

## Terms of use

### UVEX Emergency Signal Pager

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The delivery of a personal emergency signal device includes an LTE-M1-capable data card. The following service and usage conditions additionally apply to the use of the personal emergency signal devices including the data cards:

#### 1. Service Conditions

The mobile signal transmissions underlying the service are provided by a mobile network operator. The area of use is limited to countries within Europe. It is not possible and also prohibited to connect to numbers outside Europe or to use connections via mobile networks outside Europe. There is no entitlement to an expansion of the available coverage.

Voice connections, voicemail, directory enquiry services and similar services (hereinafter referred to as "other services") are not part of the service scope, and the use of such other services is not permitted. Dial-up via public telephone services – for example, for the purpose of personal communication, checking emails, or using the internet via the device (M2M communication module) – is also excluded.

The telephone number of the data card is not disclosed upon conclusion of the contract. Changes to telephone numbers must be accepted if they are caused by measures or decisions of the regulatory authority. In the event of a change to another service provider, there is no entitlement to retain the telephone number or the IP addresses.

#### 2. Usage Conditions

The data card is provided for contractual and functional use with the delivery of a personal emergency transmitter (PNG) and therefore does not become the property of the customer.

The data card can be replaced with a replacement card at any time.

The data card must be stored carefully to prevent misuse and loss. Any loss, theft, or unauthorized third-party use of the data card must be reported to UVEX immediately. The customer is liable for all services used with the data card until the

loss, theft, or other unauthorized use by third parties is reported, unless the customer can prove they are not responsible for the unauthorized use.

If the data card is lost, the remaining credit can be transferred to a replacement data card upon request of the customer after the old card has been blocked. A fee will be charged for this in accordance with the current price list.

The telephone number remains unchanged when a replacement card has been ordered.

The data card shall not be used in switching or transmission systems to forward or transfer third party connections (voice or data transmissions) in mobile networks to another third party. Furthermore, it is prohibited to use the data card to send system-controlled mass messages such as SMS, MMS or emails.

In particular, it is prohibited to use the data card to provide connection services of any kind between the mobile network and other public telecommunications or IP networks, and/or to connect company telephone systems or data networks (LAN/WAN) to the mobile network using so-called GSM gateways (SIM boxes, least-cost routers) and/or the use of data cards in switching or transmission systems of telephone systems (e.g., PABX) and comparable technical equipment.

Damages incurred by UVEX as a result of violations of the aforementioned obligations when using the data card shall be compensated by the customer unless the customer can prove that they are not responsible for these.

If the data volume is exceeded, UVEX is entitled to charge a fee of EUR 0.40 plus VAT per started MB and per month. Billing takes place at the end of each quarter.