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This Table of Contents is not part of this Agreement and is inserted for convenience only.

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## EU General Terms and Conditions for SORACOM Air Global Service

### ARTICLE 1. GENERAL PROVISIONS

#### 1.1 Application of General Terms and Conditions

These general terms and conditions as well as the specific regulations (collectively, the “**General Terms**”) govern the use of SORACOM Air Global Service by customers in EU. Prior to April 30th, 2020 (the “**Novation Date**”), SORACOM DK ApS, having its registered office at c/o Bech-Bruun Langelinie Allé 35 2100 Copenhagen, Denmark, registered under business registration number (CVR) 37757268, will provide the SORACOM Air Global Service to you according to the SORACOM Air Global Service agreement concluded under the General Terms (such agreement, the “**Agreement**”). With effect from the Novation Date, all rights, obligations and liabilities of SORACOM DK ApS in respect of the SORACOM Air Global Service will be absolutely transferred to SORACOM CORPORATION, LTD, having its registered office at 16 Great Queen Street, Covent Garden, London, United Kingdom, WC2B 5AH, registered under company number 12311887, and it will provide the SORACOM Air Global Service to you according to the Agreement. SORACOM DK ApS and SORACOM CORPORATION, LTD. will hereinafter be individually or collectively referred to as “**SORACOM**.”

#### 1.2 Change of General Terms

(a) SORACOM may change the General Terms from time to time. If SORACOM changes the General Terms, SORACOM will notify the Subscriber (defined below) of such change by announcing the change on the website of SORACOM or such other method as may be separately specified by SORACOM. SORACOM will send an e-mail to the Subscriber 30 days prior to any significant changes to the General Terms unless the change solely benefits the Subscriber. The Subscriber may terminate the Agreement with 14 days' notice during such 30 days' notice period. If the Subscriber uses the SORACOM Air Global Service after such notice, the Subscriber shall be deemed to have consented to such change to the General Terms, SORACOM will apply the service fee and other service provision provided in such changed General Terms.

(b) If the Subscriber is a consumer (i.e. a natural person acting for purposes outside of his/her trade or profession), SORACOM may only increase its fees on the basis of Section 1.2 (a), if such increases are the result of increased costs for SORACOM in relation to providing the Air Global Service, including any reasonable mark-up in relation hereto.

#### 1.3 Definitions

The following terms when used in the General Terms shall have the meanings set forth below.

“**Electronic Communication Network**” shall mean the transmission line connecting the data transmission place and the data receiving place.

“**IMEI**” shall mean International Mobile Equipment Identifier.

“**Telecommunications Facility**” shall mean the machine, equipment, transmission path or other electrical facilities for telecommunication.

“**Telecommunication Service**” shall mean relaying other’s communications with the use of Telecommunications Facilities, or providing Telecommunications Facilities to be used for others' communications

“**VPG**” shall mean the virtual gateway which is the connection point set up by SORACOM for connecting the Electronic Communication Network relating to the private network, etc. connecting service.

**ARTICLE 2.  
SERVICE**

2.1 Service Content

SORACOM Air Global Service contains the following services.

Subscription (plan)	Content
plan01s	It is suitable for IoT/M2M equipment.
plan01s - Low Data Volume	It is suitable for IoT/M2M equipment. Especially, it is suitable for small data usage.
plan01	plan01 can be purchased in the USA and Japan. It is characterized by a wide coverage area.
plan01 - Low Data Volume	plan01 - Low Data Volume can be purchased in the USA and Japan. It is suitable for small data usage.
plan02	plan02 can be purchased in Europe. Data communication charges are kept low in Europe and it is suitable for use in Europe.

Subscription (Speed Class)	Content
s1 class	Data Transmission Service that adjusts the outgoing and incoming transmission speed between the terminal and SORACOM so that the transmission is symmetrical

2.2 Service Area

(a) SORACOM shall provide the SORACOM Air Global Service within the area designated on the website of SORACOM (the “**Service Area**”), provided, that, the Service Area may be different if stated otherwise as specified by SORACOM separately. However, within the Service Area, you may not use the SORACOM Air Global Service in places where transmissions are difficult to send or receive.

(b) The parties of this Agreement acknowledge that there may be countries or locations within which SORACOM may be restricted from providing the SORACOM Air Global Service due to applicable laws, regulations, decisions, rules or orders (“Restrictions”). During the Term, SORACOM will use reasonable efforts to monitor whether there are any such Restrictions. SORACOM may in its sole discretion and at any time, suspend, discontinue, limit, or modify the SORACOM Air Global Service or impose additional requirements on the provision of the

SORACOM Air Global Service, as may be reasonably required to comply with any such Restrictions.

(c) In no event will SORACOM be required to provide the SORACOM Air Global Service in countries or locations, or in a manner that would be in violation of the Restrictions and its failure to provide the SORACOM Air Global Service due to the Restrictions will not be deemed to be a breach of its obligations under this Agreement.

(d) In the event that any Restriction, or any change in applicable law, regulation, decision, rule or order materially or adversely affects the delivery of the SORACOM Air Global Service (including the economic viability thereof), SORACOM will notify Subscribers in writing and the parties will negotiate in good faith regarding changes to this Agreement. If the parties cannot reach agreement within 30 days after notification from SORACOM requesting renegotiation, SORACOM may terminate the Agreement upon 30 days' written notice to the Subscriber.

### **ARTICLE 3. EXECUTION OF AGREEMENT**

#### **3.1 Method of Application**

Applicants for the SORACOM Air Global Service (each such applicant, an “**Applicant**”) shall apply for the SORACOM Air Global Service via the on-line sign-up in accordance with the procedure specified by SORACOM after the Applicant agrees to the General Terms (such application, the “**Application**”).

#### **3.2 Acceptance of Application**

(a) SORACOM may request the Applicant to submit information necessary for SORACOM to determine whether the Applicant may have failed to make any payment that the Applicant is responsible to pay in relation to the SORACOM Air Global Service. In such case, the Applicant shall promptly submit such information in writing.

(b) SORACOM will consent to the Application, except if SORACOM determines that:

- (i) there is an undue risk that the Applicant may breach the General Terms;
- (ii) provision of the SORACOM Air Global Service to the Applicant carries an undue risk of damage to the confidence or profit of SORACOM or other Subscriber (defined in Section 3.3);
- (iii) provision of the SORACOM Air Global Service to the Applicant carries an undue risk of harm to the intellectual property rights, property rights and other rights of SORACOM or a third party;
- (iv) the Applicant damages the relationship of mutual trust between the Applicant and SORACOM, or the Applicant or representative thereof is an Anti-Social Force (defined in Section 20.3) ;
- (v) the Applicant falls under any of the items of Section 5.1(c) below;

- (vi) SORACOM has terminated the agreement between SORACOM and the Applicant;
- (vii) the Applicant provides any false information to SORACOM;
- (viii) the Applicant designates an unavailable credit card as the method of payment; or
- (ix) the Applicant does not intend to use the SORACOM Air Global Service appropriately.

(c) Notwithstanding Section 3.2(b), if SORACOM has no capacity in the communication network, SORACOM may postpone or refuse the Application.

### 3.3 Effectuation of Agreement

The Agreement shall become effective between the Applicant and SORACOM as of the date that SORACOM consents to the Application in accordance with Section 3.2 (the “**Effective Date**”, and after Effective Date the Applicant shall be referred to as the “**Subscriber**”).

### 3.4 Subscriber ID

(a) SORACOM will provide the Subscriber with a Subscriber identification number (the “**Subscriber ID**”), provided, that, the provision of such Subscriber ID does not guarantee that the Subscriber will have continuous use of the SORACOM Air Global Service.

(b) If there are unavoidable reasons (including but not limited to technical reasons) which impact on the conduct of SORACOM’s business in such a way that change of the Subscriber ID is required, SORACOM may change the Subscriber ID.

### 3.5 Account

(a) The Subscriber shall make an account that has an effective e-mail address to use the SORACOM Air Global Service (the “**SORACOM Account**”). The Subscriber may make only one SORACOM account per e-mail address, unless otherwise expressly provided in the General Terms.

(b) SORACOM will provide the Subscriber with a Log-in ID (the “**Log-in ID**”) and a Log-in password (the “**Log-in Password**”) to log into the system to use the SORACOM Account provided by SORACOM.

(c) The Subscriber shall manage and protect the Log-in ID and Log-in Password at the Subscriber’s own responsibility, and shall not lend, transfer, or license the Log-in ID and Log-in Password to any third party and shall not use the Log-in ID and Log-in Password for the profit of any third party. The Subscriber shall notify SORACOM immediately in the following cases:

- (i) The Subscriber discovers or learns of unauthorized use of the SORACOM Account by a third party or the risk of such unauthorized use; or
- (ii) The Subscriber loses information regarding the SORACOM Account (including but not limited to the Log-in ID or Log-in Password), or such



information is stolen by third party.

(d) The Subscriber is responsible for any event arising from the use of the Subscriber's own SORACOM Account, whether unauthorized use or misuse by the Subscriber, Subscriber's officer, Subscriber's employee, Subscriber's household or third party, and SORACOM shall not bear any responsibility in relation to such matters. If SORACOM suffers any damage arising from such use of the SORACOM Account, the Subscriber shall compensate SORACOM for such damage.

### 3.6 Right of Cancellation

(a) If the Subscriber is a consumer (i.e. a natural person acting for purposes outside of his/her trade or profession), the Subscriber may cancel an order for 14 days following receipt of order confirmation from SORACOM. The right of cancellation is invoked by sending an e-mail with "Cancellation" stated in the subject line to SORACOM within the period of 14 days. If the Subscriber intends to make use of the right of cancellation under this section, the Subscriber is also free to use the template in Schedule 2.

(b) Notwithstanding section 3.6 (a), the Subscriber is obligated to pay the fees, including – but not limited to – user fees and subscription fees, for the days the subscription has been operating and active, if the Subscriber has requested and is granted access to the SORACOM Air Global Service or other services of SORACOM during the 14 days period under section 3.6 (a) above.

## **ARTICLE 4. CHANGE OF SUBSCRIBER'S NAME**

### 4.1 Notification of Change of Subscriber's Name

(a) If the Subscriber changes its name, domicile or residence (for a corporation, its name, location of its principal office, or name of its representative), e-mail address, the billing address, or credit card and any information submitted to SORACOM, or the Subscriber plans to change such information, the Subscriber shall promptly notify SORACOM of the change.

(b) If the Subscriber notifies SORACOM of a change pursuant to Section 4.1(a), SORACOM may require the Subscriber to submit documents evidencing the change.

(c) If the Subscriber does not notify SORACOM of any changes required under Section 4.1(a), and SORACOM sends a notice to the domicile or residence (for a corporation, location of its principal office) or e-mail address submitted by the Subscriber, such notice shall be deemed delivered to the Subscriber.

### 4.2 Assignment or Transfer of Agreement

(a) The Subscriber shall not assign, transfer, sublicense or provide as collateral, or otherwise dispose of the right to receive the SORACOM Air Global Service or the SORACOM System (defined in Section 12.1) under the Agreement. However, only in the case that SORACOM Air Global Service channel is in "Ready" status in the SORACOM System, the Subscriber may assign the right to receive the SORACOM Air Global Service using such channel to third party who holds a SORACOM Account by prescribed operation via the SORACOM Console (defined below). In this case, such third party shall succeed to the status of the Subscriber under this Agreement

(including the obligations of the Subscriber) and the Subscriber shall be jointly and severally liable for the obligations of such third party under the Agreement with such third party.

(b) Notwithstanding Section 4.2(a), if the Subscriber dies, if the successor-at-law of such Subscriber (if plural successor-at-law exist, the successor-at-law who notifies SORACOM first) notifies SORACOM pursuant to the procedure specified by SORACOM separately, such successor-at-law may succeed to the right to receive the SORACOM Air Global Service (limited as specified by SORACOM separately) pursuant to this Agreement. In this case, such successor-at-law shall succeed to the status of the deceased Subscriber under this Agreement (including the obligations of the deceased Subscriber).

