

Term Contract

"Service Agreement "PLUS" for the Network Tester 2 incl. Updates and Mobile Communication"

As of: April 2026

1. Subject Matter and Validity

- 1.1. These General Terms and Conditions govern the contractual relationship between Kontron AIS GmbH Branch Office Fürth, Flößaustraße 22a, 90763 Fürth, Germany (hereinafter "Kontron AIS GmbH Branch Office Fürth") and the customer for the use of the following services:
 - 1.1.1. The provision of GSM test devices ("Network Tester 2 PLUS") for the recording of mobile radio parameters at installation sites of gateways and smart meters by specialist personnel.
 - 1.1.2. Data transfer of corresponding updates to the Network Tester 2 PLUS, as well as configuration and remote maintenance.
 - 1.1.3. Commercial and technical support for the customer.
 - 1.1.4. This service agreement does not include any hardware; a corresponding Network Tester 2 PLUS must be purchased once by the customer.
 - 1.1.5. The services are provided by the service provider ENQT GmbH, Spaldingstraße 210, 20097 Hamburg, Germany (hereinafter "ENQT"). The contractual relationship exists exclusively between Kontron AIS GmbH, Fürth Branch, and the customer.

2. Invoicing

- 2.1. Kontron AIS GmbH Branch Office Fürth will invoice the customer annually at the beginning of the term.
- 2.2. All payments must be made by bank transfer.
- 2.3. The term of payment is 30 days after invoicing.
- 2.4. Complaints about an invoice must be made by the customer within 4 weeks of receipt of the invoice. If the deadline expires without the customer having made payment, Kontron AIS GmbH Branch Office Fürth may, subject to all other legal or contractual claims and without prior notification, suspend the provision of services in whole or in part or terminate the contract. Kontron AIS GmbH Branch Office Fürth will inform the customer of this in writing.

3. Prices, Terms and Notice Periods

- 3.1. The minimum term for the term contract is 24 months, starting from the date of the delivery bill.
- 3.2. Price: € 119.00 p.a. / notice period 3 months to the end of the term.
- 3.3. The contract is automatically extended by 12 months if no notice of termination is received or if notice of termination is not received on time.
- 3.4. In the event of termination, the period begins on the date of receipt by Kontron AIS GmbH Branch Office Fürth. Cancellation is possible by post, e-mail or fax.
- 3.5. All prices are subject to the currently applicable value added tax.
- 3.6. Kontron AIS GmbH Branch Office Fürth must be notified immediately if the Network Tester is lost. In the event of loss, the terminal device must be blocked by Kontron AIS GmbH Branch Office Fürth. A one-off fee of € 99.00 will be charged for blocking the device. A replacement device can be purchased from Kontron AIS GmbH Branch Office Fürth at the then applicable list price.

4. Kontron AIS GmbH Branch Office Fürth Services

- 4.1. Kontron AIS GmbH Branch Office Fürth provides the customer with updates on request as well as a data transfer option for service data, remote maintenance and configuration. Extended data export functions are also provided.
- 4.2. All systems have an availability of at least 95 % (annual average).
- 4.3. Kontron AIS GmbH Branch Office Fürth may, at its sole discretion and upon written notice to the customer, change or update the services, including facilities, equipment, software or procedures within a reasonable period of time, provided that the change or update does not result in a deterioration of the services provided to the customer.
- 4.4. Kontron AIS GmbH Branch Office Fürth assumes no responsibility for data or information that is automatically passed on by measurement, data transmission or manually by the customer within the scope of Clause 6. Kontron AIS GmbH Branch Office Fürth accepts no responsibility for the accuracy and completeness of the measured, transmitted or provided content.
- 4.5. There is no commissioned data processing in the sense of data protection law.
- 4.6. Kontron AIS GmbH Branch Office Fürth has no influence on the availability of certain GSM networks at locations and expressly points out that the reception situation can change considerably depending on time and weather and can be strongly influenced by other parameters.
- 4.7. For technical reasons, the switch-on time ("boot time") of the GSM test device is up to 40 seconds. The measurement time is up to 5 minutes, depending on the reception situation on site.
- 4.8. Only the mobile networks of Telekom Deutschland, Vodafone and Telefónica / o2

and over 300 other networks in other EU countries are tested. For Network Tester 2 with 450 MHz support, the 450Connect network is also tested in the 450 MHz range. A corresponding SIM card must be provided by the client. For the use of private networks, a SIM card in the 4FF format factor must also be provided by the customer.

5. Responsibility and Cooperation Obligations of the Customer

- 5.1. The customer undertakes to ensure that the GSM test devices are only operated by appropriately qualified personnel.
- 5.2. The customer grants Kontron AIS GmbH Branch Office Fürth an unlimited license to all measurement, location, station and traffic data.
- 5.3. At the end of the contract period, the Network Tester 2 PLUS is automatically converted to the Network Tester 2 without service agreement.
- 5.4. Updates will be provided on request.

6. Liability

- 6.1 Kontron AIS GmbH Branch Office Fürth is liable without limitation insofar as the cause of the damage is based on intent or gross negligence.
- 6.2 Furthermore, Kontron AIS GmbH Branch Office Fürth is liable for the slightly negligent breach of essential obligations, the breach of which jeopardizes the achievement of the purpose of the contract, or for the breach of obligations, the fulfilment of which makes the proper execution of the contract possible in the first place and on the observance of which is regularly relied upon. In this case, however, Kontron AIS GmbH Branch Office Fürth is only liable for the foreseeable, contract-typical damage. The contractor is not liable for the slightly negligent breach of obligations other than those mentioned in the preceding sentences.
- 6.3 The above limitations of liability shall not apply in the event of injury to life, limb or health or in the event of fraudulently concealed defects. Liability under the Product Liability Act remains unaffected.

7. Miscellaneous

- 7.1. The software provided remains the property of the service provider ENQT.
- 7.2. The law of the Federal Republic of Germany shall apply to the exclusion of the UN Convention on Contracts for the International Sale of Goods. If you have placed the order as a consumer and have your habitual residence in another country at the time of your order, the application of mandatory legal provisions of this country shall remain unaffected by the choice of law made in sentence 1.
- 7.3. If you are a merchant and have your registered office in Germany at the time of the order, the exclusive place of jurisdiction is Fürth. Otherwise, the applicable statutory

provisions shall apply to local and international jurisdiction.