these GTC on Add-on Services.

4.3 Any outstanding charges remain unaffected by the termination of the Contract. Upon termination, the Customer's access to Insights shall cease and Insights shall be de-provisioned.

5. Data protection and other related legal requirements

- 5.1 Insights operates on connectivity and device data captured through the 1NCE network in the ordinary course of providing 1NCE Connect Services. Such data is used by Insights in anonymised form and is not linked, at 1NCE's level, to any identified or identifiable natural person.
- 5.2 In providing Insights, 1NCE processes limited categories of personal data, namely (i) the name, email address, phone number and role of the Customer's Named Users in the Customer's Portal user list, and (ii) the Customer's billing country and industry. In addition, and to the extent that the Customer's use of Insights involves the processing of personal data beyond those

categories (including without limitation any personal data submitted by the Customer or its Named Users in the form of prompts or queries), such further processing shall equally be subject to the Data Processing Addendum annexed to the 1NCE OS Terms of Service (as updated from time to time). The Data Processing Addendum is incorporated by reference into these Service-Specific Terms in respect of the Insights processing operation. Further details on 1NCE's processing of personal data are set out in the 1NCE Privacy Policy, available at <https://www.1nce.com/en-us/privacy-policy>.

6. Intellectual property

- 6.1 As between the parties, all right, title and interest in and to Insights, including all software, algorithms, models, aggregated benchmarking data (regardless of whether such data is delivered to the Customer in the form of a Report or otherwise), Reports and any and all associated intellectual property rights, remain the exclusive property of 1NCE (or its licensors). No rights of use in Insights are granted to the Customer other than as expressly set out in these Service-Specific Terms, Part A of these GTC or the 1NCE OS Terms of Service.
- 6.2 1NCE grants the Customer, subject to and for the duration of the Contract, a non-exclusive, non-transferable, non-sublicensable right to access and use Insights and to use the Reports for the Customer's internal business purposes. The Customer shall not reproduce, distribute, publish or otherwise make available any Report to any third party, save as expressly permitted by 1NCE or required by mandatory law.
- 6.3 As between the parties, the Customer retains all rights, title and interest in and to any data submitted by the Customer or its Named Users into Insights in the course of using Insights (including any prompts or queries). Sections 5.2 shall apply in respect of any personal data comprised therein.