(c) SORACOM may assign and transfer rights and obligations under this Agreement without Subscriber's consent (i) in connection with a merger, acquisition or sale of all or part of SORACOM's assets, or (ii) to any affiliate or as part of a corporate reorganization; and effective upon such assignment or transfer, the assignee/transferee is deemed substituted for SORACOM as a party to this Agreement and SORACOM is fully released from all of its obligations and duties to perform under this Agreement. Subject to the foregoing, this Agreement will be binding upon, and inure to the benefit of the parties and their respective permitted successors and assigns.

## **ARTICLE 5. USE RESTRICTION**

### **5.1 Use Restriction**

(a) If a natural disaster, incident or any other emergency situation occurs or is likely to occur, SORACOM may restrict the use of the SORACOM Air Global Service by the Subscriber in order to give priority to communications whose content are necessary for the prevention of or relief from calamities, for the securing of transportation, communications or electric power supply, the maintenance of public order or any other public interest.

(b) If SORACOM detects any significant and/or continuous signal or transmission using a communication procedure or application which occupies the communication band used by SORACOM, SORACOM may control the transmission rate and traffic of such signal or transmission by controlling the communication band allocated to such signal or transmission.

(c) SORACOM may suspend or limit the use of the SORACOM Air Global Service by the Subscriber, if:

- (i) the Subscriber delays in performing or fails to perform any payment obligation or any other obligation under the Agreement;
- (ii) the Subscriber gives a false information to SORACOM;
- (iii) SORACOM deems that the Subscriber violates Section 13.1 below;
- (iv) the Subscriber falls under any of the items of Section 3.2; or
- (v) the credit card account designated by the Subscriber is invalid, unavailable or cannot be used or recognized.

### **5.2 Disconnection of Transmission**

(a) If any of the following events occur, SORACOM may disconnect the Session with respect to SORACOM Air Global Service transmissions.

- (i) If SORACOM deems the Session (meaning the state of the Subscriber channel which can perform data transmissions, the same shall apply hereinafter) has been data communication enabled for more than 7 days;
- (ii) If SORACOM deems excess data communication (such as continuance of same Session for more than 24 uninterrupted hours) has been performed in the same Session;
- (iii) If SORACOM detects any errors in the terminal device connected to the Subscriber channel;
- (iv) If SORACOM deems there is a risk of disturbances in smooth provision of SORACOM Air Global Service caused by the terminal device;
- (v) If SORACOM receives a suspension order for radio wave transmission from a supervisory authority; or
- (vi) SORACOM detects security or integrity related events or other similar vulnerabilities critical to the provision of the SORACOM Air Global Service.

### 5.3 Suspension of Use of Service

Upon the Subscriber's request, SORACOM shall suspend (meaning preventing the Subscriber ID from being temporarily available without diverting such Subscriber ID to a third party) provision of the SORACOM Air Global Service to such Subscriber, provided that the period of such suspension shall not be longer than 1(one) year, and SORACOM shall not bear responsibility to secure, maintain or provide any information (including but not limited to the SORACOM Account of such Subscriber) after one (1) year from the starting day of such suspension.

### 5.4 Suspension of Service

(a) SORACOM may suspend provision of the SORACOM Air Global Service if:

- (i) there are unavoidable reasons requiring maintenance or construction of SORACOM's Telecommunications Facility or system;
- (ii) a telecommunication carrier suspends provision of telecommunication services to SORACOM;
- (iii) a cloud service provider suspends provision of cloud services to SORACOM; or
- (iv) SORACOM changes the Subscriber ID under Section 3.4(b).

(b) If SORACOM suspends the provision of the SORACOM Air Global Service according to Section 5.4(a), SORACOM will announce such suspension on SORACOM's website and the Subscriber is notified by e-mail in advance except in cases of urgent necessity.

## 5.5 Discontinuation of Service

If there are unavoidable reasons (including but not limited to technical reasons), SORACOM may discontinue provision of the SORACOM Air Global Service in whole or part.

## **ARTICLE 6. TERMINATION OF THIS AGREEMENT**

### 6.1 Termination by Subscriber

- (a) The Subscriber may terminate this Agreement at any point in time by giving notification to SORACOM through the “Submit a request”-function in the Subscriber's SORACOM user console, following termination of all the Subscriber's SIM cards (SIMs) and Virtual Private Gateways (VPGs) in the Subscriber's SORACOM user console. Instructions for termination of SIMs and VPGs are available on the FAQ site in the Subscriber's SORACOM user console. In this case, such termination shall take effect on the date specified by SORACOM beforehand or on the date designated by the Subscriber in such notification, whichever is later.
- (b) Notwithstanding the preceding paragraph, if the SORACOM Air Global Service becomes unavailable in accordance with Section 5.1, 5.2, or 5.4, the Subscriber may terminate this Agreement by giving notification to SORACOM in accordance with the method described in Section 6.1 (a) above. on the date designated by the Subscriber in such notification.
- (c) SORACOM shall calculate any outstanding balance between SORACOM and the Subscriber at the time of termination and charge any differential amount.

### 6.2 Termination by SORACOM

- (a) SORACOM may terminate the Agreement with a notice of a minimum of end of month plus 30 days.
- (b) Notwithstanding Section 6.2 (a), SORACOM may terminate the Agreement immediately in the following situations:
  - (i) SORACOM has suspended or restricted use of the SORACOM Air Global Service to the Subscriber under Section 5.1 (c) and the cause of such suspension or restriction has not been resolved by the Subscriber; or
  - (ii) If the SORACOM Air Global Service is discontinued according to Section 5.5 above.
- (c) SORACOM shall calculate any outstanding balance between SORACOM and the Subscriber at the time of termination and charge any differential amount.

## **ARTICLE 7. RESPONSIBILITY**

### 7.1 Confidentiality

After the Application, SORACOM and the Subscriber (before execution of the Agreement, the Applicant, hereinafter the same shall apply in this Section) shall keep confidential the other party's technical, management and any other non-public information acquired from the other party, and shall not use such information except for provision or use of the SORACOM Air Global Service; provided, however, that SORACOM and the Subscriber may disclose such other party's information to the extent necessary to comply with any law or direction, regulation or order of a court, supervisory authority or any other public institution authorized to regulate SORACOM or the Subscriber. Even if SORACOM and the Applicant do not enter into the Agreement, or the Agreement is ended by termination or any other reason, this Section shall survive.

#### 7.2 Maintenance of Confidence

In using the SORACOM Air Global Service, the Subscriber shall not act in any way to lose the confidence of SORACOM.

#### 7.3 Notification of Necessary Information

(a) If an event listed in Section 14.5 (ii) through (vi) occurs, the Subscriber shall promptly notify SORACOM of such fact in writing.

(b) SORACOM may require the Subscriber to submit information necessary for SORACOM to determine whether the Subscriber may have failed to make any payment that the Subscriber is responsible to pay in relation to the SORACOM Air Global Service. In this case, Section 3.2 shall apply *mutatis mutandis*.

(c) SORACOM shall promptly notify the Subscriber if any of the following occurs.

- (i) suspension or discontinuation of SORACOM's telecommunication business;
- (ii) cancellation of registration or filing, etc. necessary for SORACOM's telecommunications business by supervisory authority;
- (iii) restriction of the SORACOM Air Global Service under ARTICLE V;
- (iv) change, extension or removal of the Telecommunications Facility which may affect the condition of the SORACOM Air Global Service; or
- (v) dissolution of SORACOM.

### **ARTICLE 8. PROVISION BY SUBSCRIBER**

#### 8.1 Precondition of Providing

If the Subscriber registers for the SORACOM Partner Space (meaning the program which SORACOM provide via the website of SORACOM as the SORACOM Partner Space), concludes any agreement specified by SORACOM and performs any other procedure specified by SORACOM, the Subscriber may provide telecommunication services based on the SORACOM Air Global Service to third parties as the Subscriber's own service (such third party, the "**Subscriber's Customer**"). In such case, the Subscriber shall bear all responsibility in relation to such service provided by the Subscriber. The Subscriber is responsible for the Subscriber's Customer's

compliance with the term and conditions of the Agreement and any breach of the Agreement by the Subscriber's Customer shall be deemed as a breach by the Subscriber thereof.

#### 8.2 Report of Number of Subscriber's Customer

Upon SORACOM's request, the Subscriber shall report to SORACOM the number of contracts that the Subscriber has concluded with Subscriber's Customers with respect to any telecommunication service based on the SORACOM Air Global Service in accordance with the method specified by SORACOM.

#### 8.3 Use of Trademark

In the case that the Subscriber provides a telecommunication service to a Subscriber's Customer pursuant to Section 8.1, if the Subscriber desires to use SORACOM's trademark, the Subscriber shall obtain SORACOM's consent in writing to do so before using SORACOM's trademark, and shall comply with any other conditions relating to the use of SORACOM's trademark specified by SORACOM separately.

#### 8.4 Identity Verification

In the case that the Subscriber provides telecommunication services to any Subscriber's Customers pursuant to Section 8.1, the Subscriber is responsible for performing and shall perform personal identification of Subscriber's Customer. SORACOM shall not bear any responsibility in relation to dealing with such matters.

#### 8.5 Explanation of Service Condition

(a) The Subscriber is responsible for explaining and shall explain to Subscriber's Customers all conditions, etc. with respect to such telecommunication service. SORACOM shall not bear any responsibility in relation to such explanation.

(b) In the case that the Subscriber provides telecommunication services to any Subscriber's Customers pursuant to Section 8.1, the Subscriber is responsible for dealing and shall deal with all inquiries about the communication charge or service contents, request of repair or recovery and any complaints from the Subscriber's Customer or any other third party. SORACOM shall not bear any responsibility in relation to dealing with such matters.

### **ARTICLE 9. TRANSFER OF SIM CARD**

#### 9.1 Transfer of SIM Card

(a) SORACOM shall transfer the SIM card (it does not matter whether it is a plug-in type or an embedded type) to the Subscriber, and the Subscriber may use such SIM card and/or lend such SIM card to the Subscriber's Customer. However, the number of SIM cards transferred to the Subscriber shall be one SIM Card per SORACOM Air Global Service channel.

(b) If there are unavoidable reasons (including but not limited to technical reasons) which impact on the conduct of SORACOM's business in such a way that change of the SIM card is required, SORACOM may change the SIM card which SORACOM transfers to the Subscriber after

notification to the Subscriber that such change is required. In such case, the Subscriber may lend the changed SIM card to the Subscriber's Customer at the Subscriber's own responsibility.

(c) The Subscriber shall comply and ensure the Subscriber's Customer complies with the management obligations and any other obligation that the network provider imposes on SORACOM with respect to the SIM card which SORACOM transfers to the Subscriber. The Subscriber shall bear the costs of any and all damages, if any, arising from insufficient management or misuse, etc. by the Subscriber and/or the Subscriber's Customer. SORACOM shall not bear any responsibility in relation to such insufficient management or misuse.

## 9.2 Change of SIM Card

(a) The Subscriber to whom the SIM card is transferred by SORACOM shall promptly return the SIM card to SORACOM at the place and according to the method separately designated by SORACOM for replacement of the SIM card, if:

- (i) SORACOM changes the SIM Card according to Section 9.1(b); or
- (ii) SORACOM changes the Subscriber ID according to Section 3.4(b).

(b) If the Subscriber does not return the SIM card according Section 9.2(a), the Subscriber and the Subscriber's Customer shall not use SORACOM Air Global Service thereafter.

## **ARTICLE 10. TERMINAL DEVICE**

### 10.1 Terminal Device

The Subscriber shall use the terminal device in compliance with the technical standards established by the applicable laws and regulations equivalent to the Federal Communications Commission (FCC) rules or the CE Marking (CE Mark) for Radio Telecommunications Equipment, and supported by SORACOM Air Global Service.

