

Service Specific Conditions

Daisy Anywhere



Definitions

1.1 **'Access Point Name'** or the abbreviation (**'APN'**) means the name of a gateway connection between a mobile network to provide GSM, GPRS, 3G, 4G and 5G connectivity to Equipment.

1.2 **'Associated Services'** means any additional requirements needed for the cellular connection such as a Static IP address detailed in the relevant Order Form and rented to the Customer on the terms of the relevant Contract.

1.3 **'Dynamic IP'** means a temporary numerical address assigned to a SIM Card that continually changes over time.

1.4 **'IoT Connectivity'** means the mobile cellular connectivity (subject to network coverage, availability, and congestion) to IOT devices, applications, sensors, trackers, gateways and/or network routers.

1.5 **'Static IP'** means a permanent numerical address assigned to a SIM Card whether private or public that doesn't change over time.

For the purposes of these Service Specific Conditions, 'Equipment' means the device into which the SIM Card is inserted.

1. These Daisy Anywhere Service Specific Conditions form part of the Contract between the Company and the Customer and apply in addition to the Daisy Terms & Conditions for the Provision of Equipment and/or Mobile Network Services

2. Daisy Anywhere is a solution that provides IoT Connectivity and Associated Services to an Equipment. The term 'Service' or 'Services', 'IoT Connectivity' and/or 'Associated Services' in these Service Specific Terms means the Mobile Network Services.

3. Customer responsibilities: The Customer shall be responsible for the install of the SIM Card in the applicable Equipment and ensure Access Point Name (APN) settings are correctly configured. The Customer is responsible for the management of its own internal network, technology systems and/or products set out to receive the Services from the Company. The Company shall not be liable for any performance or non-performance related issues with the Services that may be caused by the Customer's failure to provision, maintain and/or comply with the Customer responsibilities set out in the Contract.

4. Customers are required to only use the Service in countries which have been certified for use by the Company and as specified on the Company's Tariff guide found here <https://daisycomms.co.uk/price-information/daisy-anywhere-iot-sim-tariff>.

The Customer shall be liable to ensure that the Services and Equipment must be used in accordance with applicable laws of those certified countries.

5. Some Services are barred as standard, should an IoT device or application require the Voice and/or SMS enablement, these Services can be activated on request by the Customer. Daisy Anywhere SIM Cards should not be used as a traditional mobile service and the Company is under no obligation to offer bill limits and/or worldwide data caps as part of this Service described in these Service Specific Conditions. It is the Customer's responsibility to determine where and how the Service is to be utilised and to manage ongoing usage and pay the Company for such usage.

6. The Service is provided with a Dynamic IP address as standard, but should any Equipment or application connected to the IoT Connectivity require the enablement of a Static IP address whether Private or Public, then this can be added as an Associated Service for an additional charge.

(i) The charge for the Static IP shall be as specified on the Order Form. The Company's charge for a Static IP address can also be found in our Tariff guide found here <https://daisycomms.co.uk/price-information/daisy-anywhere-iot-sim-tariff>.

(ii) The Customer may only purchase one Static IP address per SIM Card

(iii) If the Service is suspended or restricted, the Static IP address will also be suspended.

(iv) The Static IP will be cancelled upon termination of the Contract.

(v) If the Customer terminates the Contract and later enters into a new agreement for Services with the Company, we cannot guarantee that the Static IP address used previously will be available.

7. Voice and SMS are not inclusive in Daisy Anywhere Tariff bundles, so once activated, any usage will be charged at an out of bundle rate. Please see <https://daisycomms.co.uk/price-information/daisy-anywhere-iot-sim-tariff> for more pricing information.

8. Mobile Network Services are only usable where there is availability with the Systems in the location that the Connection is located in. Mobile Network Services may not be available in some locations and is also dependant on compatible devices which support roaming networks. Where 4G/LTE Services cannot be provided, 2G or 3G Services will be provided subject to the availability of, and compatibility of the Equipment with, such Systems.