



## Part B – Service-Specific Terms

### Service-Specific Terms for 1NCE Standard and Premium Services

(version as of April 2026)

#### 1. Service Categories

1NCE offers the following Support Services

- a) Standard Services
- b) Premium Services

#### 2. Standard Services

- 2.1 Standard Services are included in the subscription to 1NCE Connect and 1NCE OS (hereinafter referred to as “Lifetime Flat”). They are provided for as long as at least one IoT SIM activated under the respective customer account remains active. If no activated IoT SIM remains under the customer account, the entitlement to Standard Services ends automatically without the need for separate termination notice.
- 2.2 Standard Services comprise the standard support offering as described in the applicable Service Description service documentation at the time of contract conclusion.
- 2.3 Unless explicitly agreed otherwise, Standard Services do not include:
  - a) dedicated technical account management,
  - b) guaranteed resolution times,
  - c) individual service level agreements,
  - d) customized reporting or advisory services,
  - e) 1NCE Fixers Services.
- 2.4 Standard Services comprise the standard support offering as described in the applicable Service Description at the time of contract conclusion.
- 2.5 Fees and Payment  
Standard Services are included in the fees for the Lifetime Flat. No separate remuneration applies unless expressly agreed otherwise.
- 2.6 Term and Termination  
Standard Services shall be provided for the term of the respective Lifetime Flat and shall automatically end in accordance with Section 2.1.

#### 3. Premium Services

##### 3.1 Account-based Model

Premium Services are provided on an account basis and must be purchased separately for each account (Main- and/or Subaccount).

Each account constitutes an independent contractual unit for Premium Services and will be invoiced separately.

##### 3.2 Scope

Premium Services include enhanced support features as defined in the applicable [Service Description](#). Service levels, response and restoration times and any other service specific element are further defined in the applicable Premium Service SLA.

Unless expressly agreed otherwise, Premium Services do not include:

- a) Dedicated technical account management beyond the scope defined in the applicable Service Description,
- b) 1NCE Fixers Services.

##### 3.3 Charges

- a) Charges for Premium Services shall be calculated on an annual basis and shall be payable in advance (prepaid charge). The charges shall be calculated based on the number of active IoT SIM assigned to the respective account at the date of contract conclusion. If additional IoT SIMs are activated during the then-current contractual year, the agreed annual fee shall remain unchanged until the end of that contractual year. No adjustment or additional charge shall apply in respect of such additional IoT SIMs during that contractual year.
- b) At the beginning of each subsequent contractual year, the charges applicable to that contractual year shall be automatically recalculated based on the number of active IoT SIMs assigned to the respective account as of the relevant recalculation date.
- c) The Customer shall act in good faith and in accordance with the [Acceptable Use Policy](#) in connection with any calculation or recalculation of charges and shall ensure that the number of active IoT SIMs is reflected accurately and consistently. In particular, the Customer shall not temporarily deactivate, transfer, or move IoT SIMs between accounts or otherwise alter account structures with the intent or effect of reducing the applicable charges



as of the relevant calculation or recalculation date.

- d) Any breach of this obligation shall constitute good cause and shall entitle 1NCE to terminate the affected Contract for cause.

#### 3.4 Price adjustments during renewal period

For each renewal term, 1NCE may increase the charges for Premium Services by up to 5%.

1NCE shall notify the Customer of any such price adjustment at least three (3) months prior to the end of the then-current term.

Any such price adjustment shall take effect at the beginning of the respective renewal term.

If the Customer does not agree to the adjusted charges, the Customer may terminate the affected Contract with effect as of the end of the then-current term by providing written notice prior to the expiry of the applicable notice period.

If the Customer does not terminate the Contract within such period, the adjusted fees shall be deemed accepted for the renewal term.

#### 4. Service-specific provisions on charges

- 4.1 Premium Services are offered on a prepaid basis.
- 4.2 The prepaid charges to be paid by the Customer are stipulated in the Order. Unless otherwise agreed by the parties, such charges shall be determined by the Price List applicable at the time of concluding the relevant Contract.

#### 5. Term and Termination

- 5.1 The term of the Standard Services corresponds to the term of the 1NCE Connect Service.
- 5.2 1NCE offers an Annual Subscription for Premium Services. Unless otherwise agreed between the parties, the Contract is concluded for a minimum term of 12 months and may be terminated by either party in accordance with Sec. 6.1 b) of Part A of the GTC.
- 5.3 The right to extraordinary termination for good cause shall remain unaffected.

#### 6. Miscellaneous

- 6.1 Standard and Premium Services do not modify or extend the technical scope, availability, or functionality of Connectivity Services or any other 1NCE services unless expressly agreed in writing.
- 6.2 In the event of a conflict between this Service Specific Part B and Part A, this Service Specific Part B shall prevail with respect to Standard and Pre-

mium Services. All other provisions of Part A remain unaffected.