## **ARTICLE 11. TELECOMMUNICATION**

### 11.1 Measurement of Amount of Data

- (a) With respect to the SORACOM Air Global Service, SORACOM will charge the Subscriber for the amount of data transmitted between the Subscriber channel and SORACOM, and measure the amount of such data by SORACOM's or SORACOM's designee's equipment. If the data (excluding any data separately specified by SORACOM, if any) does not reach the communication recipient (if the data is sent to a mutual connection point, such mutual connection point is deemed as the communication recipient) due to a fault in the communication channel or any grounds not attributable to the sender or recipient, such data shall be excluded from the amount of data measured for determining the amount to be charged. The Subscriber may check the amount of data use via the Subscriber's SORACOM user console (an administrative web application). The Subscriber may monitor the data overages by receiving e-mail notifications and/or downgrading the data speed when the given value is exceeded via the SORACOM user console, or control data use thresholds via

the API (application programming interface)  
(<https://developers.soracom.io/en/docs/air/event-handler/>).

- (b) SORACOM will measure the number of the SMS communications by using SORACOM's equipment.
- (c) SORACOM will measure the number of the USSD communications by using SORACOM's equipment.
- (d) With respect to the SORACOM Beam Service, SORACOM will charge the Subscriber for the number of requests between SORACOM and the Subscriber channel, and between SORACOM and the destination designated by the Subscriber, and measure the number of such requests by using SORACOM's equipment. Even if the data (excluding the data separately specified by SORACOM, if any) does not reach the communication recipient due to a fault in the communication channel or any grounds not attributable to the sender or recipient, such data shall be included in the number of requests to be charged.
- (e) With respect to the SORACOM Funnel Service, SORACOM will charge the Subscriber for the number of requests between SORACOM and the destination designated by the Subscriber, and measure the number of such requests by using SORACOM's equipment. Even if the data (excluding the data separately specified by SORACOM, if any) does not reach the communication recipient due to a fault in the communication line or any grounds not attributable to the sender or recipient, such data shall be included in the number of requests to be charged.
- (f) With respect to the SORACOM Funk Service, SORACOM will charge the Subscriber for the number of requests between SORACOM and the destination designated by the Subscriber, and measure the number of such requests by using SORACOM's equipment. Even if the data (excluding the data separately specified by SORACOM, if any) does not reach the communication recipient due to a fault in the communication line or any grounds not attributable to the sender or recipient, such data shall be included in the number of requests to be charged.
- (g) With respect to the SORACOM Harvest Service, SORACOM will charge the Subscriber for the number of requests between SORACOM and the destination designated by the Subscriber, and measure the number of such requests by using SORACOM's equipment.
- (h) With respect to the SORACOM Krypton Service, SORACOM will charge the Subscriber for the number of requests between SORACOM and the destination designated by the Subscriber, and measure the number of such requests by using SORACOM's equipment. Even if the data (excluding the data separately specified by SORACOM, if any) does not reach the communication recipient due to a fault in the communication line or any grounds not attributable to the sender or recipient, such data shall be included in the number of requests to be charged.



**ARTICLE 12.**  
**USE OF SORACOM SYSTEM**

12.1 Providing SORACOM System

SORACOM shall provide the Subscriber with a console system (the “**SORACOM System**”) for the SORACOM Air Global Service through the SORACOM Web site (the “**SORACOM Site**”).

12.2 Connecting to SORACOM Site

If the Subscriber connects to the SORACOM Site, the Subscriber shall connect at its own expense and responsibility. Even if the connection is interrupted by failure of the telecommunication network or wireless LAN, SORACOM shall not bear any responsibility for such failure or any damages arising from such failure.

12.3 Use Conditions for SORACOM System

(a) The Subscriber shall use the SORACOM System only for use the SORACOM Air Global Service in the normal way and in compliance with laws and regulations, as well as by using the due care of a prudent manager.

(b) SORACOM may change the information provided by the SORACOM Site (the “**SORACOM Information**”) and any other contents of the SORACOM Site without prior notification to the Subscriber. If such change is material, as determined by SORACOM, SORACOM shall notify the Subscriber beforehand.

12.4 Quality and Service

(a) The Subscriber's data speed concerns the capacity the Subscriber has as a user of the SORACOM Air Global Service. This has an influence on how swiftly the Subscriber can access websites, download data, etc. Consequently, the greater the capacity and speed the Subscriber has chosen in the subscription, the faster the access to the Internet will be. The speed and capacity of the connection will be affected by the number of simultaneous users, and how many services and applications that are being used simultaneously. This means that the access to the SORACOM Air Global Service and related services will be slower, if many users are using the same services at the same time.

(b) Further information about quality and service of the SORACOM Air Global Service, including delivery times and repair and recovery times, can be retrieved by visiting the FAQ site of the Subscriber's SORACOM user console.

**ARTICLE 13.**  
**PROHIBITED ACTS**

13.1 Prohibited Acts

- (a) In addition to any other provision of the General Terms, the Subscriber shall not:
- (i) use the terminal device in any way that is not in compliance with the technical standards established by the applicable laws and regulations equivalent to the Federal Communications Commission (FCC) rules or

the CE Marking (CE Mark) for Radio Telecommunications Equipment;

- (ii) perform any act prohibited by the telecommunication carrier(s);
- (iii) perform any act (including but not limited to prohibition of data transmission to another country or prohibition of permanent roaming) prohibited by the applicable laws and regulations in the countries where the Subscriber uses SORACOM Air Global Services;
- (iv) subject the apparatus or system for the SORACOM Air Global Service to excessive data loads by generating continuous traffic exceeding the limits specified by SORACOM separately;
- (v) use the SORACOM Air Global Service for criminal offences such as – but not limited to – child prostitution, viewing or acquiring child pornography or sending nuisance e-mail or any other purpose that SORACOM regards as inappropriate;
- (vi) assign, transfer, sublet or provide as collateral, or otherwise dispose of all or part of SORACOM Information;
- (vii) reproduce all or part of SORACOM Information for the use of third party
- (viii) let a third party (excluding Subscriber’s Customers) use SORACOM System and SORACOM Information;
- (ix) modify or tamper with SORACOM Information;
- (x) use SORACOM Information for any product or service provided by a third party;
- (xi) use SORACOM Information for any product or service that infringes on SORACOM’s or any third party’s intellectual property rights;
- (xii) file application of intellectual property rights based on the SORACOM Information;
- (xiii) attack the storage server of SORACOM Information by using unauthorized access or a computer virus;
- (xiv) reverse engineer, decompile, reverse assemble or otherwise analyze the SORACOM System; or
- (xv) let a third party perform any of the respective acts of the preceding paragraph (xiv).

**ARTICLE 14.  
SERVICE FEE**

14.1 Service Fee

The service fee for use of the SORACOM Air Global Service consists of the basic fee, telecommunication fee, additional function fee and any other procedure fees (the “**Service Fee**”). The rate and the method of calculation of the Service Fee shall be as provided in Schedule 1.

#### 14.2 Payment Obligation

(a) The Subscriber shall bear the obligation to pay the Service Fee to SORACOM from the day when SORACOM starts to provide the Subscriber with the telecommunication channel pursuant to this Agreement.

(b) In the case that the Subscriber receives any additional service from SORACOM, the Subscriber shall bear the obligation to pay the fee to SORACOM pursuant to Schedule 1 from the day when SORACOM starts to provide the Subscriber with such additional service.

(c) After SORACOM commences providing the Subscriber with the telecommunication channel pursuant to this Agreement, even if the Subscriber cannot use the SORACOM Air Global Service, or does not use the SORACOM Air Global Service according to Section 5.3, 5.4, or 5.1(c), the Subscriber shall bear the obligation to pay the basic fee and additional function fee to SORACOM.

#### 14.3 Method of Payment

The Subscriber shall pay the Service Fee and any other fees to be paid to SORACOM under this Agreement with credit card (VISA, MasterCard and AMEX (American Express)).

#### 14.4 Interest for Delay

If the Subscriber does not pay the Service Fee or any other payment (excluding interest for delay) under the Agreement by the due date of payment, the Subscriber shall, with respect to the period commencing from the day immediately after the due date of payment to the day before the day when the payment is made, pay the amount of money obtained by multiplying the such unpaid amount by 14.6% per annum (prorated on the basis of a 365-day year). However, if the Subscriber is a consumer (i.e. a natural person acting for purposes outside of his/her trade or profession), the interest for delayed payment will be calculated in accordance with the applicable and mandatory legislation on interest rates.

#### 14.5 Acceleration

If any of the following events occur, the Service Fee and any other payment to be made under the Agreement shall become due and payable, and in such case the Subscriber shall pay such payment to SORACOM immediately. Unless the following event is resolved, upon request of SORACOM, the Subscriber shall immediately perform the above payment obligations.

- (i) If SORACOM deems that the Subscriber is insolvent;
- (ii) If a procedure of bankruptcy, company reorganization, civil rehabilitation and other insolvency procedure based on laws and regulations is commenced against the Subscriber;
- (iii) If a bill or check issued by the Subscriber is dishonored;

- (iv) If an order or notice of provisional attachment, provisional disposition, provisional disposition for provisional registration, preservative attachment, attachment, compulsory execution, preservative disposition, petition of auction sale or disposition for nonpayment of tax and public charges has been issued with respect to the assets owned by the Subscriber;
- (v) If a supervisory authority cancels the registration or notification necessary for Subscriber's telecommunications business;
- (vi) If the Subscriber discontinues the whole of its telecommunication business;
- (vii) If the Subscriber ceases to exist; or
- (viii) If any event that significantly impedes the Subscriber' business occurs.

## **ARTICLE 15. MAINTENANCE**

### 15.1 Repair, Recovery and Service

(a) If the telecommunication equipment or system installed by SORACOM breaks down or is lost, SORACOM shall repair or replace such equipment or system promptly. Provided, however, that SORACOM has no obligation to perform such repair or replacement within 24 hours.

(b) If SORACOM repairs or replaces the telecommunication equipment or system installed by SORACOM, SORACOM may change the Subscriber ID.

(c) If the Subscriber reports an error, and it turns out that there are no mistakes in SORACOM's systems or network or service, or the fault lies in the Subscriber equipment or internal networks under, the Subscriber is required to cover SORACOM's expenses related to such error detection.

(d) If the Subscriber requires support regarding technical or account/billing related inquiries, the Subscriber may contact SORACOM online by using the "Support"-function in the Subscriber's SORACOM user console. Following a Subscriber's enquiry for support, SORACOM will attend to such enquiry as soon as possible.

## **ARTICLE 16. INTELLECTUAL PROPERTY**

### 16.1 Intellectual Property

The patent, utility model right, design right, copyright, knowhow and any other intellectual property, and the data of the demonstration experiment and any other data related to the SORACOM Air Global Service, the SORACOM System, the SORACOM Information or the accessorial services thereof belong to SORACOM. Nothing in this Agreement or the disclosure of information to the Subscriber by SORACOM in relation to the SORACOM Air Global Service, the SORACOM System or the accessorial services thereof shall be construed, by implication, estoppel or otherwise

in any sense, as a license, granting or transferring SORACOM's patent, utility model right, design right, copyright, knowhow or any other intellectual property to the Subscriber or any other third party.

## **ARTICLE 17. DISCLAIMER OF WARRANTIES**

### 17.1 Disclaimer of Warranties

(a) THE SUBSCRIBER AGREES THAT THE SORACOM AIR GLOBAL SERVICE, THE SORACOM SYSTEM AND THE ACCESSORIAL SERVICES THEREOF PROVIDED ACCORDING TO THIS AGREEMENT SHALL BE PROVIDED ON AN "AS-IS" BASIS. TO THE EXTENT PERMITTED BY LAW, SORACOM DISCLAIMS ALL REPRESENTATIONS AND WARRANTIES, WHETHER EXPRESS OR IMPLIED, WITH RESPECT TO THE SORACOM AIR GLOBAL SERVICE, THE SORACOM SYSTEM OR THE ACCESSORIAL SERVICES THEREOF, INCLUDING, WITHOUT LIMITATION, ANY WARRANTIES OF QUALITY, CONSISTENCY OF SERVICE, NON-MISTAKE, NON-INFRINGEMENT OF THIRD PARTY'S RIGHT, FITNESS FOR ANY PARTICULAR PURPOSE.

