

ARO M2M Single, ALL UK & ALL EU network tariffs

- 1) The contract term begins once the service is implemented.
- 2) Early termination charges may apply for any costs incurred by ARO during or after the provisioning period.
- 3) The contracted Data bundle is not shared on any other connections, unless part of an aggregated data connection group. If part of a group, each connection must have the same tariff and individual data bundles.
- 4) A data alert is set at 80% usage per individual connection. This alert can be sent to the Customer if an email address is provided. If part of an aggregated data connection group, a data alert is set at 80% for the aggregated data bundle. Individual alerts can still be set on a individual connection on request.
- 5) Data bundles by default are not capped. They can be set to cap at 100% at the Customer's request made through the BOLT platform or as otherwise agreed with ARO, unless part of an aggregated data SIM group. Caps cannot be placed on aggregated data connection groups.
- 6) Cessation fees will apply to all SIM cards & data bundles cancelled before the end of the contracted term. The fees are calculated by the number of months remaining multiplied by the number of SIMs and data bundles cancelled.
- 7) Additional individual data bundle increases can be requested at any point in the month providing they are requested through the BOLT platform or as otherwise agreed with ARO, and acknowledged by ARO within three business days before the end of the current month. The full data bundle will only be available in the subsequent month.
- 8) If part of an aggregated data connection group, additional data bundle increases can also be requested at any point in the month providing they are requested by the Customer through the BOLT platform or as otherwise agreed with ARO, and acknowledged by ARO within three business days before the end of the current month. Each individual SIM allowance must increase by the same data amount. The full aggregated data bundle will only be available in the subsequent month. Data allowances cannot be decreased thereafter.
- 9) Any overage beyond the monthly bundle or any fair usage policy is charged at £0.10 per MB.
- 10) All replacement SIM cards will incur a cost of £15 each.
- 11) Delivery and installation target lead-time is 5 working days from point of order confirmation.
- 12) Any additional connections will not co-term to the end of the original contract term.
- 13) All connections are data enabled only. Voice & SMS functionality will not be available.
- 14) Termination of the contract will need to be confirmed via email with one month's notice, following the end of the current contract term.

- 15) Unless agreed otherwise, the first month of the allowance will begin from the start of the month, regardless of the date on which the agreement was signed - this is to provide the Customer's expected data usage allowance.
- 16) Unless expressly agreed, SIM cards are for IoT/M2M usage and not for mobile phone use cases.
- 17) Notifications are for assistance in data usage, and generated on a 24 hour basis unless agreed otherwise.
- 18) ARO is not responsible for excess data usage resulting in notification delays or SIM sessions which are still active.
- 19) Data Capping is based on notifications. Overages resulting from data capping are payable by the Customer.
- 20) Any connection can have a private or public static IP address (charged separately). APN settings specific to each connection will be provided prior to SIM card delivery.

ARO M2M Smart Connect

- 1) The contract term begins once the service is implemented.
- 2) Early termination charges may apply for any costs incurred by ARO during or after the provisioning period.
- 3) For all ARO Smart Connect tariffs, a managed 5G router and a static public IP address are provided as part of the service. The connection can only be used in the router provided. Any configuration changes need to be requested to ARO through the BOLT platform or as otherwise agreed with ARO, where they are reviewed and actioned within 48 business hours.
- 4) In the event that there is no 5G coverage, the router will connect to 4G and then 3G in that order. If 5G coverage is introduced during the term, the router will automatically be configured to connect as soon as it is publicly available
- 5) Unlimited data is provided by this SIM for use within the UK only, and is subject to a fair usage policy (FUP) per month, which is reviewed by the network provider at all times. The network provider may contact ARO where usage is deemed by them to be consuming excessive usage. requesting a change of tariff. Should this occur ARO will contact the Customer confirming the details of the new tariff and effective date.
- 6) Cessation fees will apply to all SIM cards & data bundles cancelled before the end of the contracted term. The fees are calculated by the number of months remaining multiplied by the number of SIMs and data bundles cancelled.
- 8) Any overage beyond the monthly bundle or any FUP is charged at £0.10 per MB.
- 9) All replacement SIM cards will incur a cost of £15 each.
- 10) Delivery and installation target lead-time is 10 working days from point of order confirmation.
- 11) Any additional connections will not co-term to the end of the original contract term.

