

SPECIFIC PRODUCT USE AGREEMENT

VIVO KITE PLATFORM®

1. OBJECT:

1.1. The object of this agreement is provision of the Vivo M2M - Machine to Machine (hereinafter referred to as "VIVO M2M") service, as well as the provision of the Management Service called referred to as "VIVO Kite Platform®," in the Provider area, as defined in the PMS Authorization Agreement that covers the Registration Area for the access code contracted, according to the terms and conditions established below and to current law.

2. SERVICE CHARACTERISTICS:

2.1. VIVO M2M:

2.1.1. The service contracted herein (hereinafter "VIVO M2M") is data traffic, through the use of a SIM card, to integrate devices to monitor, measure, and control the devices, the environment around it, or data systems connected to it via the mobile network.

2.1.2. The SIM card compatible with the service will be provided by VIVO through either donation or acquisition, as negotiated with a sales representative.

2.1.3. For the VIVO M2M service, the CUSTOMER must contract a data package according to current offerings, which may be found through a sales representative or online at <https://www.vivo.com.br/para-empresas/produtos-e-servicos/digitais/iot>.

2.1.4. the use of the VIVO M2M service is restricted to equipment duly certified by Anatel and preferably certified by VIVO.

2.1.5. If the equipment is not certified by VIVO, the VIVO M2M service may be subject to traffic alterations and VIVO will not provide technical support for the equipment and is forthwith exempt from any liability for any problems arising from the equipment's use.

2.1.6. To acquire VIVO-certified equipment, the CUSTOMER may consult a list of VIVO partner companies through a sales representative.

2.1.7. The data transmission speed may be changed depending on factors such as Topographical and geographic relief conditions; Speed of movement and distance of CUSTOMER from the Base Radio Station (BRS); Number of customers using the coverage provided by a single Base Radio Station (BRS) at the same time; Signal availability and intensity at the location where the service is being used; Weather and/or climate conditions at the location where the service is being used; Technical motivations inherent to mobile coverage; Closed locations, such as apartments, shopping centers, offices, and commercial buildings; Interference in signal transmission from the Base Radio Station (BRS) on the Mobile Station (MS), depending on the local coverage conditions. For more coverage information, visit www.vivo.com.br/cobertura.

2.1.8. Rural Area/Area WITHOUT VIVO coverage: CUSTOMER states that CUSTOMER has consulted the coverage map online at www.vivo.com.br/cobertura and is aware

that the prices for services contracted/used will be considered owed, even if the CUSTOMER location/area stated in the "Customer Data" is not under VIVO coverage, being able or unable to capture a signal from nearby Stations. CUSTOMER also expresses an interest in contracting the PMS to use in the VIVO Coverage Area

2.1.9. The service functionality may vary according to the VIVO M2M package contracted, SIM card model, equipment used, as well as coverage area: To run the LTE (4G, NB-IoT, and LTE-M) technology service, a VIVO M2M package and SIM card compatible with LTE (4G, NB-IoT and LTE-M) technology need to be contracted, in addition to having compatible equipment and being in the LTE (4G, NB-IoT and LTE-M) area of coverage. In the event there is a failure to comply with one or more of the above requirements, CUSTOMER acknowledges that browsing speeds will be compatible with the HSPA+/ HSPA technology, called 3G, or GSM technology, called 2G, according to local coverage and the equipment/SIM card used. To run service on HSPA+/ HSPA (3G) technology, a VIVO M2M data package compatible with the aforementioned technology needs to be contracted, in addition to being located in an area with HSPA+/ HSPA (3G) coverage and to having equipment/SIM card compatible with this technology. In the event that one or more of the requirements above are not met, CUSTOMER is aware that navigation will be at speeds compatible with GSM (2G) technology, depending on the location's coverage and the equipment/SIM card used.

2.1.10. The data transmission speed depends on the package contracted and the coverage available in the location, as described below, and in the event of default, service will be interrupted during the partial suspension period. a) GSM/ EDGE coverage area: maximum connection speed available to download internet files (download) and to transmit data is up to 120 Kbps (one hundred and twenty kilobits per second) and it is up to 12 Kbps (twelve kilobits per second) when sending files to the internet (upload), for all VIVO M2M packages; b) HSPA+/ HSPA (3G) coverage area: maximum connection speed available to download internet files (download) and to transmit data is up to 1 Mbps (one megabit per second) and it is 100 Kbps (one hundred kilobits per second) when sending files to the internet (upload), for all VIVO M2M packages; c) LTE (4G) coverage area: maximum connection speed available to download internet files (download) and to transmit data is up to 5 Mbps (five megabits per second) and it is up to 500 Kbps (five hundred kilobits per second); for LTE-M the maximum connection speed available to download internet files (download) is up to 250 Kbps (two hundred and fifty kilobits per second) and it is up to 300 Kbps (three hundred kilobits per second) when sending files to the internet (upload); for NB-IoT the maximum connection speed available to download internet files (download) is up to 20 Kbps (twenty kilobits per second) and it is up to 60 Kbps (sixty kilobits per second) when sending files to the internet (upload);