## **ARTICLE 18. INDEMNIFICATION**

### 18.1 Indemnification

SORACOM and the Subscriber shall, except as otherwise provided, indemnify the other party for all damages as a result of its own breach of the General Terms.

### 18.2 Limitation of Liability

(a) If the SORACOM Air Global Service, the SORACOM System, the SORACOM Information or the accessorial services thereof become unavailable due to any cause imputable to a third party (including but not limited to telecommunication carrier(s) or cloud provider(s)), SORACOM shall not bear any responsibility in relation to such matter.

(b) If the SORACOM Air Global Service becomes completely unavailable due to a cause imputable to SORACOM for a period of 24 hours or longer (the "**Unavailable Time**") commencing from the time when SORACOM recognizes the SORACOM Air Global Service has reached such status, upon the Subscriber's request, SORACOM shall reduce the Service Fee according to the number of days obtained by dividing the Unavailable Time by 24 (rounding down decimals) from the Service Fee charged to such Subscriber, provided that, if the Subscriber does not request within three months after the date on which the Subscriber becomes aware of such Unavailable Time, SORACOM deems that such Subscriber waives the right to request such reduction.

(c) In any case where SORACOM is liable to compensate the Subscriber for damage, SORACOM's liability shall not exceed the Service Fee of the month of in which the day falls when such damage occurs, and in no event shall SORACOM have any liability to the subscriber under or in connection with this agreement for:

- (i) loss of actual or anticipated income or profits;
- (ii) loss of goodwill or reputation;
- (iii) loss of anticipated cost savings;
- (iv) loss of data; or
- (v) any indirect or consequential loss or damage of any kind howsoever arising and whether caused by tort (including negligence), breach of contract or otherwise, whether or not such loss or damage is foreseeable, foreseen or known.

(d) Notwithstanding the provisions of the preceding paragraph, if the SORACOM Air Global Service becomes unavailable due to a cause imputable to telecommunication carrier or cloud provider, SORACOM will compensate the Subscriber for damage (limited to actual and ordinary damage, and excluding lost profit and indirect damages) up to the amount received from such telecommunication carrier or cloud provider as compensation for such damage.

(e) SORACOM shall not bear any responsibility for lost profits arising out of the use of the SORACOM Air Global Service, costs incurred in relation to repair of any fault, request to repair any fault, or dealing with any inquiry in relation to any fault in the SORACOM Air Global Service, or any complaints from the Subscriber's Customer or any other third party. The Subscriber shall not in any circumstance claim such lost profits or costs against SORACOM.

(f) In the case where the Telecommunications Facility or system is repaired or recovered, there is a possibility that information stored in the Telecommunications Facility or system may be altered or lost. SORACOM shall not bear any responsibility for damages arising from such alteration or loss, provided, that, this shall not apply to any damage arising from SORACOM's willful misconduct or gross negligence.

## **ARTICLE 19. PROCESSING OF PERSONAL DATA**

(a) SORACOM collects and processes personal data about the Subscriber, including name, e-mail, IP-address as well as data on data uses and billing data in order to provide SORACOM's service and other purposes such as billing.

(b) By entering into this Agreement with SORACOM you explicitly consent to SORACOM processing personal data about you.

(c) When providing the SORACOM Air Global Service as a communications services provider, SORACOM will process any data processed for the purpose of the conveyance of a communication on an electronic communications network or for the billing thereof ("**Traffic Data**") as a data controller for the following purposes: (i) to provide and maintain the services; (ii) to calculate the Services Fees payable by the Subscriber, including other accounting, tax and billing purposes; (iii) to identify, investigate and protect against fraud, threats and unlawful or wrongful use of the services; (iv) for internal use for development and improvement of the services; and / or (v) as required by applicable law.

(d) Soracom may disclose Traffic Data: (i) if required by applicable law, court order, or any other statutory or supervisory authority; or (ii) to SORACOM affiliates or third parties that are lawfully sub-processing the Traffic Data in order for Soracom to deliver the services. Soracom will anonymize or delete Traffic Data when Soracom no longer requires it for the purposes set forth in Article 19(c).

(e) The Subscriber can access additional information about the personal data that is processed by SORACOM in the policy on SORACOM's website (the "**Privacy Policy**"), <https://www.soracom.io/privacy-policy-for-eu/>. The Privacy Policy contains information on the purposes, legal basis for processing, recipients of personal data, data retention period and the rights of the Subscriber.

## **ARTICLE 20. MISCELLANEOUS**

### **20.1 Posting this Agreement**

SORACOM will post the latest General Terms on SORACOM's website.

### **20.2 Force Majeure**

No delay, failure or default in performance of any obligations in this Agreement shall constitute a breach of this Agreement, to the extent that such failure to perform, delay or default arises out of a cause beyond the control of and without the negligence of the party otherwise chargeable with failure, delay or default, including but not limited to action or inaction of governmental, civil or military authorities, fire, strike, lockouts or other labor dispute, flood, war, riots, earthquake, natural disaster, breakdown of public common carrier or communications facilities; computer malfunction.

### **20.3 Notification of Information for Telecommunication Carrier**

If the Subscriber sends an SMS, and the telecommunication carrier which owns or operates the telecommunication line on which the SMS transmission was sent deems sending such SMS a prohibited act upon the request by such telecommunication carrier's user, the Subscriber agrees that such telecommunication carrier may notify SORACOM and other telecommunication carriers of such Subscriber's Subscriber ID, such SMS time of receipt, content of such SMS and any other information related to such SMS that the telecommunication carrier sees fit.

### **20.4 Terminating and rejecting relations with Anti-social Forces**

Subscriber acknowledges and agrees that, since SORACOM affiliates are Japanese companies, SORACOM must comply with the relevant rules, regulations and standards which purport to eliminate any relationship with "Anti-Social Forces" (meaning violent gangs, yakuza, mafia or other violent, blackmailing, or intimidatory groups or people who for political, religious or other ideological or economic purposes engage in anti-social activities or behavior including, but not limited to "Organized Crime Groups" or "Organized Crime Group Members" (as respectively defined in Article 2, items (ii) and (vi) of the Prevention of Unjust Acts by Organized Crime Group Members Act of Japan. The same shall apply hereafter.). As a part of such compliance, Subscriber shall ensure that at all times it and its officers, employees and any shareholders in the Subscriber:

- (i) do not and will not have any relationship or connection with any Anti-Social Forces;
- (ii) are not and will not become involved in any financial dealings with or provide any financial assistance to any Anti-Social Forces for any reason whatsoever; and/or

- (iii) do not and will not employ, hire or otherwise engage any person who is a member of any Anti-Social Force or appoint such person to any directorship or officer position.

20.5 Severability

If any provision in this Agreement is found to be invalid or unenforceable, then the meaning of such provision shall be construed, to the extent feasible, so as to render the provision enforceable, and if not feasible.

20.6 Dispute Resolution

Any dispute arising out of or in connection with this Agreement, including any question regarding its existence, validity or termination, shall be referred to and finally resolved by arbitration in London by the London Court of International Arbitration (“**LCIA**”). LCIA will apply the rules in force when the application for arbitration is submitted. SORACOM and the Subscriber will appoint 1 arbitrator each. LCIA will appoint 1 additional arbitrator who will be chairman of the arbitration tribunal. If either SORACOM or the Subscriber fails to appoint an arbitrator no later than 30 days after submitting an application for arbitration or receiving notice of arbitration, LCIA will also appoint that arbitrator. The arbitration proceedings will take place in London, the United Kingdom, and the language of the proceedings will be English.

20.7 Governing law

The General Terms and the Agreement shall be governed by and interpreted in accordance with the laws of England and Wales. However, the conflict of laws rules must be disregarded to the extent that such rules are non-mandatory.

ARTICLE 21.

**ADDITIONAL FUNCTION**

21.1 SORACOM Beam Service

(a) “**SORACOM Beam Service**” shall mean the service to encrypt the telecommunication and change the data destination from SORACOM to the destination designated by the Subscriber according to Subscriber’s request.

(b) In the case that the Subscriber uses the SORACOM Air Global Service, the Subscriber may use the SORACOM Beam Service.

(c) Only in the cases expressly stated in Section 18.2 shall SORACOM indemnify the Subscriber for damages regarding the SORACOM Beam Service under Section 18.2. SORACOM shall not bear any responsibility in relation to changed or missing telecommunication content, system malfunction or any dispute between the Subscriber and any third party.



(d) The Subscriber shall use the SORACOM Beam Service according to the method of use and other service provision conditions posted by SORACOM on the SORACOM web site.

#### 21.2 Custom DNS Function

(a) The Subscriber may use the SORACOM Air Global Service to connect to Subscriber's own DNS server (such service, the "**Custom DNS Function**").

(b) Only in the cases expressly stated in Section 18.2 shall SORACOM indemnify the Subscriber for damages regarding the Custom DNS Function under Section 18.2. SORACOM shall not bear any responsibility in relation to changed or missing telecommunication content, system malfunction or any dispute between the Subscriber and any third party.

(c) The Subscriber shall use the Custom DNS Function according to the method of use and any other service provision conditions posted by SORACOM on the SORACOM web site.

#### 21.3 Metadata Service Function

(a) The Subscriber may use the SORACOM Air Global Service to acquire the IMEI of the terminal using the SORACOM Air Global Service and acquire and update information of the usage status of such terminal for the SORACOM Air Global Service (such service, the "**Metadata Service Function**").

(b) Before using the Metadata Service Function, the Subscriber shall obtain Subscriber's Customer's consent to do so.

(c) Only in the cases expressly stated in Section 18.2 shall SORACOM indemnify the Subscriber for damages regarding the Metadata Service Function under Section 18.2. SORACOM shall not bear any responsibility in relation to changed or missing telecommunication content, system malfunction or any dispute between the Subscriber and any third party.

(d) The Subscriber shall use the Metadata Service Function according to the method of use and any other service provision conditions posted by SORACOM on the SORACOM web site.

#### 21.4 Terminal Data Acquisition Function

(a) The Subscriber may use the SORACOM Air Global Service to acquire the IMEI of the terminal using the SORACOM Air Global Service and information regarding the in-range base station(s) of such terminal, and to enable only specified device to telecommunicate (such service, the "**Terminal Data Acquisition Function**").

(b) Before using the Terminal Data Acquisition Function, the Subscriber shall obtain Subscriber's Customer's consent to do so.

(c) SORACOM makes no warranties or guarantees as to the integrity of the IMEI and the information regarding the in-range base station(s) acquired through the Terminal Data Acquisition Function. SORACOM will provide the Subscriber with the IMEI and the information regarding the in-range base station(s) acquired through the telecommunication line.

(d) Only in the cases expressly stated in Section 18.2 shall SORACOM indemnify the Subscriber for damages regarding the Terminal Data Acquisition Function under Section 18.2. SORACOM shall not bear any responsibility in relation to changed or missing telecommunication content, system malfunction or any dispute between the Subscriber and any third party.

(e) The Subscriber shall use the Terminal Data Acquisition Function according to the method of use and other service provision conditions posted by SORACOM on the SORACOM web site.

#### 21.5 CHAP Authentication Function

(a) The Subscriber may use the SORACOM Air Global Service to set independently CHAP ID / Password (such service, the “**CHAP Authentication Function**”).

(b) Only in the cases expressly stated in Section 18.2 shall SORACOM indemnify the Subscriber for damages regarding the Metadata Service Function under Section 18.2. SORACOM shall not bear any responsibility in relation to changed or missing telecommunication content, system malfunction or any dispute between the Subscriber and any third party.

(c) The Subscriber shall use the CHAP Authentication Function according to the method of use and any other service provision conditions posted by SORACOM on the SORACOM web site.

#### 21.6 SORACOM Canal Service

(a) The Subscriber may use the SORACOM Canal Service in combination with the SORACOM Air Global Service. In such case, the Subscriber shall enter into the agreement specified by SORACOM regarding the SORACOM Air Global VPG option.