- 12) All connections are data enabled only. Voice & SMS functionality will not be available.
- 13) Termination of the contract will need to be confirmed via email with one month's notice, following the end of the current term.
- 14) Unless agreed otherwise, the first month of the allowance will begin from the start of the month, regardless of the date on which the agreement was signed - this is to provide the Customer's expected data usage allowance.
- 15) Unless expressly agreed, SIM cards are for IoT/M2M usage and not for mobile phone use cases.
- 16) Where the service includes an ARO controlled CPE, the Customer agrees to use the service as intended and not attempt to modify or reverse engineer the service.
- 17) The hardware component of the Managed Service remains the property of ARO.
- 18) The hardware component of the Managed Service is the responsibility of the Customer. ARO does not accept any liability for any actions or incidents resulting from or related to the hardware.
- 19) The hardware component of M2M Smart Connect carries a lifetime warranty, where the warranty period will last as long as the contract term. Should the contract roll over, so will the warranty.
- 20) The FUP applies to connections cards using unlimited data. FUP will be subject to the network operator as follows: EE 1TB; O2 650GB; VF 1TB.

ARO M2M Data & Voice Tariffs

- 1) The contract term begins once the service is implemented.
- 2) Early termination charges may apply for any costs incurred by ARO during or after the provisioning period.
- 3) The contracted Data bundle is not shared on any other connections, unless part of an aggregated data connection group. If part of a group, each connection must have the same tariff and individual data bundles.
- 4) A data alert is set at 80% usage per individual connection. This alert can be sent to the Customer if an email address is provided. If part of an aggregated data connection group, a data alert is set at 80% for the aggregated data bundle. Individual alerts can still be set on a individual connection on request.
- 5) Data bundles by default are not capped. They can be set to cap at 100% at the Customer's request through the BOLT platform or as otherwise agreed with ARO, unless part of an aggregated data SIM group. Caps cannot be placed on aggregated data connection groups.
- 6) Cessation fees will apply to all SIM cards & data bundles cancelled before the end of the contracted term. The fees are calculated by the number of months remaining multiplied by the number of SIMs and data bundles cancelled.

- 7) Additional individual data bundle increases can be requested at any point in the month providing they are requested through the BOLT platform or as otherwise agreed with ARO, and acknowledged by ARO within three business days before the end of the current month. The full data bundle will only be available in the subsequent month.
- 8) If part of an aggregated data connection group, additional data bundle increases can also be requested at any point in the month providing they are requested by the Customer and acknowledged by ARO within three business days before the end of the current month. Each individual SIM allowance must increase by the same data amount. The full aggregated data bundle will only be available in the subsequent month. Data allowances cannot be decreased thereafter.
- 9) Any overage beyond the monthly bundle or any FUP is charged at £0.10 per MB.
- 10) All replacement SIM cards will incur a cost of £15 each.
- 11) Delivery and installation target lead-time is 5 working days from point of order confirmation.
- 12) Any additional connections will not co-term to the end of the original contract term.
- 13) All connections are data, voice & SMS enabled.
- 14) Termination of the contract will need to be confirmed via email with one month's notice, following the end of the current term.
- 15) Unless agreed otherwise, the first month of the allowance will begin from the start of the month, regardless of the date on which the agreement was signed - this is to provide the Customer's expected data usage allowance.
- 16) Voice calls cost £0.15 per minutes, and are charged in one minute increments.
- 17) Text messages cost £0.15 each.
- 18) Unless expressly agreed, SIM cards are for IoT/M2M usage and not for mobile phone use cases.
- 19) Notifications are for assistance in data usage, and generated on a 24 hour basis unless agreed otherwise.
- 19) ARO is not responsible for excess data usage resulting in notification delays or SIM sessions which are still active.
- 20) Data Capping is based on notifications. Overages resulting from data capping are payable by the Customer.
- 21) Any connection can have a private or public static IP address (charged separately). APN settings specific to each connection will be provided prior to SIM card delivery.