2.1.11. INTERRUPTIONS IN SERVICE PROVISION - The data transmission speed may be reduced, depending on factors such as Topographical and geographic relief conditions; Speed of movement and distance of Customer from the Base Radio Station (BRS); Number of Customers using the coverage provided by a single Base Radio Station (BRS) at the same time; Signal availability and intensity at the location where the service is

being used; Weather and/or climate conditions at the location where the service is being used; Technical reasons related to mobile coverage; Enclosed locations, such as apartments, shopping centers, offices, and commercial buildings; Interference in signal transmission from the Base Radio Station (BRS) to the Customer's Mobile Station (MS); Local coverage conditions.

2.2. VIVO KITE PLATFORM®:

2.2.1. For this Agreement, VIVO Kite Platform® is understood as being the CUSTOMER's SIM card connectivity management platform, which may make status changes, perform diagnoses, set alarms, extract reports, activate additional services on demand, such as SIM localization, sending and receipt, make voice calls, use international roaming and more.

2.2.2. The system of which the VIVO Kite Platform® is comprised will be available to the CUSTOMER online at "<https://kiteplatform-vivo-br.telefonica.com/#/>." The system can be accessed by the CUSTOMER, through the MASTER MANAGER, or the additional users created by the same, who must enter their respective usernames and passwords.

2.2.3. Upon contracting the VIVO M2M service, the CUSTOMER will be provided with VIVO Kite Platform® services, which will allow a CUSTOMER employee, hereinafter referred to as the MASTER MANAGER, to manage the connectivity of CUSTOMER's SIM cards, registered on the VIVO Kite Platform®. All management and requests for service from VIVO are therefore the responsibility of the MASTER MANAGER.

2.2.4. The MASTER MANAGER will use a password to access the VIVO Kite Platform® that is known solely by the MASTER MANAGER, who is fully responsible for said password.

2.2.5. Once VIVO provides the access password, the MASTER MANAGER may register the managers responsible for access code groups directly on the VIVO Kite Platform®. These managers will use a password on the VIVO Kite Platform® that is chosen by them or by the MASTER MANAGER.

2.2.6. CUSTOMER is responsible for executing the configurations to use VIVO M2M service facilities on the VIVO Kite Platform®. The facilities listed below and any others that may be created will be available to the CUSTOMER, the technical specifications of which are contained in the electronic manual, available under the "Manuals" menu on the platform:

1. Configuration and activation of APNs for the M2M SIM card;
2. Association of the M2M SIM card with the data package contracted;
3. Activation/suspension of the SIM card by changing the lifecycle status of the M2M SIM card;
4. Configuration of services available for use on the M2M SIM card (data, voice, SMS, and others);
5. Set alarms to monitor traffic and block expenditures;
6. Extract reports;
7. Maintenance of users with access to the platform.

2.2.7. Additional services that can be activated and deactivated by the customer are subject to the price policies defined by VIVO, which can be consulted by the customer

directly on the VIVO Kite Platform®. To contract the service, the customer should activate or deactivate the services on the SIM cards being managed on the VIVO Kite Platform® during the necessary period, with billing done proportional to use during this period.

3. FORMS OF USE, PRICES, AND BILLING CONDITIONS FOR THE SERVICE:

3.1. CUSTOMER will acquire one of the available packages that include a specific number of megabytes (MB) / gigabytes (GB) for use within the current cycle, varying according to the data package contracted by the CUSTOMER.

3.2. M2M shared data packages have a 20MB monthly minimum commitment per access, except for NB-IoT technology, the minimum commitment of which will be 50KB, and the minimum data tariff unit will be 1 Byte. Enabling new accesses may entail the need for adjusting the package(s) contracted hereunder or in contracting additional packages to maintain said minimum commitment.

3.2.1. CUSTOMER may acquire additional separate VOICE service, subject to the fees for the respective service, billed on a pay-per-use basis, in addition to the monthly fee for the data package contracted;

3.2.2. CUSTOMER may acquire additional separate SMS service, subject to the fees for the respective service, billed on a pay-per-use basis, in addition to the monthly fee for the data package contracted;

3.2.3. CUSTOMER may acquire additional separate INTERNATIONAL ROAMING (SMS, VOICE, DATA) services, subject to the individual fees for the respective services, billed on a pay-per-use basis, in addition to the monthly fee for the data package contracted.