(b) The Subscriber shall use the SORACOM Canal Service according to the method of use and other service provision conditions (including but not limited to the general terms and conditions regarding the closed network connection service) posted by SORACOM on the SORACOM web site.

#### 21.7 SORACOM Direct Service

(a) The Subscriber may use the SORACOM Direct Service in combination with the SORACOM Air Global Service. In such case, the Subscriber shall enter into the agreement specified by SORACOM regarding the SORACOM Air Global VPG option.

(b) The Subscriber shall use the SORACOM Direct Service according to the method of use and other service provision conditions (including but not limited to the general terms and conditions regarding the closed network connection service) posted by SORACOM on the SORACOM web site.

21.8 SORACOM Door Service

(a) The Subscriber may use the SORACOM Door Service in combination with the SORACOM Air Global Service. In such case, the Subscriber shall enter into the agreement specified by SORACOM regarding the SORACOM Air Global VPG option.

(b) The Subscriber shall use the SORACOM Door Service according to the method of use and other service provision conditions (including but not limited to the general terms and conditions regarding the closed network connection service) posted by SORACOM on the SORACOM web site.

21.9 SORACOM Endorse Service

(a) “**SORACOM Endorse Service**” shall mean the service to provide the Subscriber with the authentication information of the terminal using the SORACOM Air Global if the Subscriber requests such information.

(b) In the case that the Subscriber uses the SORACOM Air Global Service, the Subscriber may use the SORACOM Endorse Service.

(c) Before using the SORACOM Endorse Service, the Subscriber shall obtain Subscriber’s Customer’s consent to do so.

(d) Only in the cases expressly stated in Section 18.2 shall SORACOM indemnify the Subscriber for damages regarding the SORACOM Endorse Service under Section 18.2. SORACOM shall not bear any responsibility in relation to changed or missing telecommunication content, system malfunction or any dispute between the Subscriber and any third party.

(e) The Subscriber shall use the SORACOM Endorse Service according to the method of use and other service provision conditions posted by SORACOM on the SORACOM web site.

21.10 SORACOM Funnel Service

(a) “**SORACOM Funnel Service**” shall mean the service to change the data destination from SORACOM to the address on a cloud account designated by the Subscriber if the Subscriber requests SORACOM make such change to the data destination.

(b) In the case that the Subscriber uses the SORACOM Air Global Service, the Subscriber may use the SORACOM Funnel Service.

(c) Only in the cases provided in Section 18.2 shall SORACOM indemnify the Subscriber for damages regarding the SORACOM Funnel Service under Section 18.2. SORACOM shall not bear any responsibility in relation to

changed or missing telecommunication content, system malfunction or any dispute between the Subscriber and any third party.

(d) The Subscriber shall use the SORACOM Funnel Service according to the method of use and any other service provision conditions posted by SORACOM on the SORACOM web site.

#### 21.11 SORACOM Funk Service

(a) “**SORACOM Funk Service**” shall mean the service that links the IoT device to the cloud function designated by the Subscriber.

(b) In the case that the Subscriber uses the SORACOM Air Global Service, the Subscriber may use the SORACOM Funk Service.

(c) Only in the cases provided in Section 18.2 shall SORACOM indemnify the Subscriber for damages regarding the SORACOM Funk Service under Section 18.2. SORACOM shall not bear any responsibility in relation to changed or missing telecommunication content, system malfunction or any dispute between the Subscriber and any third party.

(d) The Subscriber shall use the SORACOM Funk Service according to the method of use and any other service provision conditions posted by SORACOM on the SORACOM web site.

#### 21.12 SORACOM Gate Service

(a) The Subscriber may use the SORACOM Gate Service in combination with the SORACOM Air Global Service. In such case, the Subscriber shall enter into the agreement specified by SORACOM regarding the SORACOM Air Global VPG option.

(b) The Subscriber shall use the SORACOM Gate Service according to the method of use and other service provision conditions (including but not limited to the general terms and conditions regarding the closed network connection service) posted by SORACOM on the SORACOM web site.

#### 21.13 SORACOM Harvest Service

(a) The Subscriber may use the SORACOM Harvest Service in combination with the SORACOM Air Global Service. In such case, the Subscriber shall enter into the agreement specified by SORACOM regarding the SORACOM Air Harvest option.

(b) The Subscriber shall use the SORACOM Harvest Service according to the method of use and other service provision conditions (including but not limited to the general terms and conditions regarding the logging service) posted by SORACOM on the SORACOM web site.

#### 21.14 SORACOM Inventory Service

(a) The Subscriber may use the SORACOM Inventory Service in combination with the SORACOM Air Global Service. In such case, the Subscriber shall enter into the agreement specified by SORACOM regarding the SORACOM Inventory.

(b) The Subscriber shall use the SORACOM Inventory Service according to the method of use and other service provision conditions (including but not limited to the general terms and conditions regarding the logging service) posted by SORACOM on the SORACOM web site.

#### 21.15 SORACOM Junction Service

(a) The Subscriber may use the SORACOM Junction Service in combination with the SORACOM Air Global Service. In such case, the Subscriber shall enter into the agreement specified by SORACOM regarding the SORACOM Air Global VPG option.

(b) The Subscriber shall use the SORACOM Junction Service according to the method of use and other service provision conditions (including but not limited to the general terms and conditions regarding the closed network connection service) posted by SORACOM on the SORACOM web site.

#### 21.16 SORACOM Krypton Service

(a) “**SORACOM Krypton Service**” shall mean the service to supports secure provisioning based on SIM authentication.

(b) In the case that the Subscriber uses the SORACOM Air Global Service, the Subscriber may use the SORACOM Krypton Service.

(c) Only in the cases provided in Section 18.2 shall SORACOM indemnify the Subscriber for damages regarding the SORACOM Krypton Service under Section 18.2. SORACOM shall not bear any responsibility in relation to changed or missing telecommunication content, system malfunction or any dispute between the Subscriber and any third party.

(d) The Subscriber shall use the SORACOM Krypton Service according to the method of use and any other service provision conditions posted by SORACOM on the SORACOM web site.

#### 21.17 SORACOM Lagoon Service

(a) The Subscriber may use the SORACOM Lagoon Service in combination with the SORACOM Air Global Service. In such case, the Subscriber shall enter into the agreement specified by SORACOM regarding the SORACOM Lagoon.

(b) The Subscriber shall use the SORACOM Lagoon Service according to the method of use and other service provision conditions (including but not limited to the general terms and conditions regarding the dashboard and data visualization service) posted by SORACOM on the SORACOM web site.

21.18 SORACOM Napter Service

(a) “**SORACOM Napter Service**” shall mean the service that enables remote access to the terminal using the SORACOM Air Global upon request from the Subscriber.

(b) In the case that the Subscriber uses the SORACOM Air Global Service, the Subscriber may use the SORACOM Napter Service.

(c) Before using the SORACOM Napter Service, the Subscriber shall obtain Subscriber’s Customer’s consent to do so.

(d) Only in the cases expressly stated in Section 18.2 shall SORACOM indemnify the Subscriber for damages regarding the SORACOM Napter Service under Section 18.2. SORACOM shall not bear any responsibility in relation to changed or missing telecommunication content, system malfunction or any dispute between the Subscriber and any third party.

(e) The Subscriber shall use the SORACOM Napter Service according to the method of use and other service provision conditions posted by SORACOM on the SORACOM web site.

21.19 Coupon

(a) The Subscriber may pay the Service Fee by purchasing or receiving the amount of money frames which the Subscriber can use SORACOM Air Global Service (such money frames, the “**Coupon**”) and registering such Coupon on the SORACOM System instead of the payment pursuant to 14.3

(b) The Subscriber may register up to two Coupons monthly.

(c) SORACOM will apply the Coupon on monthly basis. The Free Tier will take precedence over the Coupon.

(d) The Subscriber may confirm the application record of the Coupon on the SORACOM System.

(e) The Subscriber shall not assign the Coupon after the Subscriber registers the Coupon through the SORACOM System.

(f) SORACOM will not refund, convert into money and reissue the Coupon for any reasons.

## Service Fee

### General Provisions

- (a) SORACOM will calculate the Service Fee for each period from 0:00 (UTC) on the first day of every month to 23:59 (UTC) on the last day of the every month.
- (b) SORACOM will calculate the Service Fee charged per day for the period from 0:00 am (UTC) each day to 23:59 (UTC) on the next day.
- (c) If the period when the Subscriber starts a telecommunication or session is different from the period when the Subscriber finishes such telecommunication or session, SORACOM may calculate the fee to be charged by a method specified by SORACOM separately.
- (d) Notwithstanding the provisions of the preceding paragraph, if SORACOM determines it necessary in its sole discretion, SORACOM may calculate the Service Fee based on a different period.
- (e) SORACOM will round up fractions less than 0.01USD resulting from the Service Fee calculation.
- (f) If the monthly Service Fee is less than 0.5USD or there are unavoidable reasons which impact on the conduct of SORACOM's business, SORACOM may require the Subscriber to pay an amount as the Service Fee that equals the sum of more than two months total of Service Fees on or before the day designated by SORACOM. If the monthly Service Fee is less than 0.5USD, SORACOM may round up fractions less than 0.5USD.
- (g) SORACOM will always make available the current price lists on its website: <https://developers.soracom.io/en/docs/reference/fees/>.
- (h) The Subscriber may choose between invoices based on service categories or invoices with detailed information on fees for actual data usage. Both types of invoices can be retrieved by the Subscriber via the Subscriber's SORACOM user console according to the instructions on SORACOM's website: <https://developers.soracom.io/en/docs/account/billing/>.

1. Basic Fee

(1) Fee

per one Agreement	
Subscription (plan)	Basic Fee per day
plan01s	0.06USD

per one Agreement	
Subscription (plan)	Basic Fee per month
plan01s - Low Data Volume	0.4USD

The charges for the Service apply on a monthly basis. The basic fee will be charged when the SORACOM System status is “Active”, “Inactive”. If a “plan01s - Low Data Volume” is launched after the first of a month, then the monthly price for that “plan01 - Low Data Volume” will not be prorated. If a “plan01 - Low Data Volume” is terminated before the end of a month, then the monthly charge will still apply. If Subscriber activates "plan01s - LDV" more than once within the same month, SORACOM will charge a monthly charge for the number of times it was activated.

per one Agreement	
Subscription (plan)	Basic Fee per day
plan01 / plan02	0.06USD

per one Agreement	
Subscription (plan)	Basic Fee per month
plan01 - Low Data Volume	0.4USD

The charges for the Service apply on a monthly basis. The basic fee will be charged when the SORACOM System status is “Active”, “Inactive”, “Suspended”. If a plan01 - Low Data Volume is launched after the first of a month, then the monthly price for that plan01 - Low Data Volume will not be prorated. If a plan01 - Low Data Volume is terminated before the end of a month, then the monthly charge will still apply.

(2) Discount

SORACOM will apply the following Basic Fee (the “**Volume Discount**”) according to the number of Agreements which the SORACOM Air Global Service channel is in “active” status in the SORACOM System, but does not apply to plan01, plan01s – Low Data Volume, plan01 - Low Data Volume, plan02.

per one Agreement	
the number of Agreements	Basic Fee per day



101~	0.05USD
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SORACOM will apply the following Basic Fee (the “**Volume Discount**”) according to the number of Agreements which the SORACOM Air Global Service channel is in “active” status in the SORACOM System, but does not apply to plan01s, plan01s – Low Data Volume, plan01 - Low Data Volume.

	per one Agreement
the number of Agreements	Basic Fee per day
101~500	0.05USD
501~1,000	0.033USD

SORACOM will apply the following Basic Fee (the “**Status Discount**”) according to the status of the SORACOM Air Global Service channel in the SORACOM System.

	per one Agreement
the status of the SORACOM Air Global Service channel (plan01s / plan01s - Low Data Volume)	Basic Fee per day
ready	Free
suspended	Free
standby	Free

If “ready”, “suspended”, “standby” status exceeds one year, extension fee of 1.8USD will be charged.

When the Subscriber performs data communication in the case that SORACOM Air Global Service channel is in “ready” or “standby” status in the SORACOM System, such status becomes “active”, and after that the Status Discount is not applied.

	per one Agreement
the status of the SORACOM Air Global Service channel (plan01 / plan02)	Basic Fee per day
ready	Free
suspended	0.03USD

If “ready” status exceeds one year without interruption, such status becomes “active”, and after that the “ready” Status Discount is not applied.

When the Subscriber performs data communication in the case that SORACOM Air Global Service channel is in “ready” status in the SORACOM System, such status becomes “active”, and after that the Status Discount is not applied.

When the Subscriber fails to make the Service Fee in the case that SORACOM Air Global Service channel is in “suspended” status in the SORACOM System, such status becomes the status separately designated by SORACOM, and after that the Status Discount is not applied. Even the Subscriber pays the Service Fee, in order to change such status “suspended”, the Subscriber shall pay the Suspend Fee provided in Section 4.

	per one Agreement
the status of the SORACOM Air Global Service channel (plan01 - Low Data Volume)	Basic Fee per month

ready	Free
suspended	(Same as plan01/plan02.)

If “ready” status exceeds one year without interruption, such status becomes “active”, and after that the “ready” Status Discount is not applied.

When the Subscriber performs data communication in the case that SORACOM Air Global Service channel is in “ready” status in the SORACOM System, such status becomes “active”, and after that the Status Discount is not applied.

When the Subscriber fails to make the Service Fee in the case that SORACOM Air Global Service channel is in “suspended” status in the SORACOM System, such status becomes the status separately designated by SORACOM, and after that the Status Discount is not applied. Even the Subscriber pays the Service Fee, in order to change such status “suspended”, the Subscriber shall pay the Suspend Fee provided in Section 4.

## 2. Telecommunication Fee

### (1) Fee

SORACOM will apply the following fee for the amount of data measured pursuant to Section 11.1 and the following country that the Subscriber performs data communication.

- plan01s

Country	per one Agreement	
	Telecommunication Fee per 1MB (USD)	Billing unit
Albania	0.05	100kb
Andorra	5	100kb
Anguilla	4	100kb
Antigua and Barbuda	2	100kb
Argentina	0.12	100kb
Armenia	0.15	100kb
Australia	0.05	100kb
Austria	0.02	1kb
Azerbaijan	0.15	100kb
Bahrain	0.5	100kb
Barbados	2	100kb
Belarus	0.05	100kb
Belgium	0.02	1kb
Belize	0.5	100kb
Bolivia	0.3	100kb
Bosnia & Herzegovina	0.15	100kb
Brazil	0.5	100kb
Bulgaria	0.02	1kb
Cambodia	0.2	100kb
Canada	0.073	100kb
Cape Verde	2	100kb
Cayman Islands	2	100kb

Chile	0.073	100kb
China	0.2	100kb
Colombia	0.15	100kb
Costa Rica	0.2	100kb
Croatia	0.02	1kb
Cyprus	0.05	1kb
Czech Republic	0.037	1kb
Democratic Republic of the Congo	0.5	100kb
Denmark	0.02	1kb
Dominican Republic	0.5	100kb
Ecuador	0.15	100kb
Egypt	0.3	100kb
El Salvador	0.2	100kb
Estonia	0.05	1kb
Faroe Islands	0.05	100kb
Fiji	0.3	100kb
Finland	0.05	1kb
France	0.02	1kb
French Guiana	0.3	100kb
Georgia	0.3	100kb
Germany	0.02	1kb
Gibraltar	0.05	100kb
Greece	0.02	1kb
Greenland	0.3	100kb
Guadeloupe	0.3	100kb
Guatemala	0.2	100kb
Guernsey	0.5	100kb
Honduras	0.5	100kb
Hong Kong	0.15	100kb
Hungary	0.02	1kb
Iceland	0.037	100kb
India	0.15	100kb
Indonesia	0.5	100kb
Iran	0.05	100kb
Iraq	0.5	100kb
Ireland	0.02	1kb
Isle of Man	0.05	1kb
Israel	0.037	100kb
Italy	0.02	1kb
Jamaica	2	100kb
Japan	0.2	100kb
Jersey	0.3	100kb
Jordan	0.5	100kb
Kazakhstan	0.15	100kb
Kenya	1	100kb
Kosovo	0.12	100kb
Kuwait	0.15	100kb

Kyrgyzstan	0.15	100kb
Latvia	0.05	1kb
Lebanon	5	100kb
Liechtenstein	0.02	100kb
Lithuania	0.05	1kb
Luxembourg	0.02	1kb
Macau	0.3	100kb
Macedonia	0.12	100kb
Madagascar	1	100kb
Malaysia	0.15	100kb
Malta	0.02	1kb
Martinique	0.3	100kb
Mauritius	2	100kb
Mexico	0.2	100kb
Moldova	0.15	100kb
Monaco	2	100kb
Mongolia	0.5	100kb
Montenegro	0.05	100kb
Morocco	0.5	100kb
Mozambique	0.5	100kb
Myanmar	2	100kb
Netherlands	0.02	1kb
New Zealand	0.12	100kb
Nicaragua	0.2	100kb
Norway	0.05	100kb
Oman	2	100kb
Panama	0.073	100kb
Paraguay	0.073	100kb
Peru	0.15	100kb
Philippines	0.073	100kb
Poland	0.02	1kb
Portugal	0.05	1kb
Puerto Rico	0.15	100kb
Qatar	0.5	100kb
Romania	0.02	1kb
Russia	0.15	100kb
Saudi Arabia	0.15	100kb
Serbia	0.05	100kb
Seychelles	4	100kb
Singapore	0.2	100kb
Slovakia	0.037	1kb
Slovenia	0.05	1kb
South Africa	0.037	100kb
South Korea	0.15	100kb
Spain	0.02	1kb
Sri Lanka	0.3	100kb
St. Barthelemy	0.3	100kb
St. Kitts & Nevis	2	100kb

St. Lucia	2	100kb
St. Martin	0.3	100kb
St. Vincent & Grenadines	2	100kb
Sweden	0.02	1kb
Switzerland	0.12	100kb
Taiwan	0.15	100kb
Tajikistan	0.15	100kb
Tanzania	2	100kb
Thailand	0.15	100kb
Tunisia	2	100kb
Turkey	0.15	100kb
Turks and Caicos Islands	4	100kb
Ukraine	0.15	100kb
United Arab Emirates	0.5	100kb
United Kingdom	0.02	1kb
United States	0.073	100kb
Uzbekistan	5	100kb
Vietnam	1	100kb

- plan01s – Low Data Volume

Country	Telecommunication Fee per 1MB (USD)	Billing unit
Albania	0.5	100kb
Argentina	0.5	100kb
Armenia	0.5	100kb
Australia	0.5	100kb
Austria	0.5	1kb
Azerbaijan	0.5	100kb
Belarus	0.5	100kb
Belgium	0.5	1kb
Bosnia & Herzegovina	0.5	100kb
Bulgaria	0.5	1kb
Cambodia	0.5	100kb
Canada	0.5	100kb
Chile	0.5	100kb
China	0.5	100kb
Colombia	0.5	100kb
Costa Rica	0.5	100kb
Croatia	0.5	1kb
Cyprus	0.5	1kb
Czech Republic	0.5	1kb
Denmark	0.5	1kb
Ecuador	0.5	100kb
El Salvador	0.5	100kb
Estonia	0.5	1kb
Faroe Islands	0.5	100kb
Finland	0.5	1kb

France	0.5	1kb
Germany	0.5	1kb
Gibraltar	0.5	100kb
Greece	0.5	1kb
Guatemala	0.5	100kb
Hong Kong	0.5	100kb
Hungary	0.5	1kb
Iceland	0.5	100kb
India	0.5	100kb
Iran	0.5	100kb
Ireland	0.5	1kb
Isle of Man	0.5	1kb
Israel	0.5	100kb
Italy	0.5	1kb
Japan	0.5	100kb
Kazakhstan	0.5	100kb
Kosovo	0.5	100kb
Kuwait	0.5	100kb
Kyrgyzstan	0.5	100kb
Latvia	0.5	1kb
Liechtenstein	0.5	100kb
Lithuania	0.5	1kb
Luxembourg	0.5	1kb
Macedonia	0.5	100kb
Malaysia	0.5	100kb
Malta	0.5	1kb
Mexico	0.5	100kb
Moldova	0.5	100kb
Montenegro	0.5	100kb
Netherlands	0.5	1kb
New Zealand	0.5	100kb
Nicaragua	0.5	100kb
Norway	0.5	100kb
Panama	0.5	100kb
Paraguay	0.5	100kb
Peru	0.5	100kb
Philippines	0.5	100kb
Poland	0.5	1kb
Portugal	0.5	1kb
Puerto Rico	0.5	100kb
Romania	0.5	100kb
Russia	0.5	100kb
Saudi Arabia	0.5	100kb
Serbia	0.5	100kb
Singapore	0.5	100kb
Slovakia	0.5	1kb
Slovenia	0.5	1kb
South Africa	0.5	100kb

South Korea	0.5	100kb
Spain	0.5	1kb
Sweden	0.5	1kb
Switzerland	0.5	100kb
Taiwan	0.5	100kb
Tajikistan	0.5	100kb
Thailand	0.5	100kb
Turkey	0.5	100kb
Ukraine	0.5	100kb
United Kingdom	0.5	1kb
United States	0.5	100kb

- plan01

per one Agreement

Country	Telecommunication Fee per 1MB (USD)	Billing unit
Albania	0.12	100kb
Armenia	0.5	100kb
Australia	0.2	100kb
Austria	0.12	1kb
Belarus	0.12	100kb
Belgium	0.12	1kb
Bosnia & Herzegovina	2	100kb
Brazil	0.5	100kb
Bulgaria	0.12	1kb
Cambodia	2	100kb
Canada	0.2	100kb
Cape Verde	2	100kb
Chile	0.2	100kb
China	0.2	100kb
Colombia	0.2	100kb
Croatia	0.12	1kb
Czech Republic	0.12	1kb
Denmark	0.12	1kb
Egypt	0.5	100kb
Estonia	0.12	1kb
Finland	0.12	1kb
France	0.08	1kb
French Guiana	0.5	100kb
Germany	0.08	1kb
Gibraltar	0.12	100kb
Greece	0.12	1kb
Hong Kong	0.2	100kb
Hungary	0.12	1kb
Iceland	0.12	100kb
India	0.5	100kb
Indonesia	0.5	100kb

Iraq	0.5	100kb
Ireland	0.12	1kb
Israel	0.12	100kb
Italy	0.08	1kb
Japan	0.2	100kb
Jersey	0.5	100kb
Jordan	0.5	100kb
Kenya	1	100kb
Kosovo	0.12	100kb
Kyrgyzstan	0.5	100kb
Kuwait	0.5	100kb
Latvia	0.12	1kb
Liechtenstein	0.12	100kb
Lithuania	0.12	1kb
Luxembourg	0.12	1kb
Macedonia	0.12	100kb
Madagascar	1	100kb
Malaysia	0.2	100kb
Malta	0.2	1kb
Martinique	0.5	100kb
Mexico	0.5	100kb
Montenegro	0.2	100kb
Myanmar	2	100kb
Netherlands	0.12	1kb
New Zealand	0.12	100kb
Nigeria	2	100kb
Norway	0.12	100kb
Panama	0.2	100kb
Peru	0.2	100kb
Poland	0.12	1kb
Portugal	0.12	1kb
Puerto Rico	0.2	100kb
Russia	2	100kb
Saudi Arabia	0.2	100kb
Serbia	0.2	100kb
Seychelles	2	100kb
Singapore	0.2	100kb
Slovakia	0.12	1kb
Slovenia	0.12	1kb
South Africa	0.5	100kb
South Korea	0.2	100kb
Spain	0.08	1kb
Sri Lanka	1	100kb
St. Barthelemy	0.5	100kb
St. Martin	0.5	100kb
Sweden	0.12	1kb
Switzerland	0.12	100kb
Taiwan	0.2	100kb