3.2.4. CUSTOMER may request the unblocking/blocking of individual services through the VIVO Kite Platform®, the Relationship Center or the Business Manager, subject to the fees for the respective service;

3.3. The items described below are CUSTOMER responsibilities and obligations, in addition to others set forth herein or arising here from:

3.3.1. Use the Transmission Network solely in compliance with the provisions herein and the attachments hereto, with any modification to the purpose contracted being construed as inappropriate use.

3.3.2. Performance of connection tests between the VIVO Data Network and Customer's Datacenter after being contacted by VIVO. If the customer does not make provisions to perform tests within 30 days after being contacted by VIVO, VIVO reserves the right to cancel the contract and disconnect the customer from the data network.

3.3.3. Be responsible for the connection between Customer's Datacenter and the VIVO data network, with responsibility for configuration, security, and maintenance of the connection between Customer's Datacenter and the VIVO network.

3.3.4. Provide prior certification to VIVO of all applications that will be used by the GPRS Data Transmission Network, moreover notifying VIVO of any change to the characteristics of the applications that causes it to deviate or may cause it to deviate from the originally certified application.

3.3.5. Use Private APNs developed for the customer since VIVO considers the use of any other type of APN to be unauthorized use of the purpose contracted. The use of the zap.vivo.com.br APN is prohibited.

3.3.6. Use only devices and equipment that are duly certified by ANATEL - National Telecommunications Agency and certified by VIVO for this purpose.

3.3.7. Consult VIVO in advance regarding the possibility of changing the original project, for assessment and response concerning feasibility and implementation timelines. VIVO is not responsible for the service functioning if the customer alters the original project without VIVO's authorization.

3.3.8. Provide written information and clarifications that may be requested by VIVO representatives, provided they are necessary to fulfill the contract object.

3.3.9. Do not under any circumstances whatsoever use the "VIVO" brand without prior and express authorization from VIVO, under penalty of indemnity for unauthorized use.

3.4. CUSTOMER should have the technical aptitude to respond for its solution and its equipment: router, firewall, switch, dedicated link, DNS, DHCP, Radius and other systems or equipment that the CUSTOMER has in its structure, through which the data packages that are transmitted by the GPR network are trafficked or managed.

3.5. VIVO reserves the right to interrupt service if the customer uses the service in such a way that is inappropriate or damaging to the VIVO network.

3.6. The CUSTOMER is aware that, if use exceeds the limit of the contracted package, each one (1) byte in excess will be billed proportionally to the price per MB. Excess data use may be blocked by CUSTOMER using the settings on the Vivo Kite Platform®.

3.7. The amount corresponding to the service contracted and any overage amounts, if applicable, will be charged via a monthly bill sent to the CUSTOMER.

3.8. The data volume (megabytes) included in the Package contracted and not used during the corresponding cycle in force will not be cumulative to be used in the next period and may not be offset against, transferred, or carried over to another data package and/or other services.

3.9. The prices of the services provided by VIVO, which are the object thereof, will always be available to the CUSTOMER at the Service Channels and in the contract executed upon contracting the service.

3.10. VIVO may, at its sole and exclusive discretion, temporarily offer discounts and promotions at prices and percentages that same deems appropriate, or moreover exempt the monthly VIVO Kite Platform® Data Package subscription as well as the SIM Card from payment, in line with the conditions outlined in specific regulations and laws, and this may not be characterized as a novation or a change to the conditions originally contracted or interpreted as violating the laws that protect consumer rights.

3.11. The prices listed for services provided by VIVO under the conditions established in the Services Request Form may be restated on an annual basis, with a base date of June or in the month of the latest price readjustment made to the offer submitted, according to the variation in the IGP-DI/FGV or, if this index is suspended, not published or dissolved, according to any other index that may replace it.

4. USE POLICY:

4.1. The VIVO M2M and VIVO Kite Platform® services that are the object hereof are to be solely for the following purposes: (a) data traffic between machines (M2M), to monitor, measure and control the devices, the environment around it and the data systems connected to it, (b) connection management, which will depend on the configuration used by the CUSTOMER.

4.2. Use of the Service for any other purpose other than those stipulated above is prohibited.

4.3. VIVO reserves the right to take appropriate measures if abusive use or use outside of tolerable standards is found, especially in cases where there is a possibility of compromising its network.