Tanzania	2	100kb
Thailand	0.2	100kb
Turkey	0.12	100kb
Ukraine	0.2	100kb
United Arab Emirates	0.5	100kb
United Kingdom	0.08	1kb
United States	0.08	100kb
Vietnam	2	100kb

- plan01 - Low Data Volume

Country	Telecommunication Fee per 1MB (USD)	Billing unit
Albania	0.5	100kb
Argentina	0.5	100kb
Australia	0.5	100kb
Austria	0.5	1kb
Belarus	0.5	100kb
Belgium	0.5	1kb
Bulgaria	0.5	1kb
Cambodia	0.5	100kb
Canada	0.5	100kb
Chile	0.5	100kb
China	0.5	100kb
Colombia	0.5	100kb
Costa Rica	0.5	100kb
Croatia	0.5	1kb
Cyprus	0.5	1kb
Czech Republic	0.5	1kb
Denmark	0.5	1kb
Ecuador	0.5	100kb
El Salvador	0.5	100kb
Estonia	0.5	1kb
Faroe Islands	0.5	100kb
Finland	0.5	1kb
France	0.5	1kb
Germany	0.5	1kb
Gibraltar	0.5	100kb
Greece	0.5	1kb
Guatemala	0.5	100kb
Hong Kong	0.5	100kb
Hungary	0.5	1kb
Iceland	0.5	100kb
Ireland	0.5	1kb
Isle of Man	0.5	1kb
Israel	0.5	100kb
Italy	0.5	1kb

Japan	0.5	100kb
Kosovo	0.5	100kb
Latvia	0.5	1kb
Liechtenstein	0.5	100kb
Lithuania	0.5	1kb
Luxembourg	0.5	1kb
Macedonia	0.5	100kb
Malaysia	0.5	100kb
Malta	0.5	1kb
Mexico	0.5	100kb
Montenegro	0.5	100kb
Netherlands	0.5	1kb
New Zealand	0.5	100kb
Nicaragua	0.5	100kb
Norway	0.5	100kb
Panama	0.5	100kb
Paraguay	0.5	100kb
Peru	0.5	100kb
Philippines	0.5	100kb
Poland	0.5	1kb
Portugal	0.5	1kb
Puerto Rico	0.5	100kb
Romania	0.5	100kb
Russia	0.5	100kb
Saudi Arabia	0.5	100kb
Serbia	0.5	100kb
Singapore	0.5	100kb
Slovakia	0.5	1kb
Slovenia	0.5	1kb
South Africa	0.5	100kb
South Korea	0.5	100kb
Spain	0.5	1kb
Sweden	0.5	1kb
Switzerland	0.5	100kb
Taiwan	0.5	100kb
Thailand	0.5	100kb
Turkey	0.5	100kb
Ukraine	0.5	100kb
United Kingdom	0.5	1kb
United States	0.5	100kb

- plan02

per one Agreement		
Country	Telecommunication Fee per 1MB (USD)	Billing unit
Albania	0.12	100kb
Armenia	0.2	100kb

Austria	0.09	1kb
Azerbaijan	2	100kb
Belarus	0.12	100kb
Belgium	0.11	1kb
Bosnia & Herzegovina	2	100kb
Bulgaria	0.11	1kb
Cambodia	2	100kb
Canada	0.2	100kb
Croatia	0.09	1kb
Cyprus	0.09	1kb
Czech Republic	0.09	1kb
Denmark	0.09	1kb
Egypt	0.5	100kb
Estonia	0.09	1kb
Finland	0.09	1kb
France	0.08	1kb
Germany	0.08	1kb
Greece	0.09	1kb
Greenland	0.5	100kb
Honduras	0.5	100kb
Hong Kong	0.2	100kb
Hungary	0.11	1kb
Iceland	0.12	100kb
India	0.5	100kb
Ireland	0.11	1kb
Israel	0.12	100kb
Italy	0.08	1kb
Japan	0.2	100kb
Jersey	0.5	100kb
Kazakhstan	2	100kb
Latvia	0.09	1kb
Liechtenstein	0.12	100kb
Lithuania	0.09	1kb
Luxembourg	0.09	1kb
Macau	0.5	100kb
Macedonia	0.12	100kb
Malta	0.09	1kb
Moldova	0.2	100kb
Mongolia	1	100kb
Montenegro	0.2	100kb
Myanmar	2	100kb
Nepal	2	100kb
Netherlands	0.11	1kb
Norway	0.12	100kb
Peru	0.2	100kb
Papua New Guinea	0.5	100kb
Poland	0.09	1kb
Portugal	0.09	1kb

Romania	0.11	1kb
Russia	2	100kb
Serbia	0.2	100kb
Singapore	0.2	100kb
Slovakia	0.09	1kb
Slovenia	0.11	1kb
South Korea	0.2	100kb
Spain	0.08	1kb
Sweden	0.09	1kb
Switzerland	0.12	100kb
Thailand	0.2	100kb
Turkey	0.12	100kb
Ukraine	0.2	100kb
United Kingdom	0.08	1kb
United States	0.08	100kb
Uzbekistan	2	100kb

The amount of data measured pursuant to Section 11.1 less than 1KB/100KB is round up to 1KB/100KB.

(2) Discount

SORACOM will apply the following fee for the amount of data measured pursuant to Section 11.1 and the following country that the Subscriber performs data communication, but does not apply to plan01s - Low Data Volume. The amount of data shall be calculated each country.

Country	per one Agreement		
	the potion over 250MB below 500MB	the potion over 500MB below 1000MB	the potion over 1000MB
Telecommunication Fee per 1MB (USD)			
Canada	0.15	0.14	0.13
United States	0.057	0.053	0.047

The discount is applied step by step according to the total amount of data communication used by the same operator.

The amount of data communication to be calculated for discount is calculated by rounding the data communication usage of each country of plan01s by charging country and summing up the usage amount on a monthly basis.

SORACOM will apply the following fee for the amount of data measured pursuant to Section 11.1 and the following country that the Subscriber performs data communication, but does not apply to plan01 - Low Data Volume. The amount of data shall be calculated each country.

- plan01

per one Agreement

Country	the portion over 100GB below 250GB	the portion over 250GB
	Telecommunication Fee per 1MB (USD)	
Albania	0.11	0.1
Armenia	0.45	0.4
Australia	0.19	0.18
Austria	0.11	0.1
Belarus	0.11	0.1
Belgium	0.11	0.1
Bosnia & Herzegovina	1.9	1.8
Brazil	0.45	0.4
Bulgaria	0.11	0.1
Cambodia	1.9	1.8
Canada	0.19	0.18
Cape Verde	1.9	1.8
Chile	0.19	0.18
China	0.19	0.18
Colombia	0.19	0.18
Croatia	0.11	0.1
Czech Republic	0.11	0.1
Denmark	0.11	0.1
Egypt	0.45	0.4
Estonia	0.11	0.1
Finland	0.11	0.1
France	0.07	0.06
French Guiana	0.45	0.4
Germany	0.07	0.06
Gibraltar	0.11	0.1
Greece	0.11	0.1
Hong Kong	0.19	0.18
Hungary	0.11	0.1
Iceland	0.11	0.1
India	0.45	0.4
Indonesia	0.45	0.4
Iraq	0.45	0.4
Ireland	0.11	0.1
Israel	0.11	0.1
Italy	0.07	0.06
Japan	0.19	0.18
Jersey	0.45	0.4
Jordan	0.45	0.4
Kenya	0.9	0.8
Kosovo	0.11	0.1
Kyrgyzstan	0.45	0.4
Kuwait	0.45	0.4
Latvia	0.11	0.1
Liechtenstein	0.11	0.1
Lithuania	0.11	0.1

Luxembourg	0.11	0.1
Macedonia	0.11	0.1
Madagascar	0.9	0.8
Malaysia	0.19	0.18
Malta	0.19	0.18
Martinique	0.45	0.4
Mexico	0.45	0.4
Montenegro	0.19	0.18
Myanmar	1.9	1.8
Netherlands	0.11	0.1
New Zealand	0.11	0.1
Nigeria	1.9	1.8
Norway	0.11	0.1
Panama	0.19	0.18
Peru	0.19	0.18
Poland	0.11	0.1
Portugal	0.11	0.1
Puerto Rico	0.19	0.18
Russia	1.9	1.8
Saudi Arabia	0.19	0.18
Serbia	0.19	0.18
Seychelles	1.9	1.8
Singapore	0.19	0.18
Slovakia	0.11	0.1
Slovenia	0.11	0.1
South Africa	0.45	0.4
South Korea	0.19	0.18
Spain	0.07	0.06
Sri Lanka	0.9	0.8
St. Barthelemy	0.45	0.4
St. Martin	0.45	0.4
Sweden	0.11	0.1
Switzerland	0.11	0.1
Taiwan	0.19	0.18
Tanzania	1.9	1.8
Thailand	0.19	0.18
Turkey	0.11	0.1
Ukraine	0.19	0.18
United Arab Emirates	0.45	0.4
United Kingdom	0.07	0.06
United States	0.07	0.06
Vietnam	1.9	1.8

- plan02

Country	per one Agreement	
	the potion over 100GB below 250GB	the potion over 250GB

	Telecommunication Fee per 1MB (USD)	
Albania	0.11	0.1
Armenia	0.19	0.18
Austria	0.08	0.07
Azerbaijan	1.9	1.8
Belarus	0.11	0.1
Belgium	0.1	0.09
Bosnia & Herzegovina	1.9	1.8
Bulgaria	0.1	0.09
Cambodia	1.9	1.8
Canada	0.19	0.18
Croatia	0.08	0.07
Cyprus	0.08	0.07
Czech Republic	0.08	0.07
Denmark	0.08	0.07
Egypt	0.45	0.4
Estonia	0.08	0.07
Finland	0.08	0.07
France	0.07	0.06
Germany	0.07	0.06
Greece	0.08	0.07
Greenland	0.45	0.4
Honduras	0.45	0.4
Hong Kong	0.19	0.18
Hungary	0.1	0.09
Iceland	0.11	0.1
India	0.45	0.4
Ireland	0.1	0.09
Israel	0.11	0.1
Italy	0.07	0.06
Japan	0.19	0.18
Jersey	0.45	0.4
Kazakhstan	1.9	1.8
Latvia	0.08	0.07
Liechtenstein	0.11	0.1
Lithuania	0.08	0.07
Luxembourg	0.08	0.07
Macau	0.45	0.4
Macedonia	0.11	0.1
Malta	0.08	0.07
Moldova	0.19	0.18
Mongolia	0.9	0.8
Montenegro	0.19	0.18
Myanmar	1.9	1.8
Nepal	1.9	1.8
Netherlands	0.1	0.09
Norway	0.11	0.1
Peru	0.19	0.18

Papua New Guinea	0.45	0.4
Poland	0.08	0.07
Portugal	0.08	0.07
Romania	0.1	0.09
Russia	1.9	1.8
Serbia	0.19	0.18
Singapore	0.19	0.18
Slovakia	0.08	0.07
Slovenia	0.1	0.09
South Korea	0.19	0.18
Spain	0.07	0.06
Sweden	0.08	0.07
Switzerland	0.11	0.1
Thailand	0.19	0.18
Turkey	0.11	0.1
Ukraine	0.19	0.18
United Kingdom	0.07	0.06
United States	0.07	0.06
Uzbekistan	1.9	1.8

### 3. Additional Function Fee

#### (1) SMS Function (plan01s, plan01s-LDV only)

SORACOM will apply the following fee for the number of the SMS communications measured pursuant to API call.

##### (a) Fee

	per request
	Fee
Send to device	0.005USD
Receive from device	0.4USD

When sending an SMS from the same subscriber's device to the device, a fee of "Receive from device" will be charged to the sending device and a fee of "Send to device" will be charged to the receiving device.

Even if the destination device is not powered on or the transmission is not completed in out of service area, billing will be done when SORACOM accepts the message.

##### (b) Free Tier

SORACOM will subtract the amount 10 requests (the “**SMS Function Free Tier**”) from the monthly SORACOM SMS Function Fee (Send to device) per each SORACOM Account during the Discount Period. SORACOM will not subtract the SORACOM SMS Function Free Tier from the Basic Fee, and even if the monthly SORACOM SMS Function Fee (Send to device) does not reach the SORACOM SMS Function Free Tier, Subscriber shall not carry over the SORACOM SMS Function Free Tier to next month.



(2) USSD Function (plan01s, plan01s-LDV only)

SORACOM will apply the following fee for the number of the USSD communications measured pursuant from device request.

(a) Fee

	per request
	Fee
Receive from device	0.005USD

(3) SORACOM Beam Service

(a) Fee

	per request
	Fee
SORACOM Beam Service	0.000009USD

(b) Discount

SORACOM will apply the following Fee when Subscribers belonging to VPG (that is, Subscribers belongs to the group that has the VPG Option enabled).

	per request
	Fee
SORACOM Beam Service	Free

Note that this charge does not apply to communications that do not go through VPG, and restrictions on communications via VPG are defined in the “General Terms and Conditions for SORACOM Private Network Service”.

(c) Free Tier

SORACOM will subtract the amount 100,000 requests (the “**SORACOM Beam Free Tier**”) from the monthly SORACOM Beam Service Fee per each SORACOM Account during the Discount Period. SORACOM will not subtract the SORACOM Beam Free Tier from the Basic Fee, and even if the monthly SORACOM Beam Service Fee does not reach the SORACOM Beam Free Tier, Subscriber shall not carry over the SORACOM Beam Free Tier to next month.

(4) Custom DNS Function

(a) Fee

	per one Agreement (one SIM card) for which the Subscriber shall enable the custom DNS function
	Fee
Custom DNS Function	0.03USD per day

(b) Discount

SORACOM will apply the following Fee when Subscribers belonging to VPG (that is, Subscribers belongs to the group that has the VPG Option enabled).

per one Agreement (one SIM card) for which the Subscriber shall enable the custom DNS function

	Fee
Custom DNS Function	Free

This discount does not apply to Subscribers that do not belong to VPG.

(5) Metadata Service Function

	Fee
Metadata Service Function	Free

(6) Terminal Data Acquisition Function

	Fee
Terminal Data Acquisition Function	Free

(7) CHAP Authentication Function

(a) Fee

per one Agreement (one SIM card) for which the Subscriber shall enable the CHAP Authentication function

	Fee
CHAP Authentication Function	0.03USD per day

(b) Discount

SORACOM will apply the following Fee when Subscribers belonging to VPG (that is, Subscribers belongs to the group that has the VPG Option enabled).

per one Agreement (one SIM card) for which the Subscriber shall enable the CHAP Authentication function

	Fee
CHAP Authentication Function	Free

This discount does not apply to Subscribers that do not belong to VPG.

(8) VPG Option Service

per one Agreement (one SIM card) for which the Subscriber shall enable the custom VPG option for using SORACOM Canal / SORACOM Direct / SORACOM Door Service

	Fee
VPG Option Service	Free

(9) SORACOM Endorse Service

(a) Fee

per one Agreement (one SIM card) for which the Subscriber shall enable the Endorse function

	Fee
SORACOM Endorse Service	0.05USD per day

(b) Free Tier

SORACOM will subtract the amount 1.55USD (the “**SORACOM Endorse Free Tier**”) from the monthly SORACOM Endorse Service Fee per each SORACOM Account during the Discount Period. SORACOM will not subtract the SORACOM Endorse Free Tier from the Basic Fee, and even if the monthly SORACOM Endorse Service Fee does not reach the SORACOM Endorse Free Tier, Subscriber shall not carry over the SORACOM Endorse Free Tier to the next month.

(10) SORACOM Funnel Service

(a) Fee

per request

	Fee
SORACOM Funnel Service	0.0018 USD per one request

(b) Discount

SORACOM will apply the following Fee when Subscribers belonging to VPG (that is, Subscribers belongs to the group that has the VPG Option enabled).

per request

	Fee
SORACOM Funnel Service	Free

Note that this charge does not apply to communications that do not go through VPG, and restrictions on communications via VPG are defined in the “General Terms and Conditions for SORACOM Private Network Service”.

(c) Free Tier

SORACOM will subtract the amount 50,000 requests (the “**SORACOM Funnel Free Tier**”) from the monthly SORACOM Funnel Service Fee per one SORACOM Account during the Discount Period. SORACOM will not subtract the SORACOM Funnel Free Tier from the Basic Fee, and even if the monthly SORACOM Endorse Service Fee does not reach the SORACOM Funnel Free Tier, Subscriber shall not carry over the SORACOM Funnel Free Tier to the next month.

(11) SORACOM Funk Service

(a) Fee

per request

	Fee
SORACOM Funk Service	0.0018 USD per one request

(b) Discount

SORACOM will apply the following Fee when Subscribers belonging to VPG (that is, Subscribers belongs to the group that has the VPG Option enabled).

	Fee
SORACOM Funk Service	Free

Note that this charge does not apply to communications that do not go through VPG, and restrictions on communications via VPG are defined in the “General Terms and Conditions for SORACOM Private Network Service”.

(c) Free Tier

SORACOM will subtract the amount 50,000 requests (the “**SORACOM Funk Free Tier**”) from the monthly SORACOM Funk Service Fee per one SORACOM Account during the Discount Period. SORACOM will not subtract the SORACOM Funk Free Tier from the Basic Fee, and even if the monthly SORACOM Endorse Service Fee does not reach the SORACOM Funk Free Tier, Subscriber shall not carry over the SORACOM Funk Free Tier to the next month.

(12) SORACOM Harvest Data Option Service

(a) Fee

per one Agreement (one SIM card) for which the Subscriber shall enable the Harvest Datafunction

	Fee
SORACOM Harvest Data Option Service	0.05USD per day

The Subscriber need to use the data writing or reading function of the SORACOM Harvest Data to write or read data. The condition and fee to use such functions shall be as provided in General Terms and Conditions for Logging Service.

The SORACOM Harvest Data Option Service Fee includes the fee of 2,000 requests to use the data writing function provided in General Terms and Conditions for Logging Service. Such number of requests is calculated by SIM unit and the Subscriber shall not share it in the Subscriber’s SORACOM Account, and even if the daily number of requests to use the data writing function does not reach 2,000, Subscriber shall not carry over the remaining number to the next day.

(b) Free Tier

SORACOM will subtract the amount 1.55USD (the “**SORACOM Harvest Data Option Free Tier**”) from the monthly SORACOM Harvest Data Service Fee per each SORACOM Account during the Discount Period. SORACOM will not subtract the SORACOM Harvest Data Free Tier from the Basic Fee, and even if the monthly SORACOM Harvest Data Service Fee does not reach the SORACOM Harvest Data Free Tier, Subscriber shall not carry over the SORACOM Harvest Data Free Tier to the next month.

(13) SORACOM Krypton Service

per one Agreement (one SIM card) for which the Subscriber shall use Krypton function

	Fee
SORACOM Krypton Service (Initial Use)	1.8USD per month
SORACOM Krypton Service	0.4USD per month

Subscriber didn't use the Krypton function during the month, service fee will not be incurred.

(14) SORACOM Napter Service

1. Basic Fee

(a) Fee

per one Agreement (one SIM card) for which the Subscriber shall use Napter function

	Fee
SORACOM Napter Service	3USD per month

Subscriber didn't use the Napter function during the month, service fee will not be incurred.

per one Account

Service Name	Basic Fee per month
Napter Audit Log option	9.8USD

By activating this option on account (operator) basis, SORACOM Napter usage log is output on the subscriber and stored for 366 days. The usage status of Napter used after "Napter Audit Log option" is set is the target of output and stored. Once the "Napter Audit Log option" is disabled, the audit log cannot be viewed. Even if the "Napter Audit Log option" is enabled again, the past audit log cannot be viewed.

- (b) The basic fee for the "Napter Audit Log option" is not calculated on a daily basis. Also, it includes 3 GB / month of audit log export function fee per account (operator). Free Tier

SORACOM will subtract the amount 3USD (the "**SORACOM Napter Free Tier**") from the monthly SORACOM Napter Service Fee per each SORACOM Account during the Discount Period. SORACOM will not subtract the SORACOM Napter Free Tier from the Basic Fee, and even if the monthly SORACOM Napter Service Fee does not reach the SORACOM Napter Free Tier, Subscriber shall not carry over the SORACOM Napter Free Tier to the next month. This free tier does not apply to "Napter Audit Log option" fee.

2. Additional Function Fee

(1) Audit Log Export Function

Over 3GB per 1GB

	Audit Log Export Function Fee per each GB
Audit Log Export function	5USD

If the export amount of “Audit Log” data exceeds 3 GB, 5USD will be charged for each 1 GB. This data amount includes reading data and display.

#### 4. Procedure Fee

Type	Fee	Timing of Payment
Contract Fee (plug-in SIM)	5USD per one Agreement	When the Agreement is entered into between SORACOM and the Subscriber.
Contract Fee (embedded SIM)	6USD per one Agreement	When the Agreement is entered into between SORACOM and the Subscriber.
SIM Card Reissue Fee	5USD per one SIM card	When the Subscriber receives SIM card reissued by SORACOM for any reason.
Activation Fee (plan01s, plan01s - Low Data Volume)	1.8USD per activate	When the Subscriber makes the status of SORACOM Air Global Service channel in the SORACOM System “active”.
Suspend Fee (plan01, plan02, plan01 - Low Data Volume)	1.8USD per suspend	When the Subscriber makes the status of SORACOM Air Global Service channel in the SORACOM System “suspended”.

You can not change the combination of SIM and Subscription (plan) after contract.

## Model withdrawal form for Subscribers that are consumers

(i.e. a natural person acting for purposes outside of his/her trade or profession)

(complete and return this form only if you wish to withdraw from the contract)

- To SORACOM CORPORATION, LTD., 16 Great Queen Street, Covent Garden, London, United Kingdom, WC2B 5AH, registered under company number 12311887:

- I/We (\*) hereby give notice that I/We (\*) withdraw from my/our (\*) contract of sale for the following provision of the following service,

- Ordered on (\*)/received on (\*),

- Name of consumer(s),

- Address of consumer(s),

- Signature of consumer(s) (only if this form is notified on paper),

- Date

(\*) Delete as appropriate.

## Country-specific provisions for certain jurisdiction

For the jurisdictions specified below, the following terms replace or modify the referenced General Terms above. All terms above not changed by these amendments remain unchanged and in effect.

### Denmark

*The following Section is added as a new Section 17.1 (b) to section 17.1 (Disclaimer of Warranties). The provisions of this Section 17.1 (b) prevails over those of Section 17.1 (a):*

- (b) Section 17.1 (a) does not apply to Subscribers that are consumers (i.e. a natural person acting for purposes outside of his/her trade or profession), as the rules of breach of contract found in the Danish Sale of Goods Act apply.

*The following Sections are added as a new Sections 20.5 (b) and 20.5 (c) to section 20.5 (Dispute Resolution). The provisions of these Sections 20.5 (b) and 20.5 (c) prevail over those of Section 20.5 (a):*

- (b) Section 20.5 (a) does not apply, if the Subscriber is a consumer (i.e. a natural person acting for the purpose outside of his/her trade or profession), as the Subscriber may choose to file a complaint with SORACOM via e-mail with "COMPLAINT" stated in the subject line, if a dispute between the Subscriber and SORACOM arises out of the Agreement. SORACOM will as a general rule make a decision within 3 months from the date the complaint was filed.
- (c) Notwithstanding Section 20.5 (b), a Subscriber, who is a consumer (i.e. a natural person acting for purposes outside of his/her trade or profession), may also choose to file a complaint with the Danish Telecommunications Complaint Board, Axeltorv 6, 3<sup>rd</sup> floor to the right, 1609 Copenhagen, Denmark (mail: [teleanke@teleanke.dk](mailto:teleanke@teleanke.dk), website [www.teleanke.dk](http://www.teleanke.dk)), if a dispute between the Subscriber and SORACOM arises out of the Agreement.