5. HARMFUL PRACTICES:

CUSTOMER is prohibited from practicing illegal, immoral, and indecent acts, as well as uses and habits, considered reasonable and normally accepted in the Internet environment, including but not limited to:

5.1. Invading the privacy or harm other Internet users and/or any third parties;

5.2. Merely attempting to access, accessing or gaining any form of unauthorized control over the VIVO and/or third-party databases or information technology systems;

5.3. Accessing, altering, and/or copying files or, moreover, merely attempting to obtain third-party passwords and data, without prior and express authorization;

5.4. Sending collective e-mail messages (spam) or SMSs to user groups, offering commercial or non-commercial products or services of any kind, which are not in the interest of recipients to or when no express consent has been given by these recipients;

5.5. Sending a large number of messages to a single recipient (bombing);

5.6. Spreading any type of virus, harmful codes, "Trojan horses," "pushing" or any material that may be prejudicial to the Internet environment and/or VIVO and/or third-party systems, software and/or hardware;

5.7. Publishing and/or transmitting racist, pornographic, pedophilic, or any other types of messages and/or content that violate current laws;

5.8. Violating third-party copyrights related to intellectual property;

6. SECURITY:

6.1. It is the responsibility of the CUSTOMER to maintain security software up to date (access control, firewall, and anti-virus), since CUSTOMER's equipment could perhaps be connected to the world wide web (Internet) and, therefore, be exposed to malicious users and malicious programs (software) aimed at obtaining information or unauthorized access to CUSTOMER's equipment.

6.2. CUSTOMER is fully aware that it is totally and responsible for using and storing access information and is directly liable in the event of unauthorized use of the services contracted herein.

6.3. In the event of loss and/or misplacement of the SIM card, the CUSTOMER must immediately notify VIVO so that appropriate measures are taken.

7. LIABILITY:

7.1. The parties forthwith agree in an unrestricted, irrevocable, and comprehensive manner that contracting of these services does not imply in any kind of several or joint liability regarding any services provided to the CUSTOMER by third parties, including but not limited to:

1. Limited liability for the use of the service and equipment;
2. Profits lost by VIVO third parties;
3. Indemnities, penalties, judicial actions, etc.

7.2. VIVO is not responsible, under any circumstances whatsoever, for any damage or misfortune caused by a failure to send or delay in sending information or for performance deficiencies in the VIVO Kite Platform®. Because of the inherent nature of mobile service, VIVO M2M is more prone to instabilities than traditional fixed Internet access.

7.3. VIVO is exempt from liability in the event of data loss, contamination by virus or other malicious programs (software), unauthorized users, or sources that may access equipment when connected to the Internet. Moreover, VIVO is exempt from any liability due to the use of the services contracted herein, with the CUSTOMER being solely liable for the effects of acts and/or affairs practiced when using the VIVO M2M and VIVO Kite Platform® services.

7.4. VIVO is not liable for any content and/or information accessed by the CUSTOMER through the services contracted herein, including but not limited to their legality, veracity, use, and/or quality.

7.5. VIVO is not liable for the use of personal access information that may be misplaced and/or lost until the CUSTOMER effectively notifies VIVO.

7.6. In the event of use that is prejudicial to the VIVO network and/or its service level in addition to failure to comply with the obligations established herein, especially those listed in Clause 5 above, VIVO reserves the right to limit connection speeds, charge for traffic, cancel, block and/or suspend the services contracted by the user CUSTOMER identified as being responsible for acts as well as moving to terminate the contract, at any time and without any need to provide prior notice.

8. CONFIDENTIALITY AND SECURITY OF INFORMATION:

8.1. VIVO is not responsible for the content of the information sent or trafficked through the VIVO M2M and VIVO Kite Platform® services. CUSTOMER is exclusively responsible for all information and VIVO is not responsible for any access to, editing, or alteration of information.

8.2. VIVO is not responsible for any loss or deletion of the information nor for any damages caused by any event of this nature that may occur.

8.3. VIVO is not responsible for any issues caused due to loss of information, whether caused by misuse of the service or by equipment loss.

8.4. VIVO will guarantee the confidentiality of CUSTOMER information through network encryption and security. This guarantee is restricted to the VIVO network and does not guarantee any access point outside of the VIVO network or architecture of VIVO M2M and VIVO Kite Platform® services.

9. MISCELLANEOUS:



9.1. CUSTOMER must immediately notify VIVO of any change to the data contained in the Individual Mobile Service Adhesion Agreement GENERAL CONDITIONS FOR CONTRACTING THE PLAN - VIVO KITE and on the VIVO Kite Platform®.

10. JURISDICTION:

10.1. The parties mutually select the Jurisdiction of the Customer's domicile to resolve any disputes arising therefrom.