

SERVICE DESCRIPTION

Kanzaroo™ classic

As of: August 2025

Premium SMS service description

1. IQ operates different access numbers (shortcodes) as an entry portal for premium SMS services in different countries, which can be reached via SMS from different mobile networks (networks). Each of these short codes can be reached via SMS from the individual networks at a specific end customer price. The respective telephone numbers and the end customer prices can be found in the rate sheets agreed in each case.
2. In some cases, the TNB grant their mobile subscribers (mobile subscribers) the option of sending or receiving so-called premium text messages (SMS) and using value-added services in this way. These text messages are sent to service portals and identified by the short codes in the respective network. The costs for the use of the value-added service are incurred by the mobile subscriber by sending an SMS (SMS-MO) or by receiving an SMS (SMS-MT). Only one of these predefined billing methods is possible for each shortcode.
3. The SMS may not be supported from all networks and not equally in all mobile phone standards. There may also be restrictions or changes insofar as mobile subscribers who have concluded contracts with the service providers of the TNB are affected. The naming of certain networks in this contract therefore only ever refers to mobile subscribers who have concluded their mobile contract directly with the respective TNB. In addition, the service providers, insofar as they support SMS, are also deemed to be TNBs within the meaning of these Classic STCs.
4. The networks that currently enable SMS are the networks for which conditions are specified in the rate sheets. The networks can - where possible - be extended by IQ.
5. IQ offers customers who wish to provide SMS services to mobile subscribers the shared use of the access option via the shortcodes assigned to IQ, whereby the mobile subscriber is assigned a service password (keyword) for the shortcode exclusively (shared shortcode). By separate agreement, the mobile subscriber can

also be assigned a shortcode for exclusive use (dedicated shortcode). All rights to the shortcodes and the keywords remain with IQ, unless the customer is the owner of the shortcode.

6. In addition to the coordination and agreement of the services with the TNBs and the transmission of the SMS, IQ will also settle the provider remuneration with the respective TNB and distribute the amounts received from the TNBs to the customers. These services are only offered with the features and availability as provided by the TNBs. The customer is aware that the TNBs do not guarantee the processing of an SMS and that their processing may be subject to a capacity limit. The parties agree that IQ in no way bears the risk of bad debt or the risk of the financial assets.
7. IQ enables the customer to use a short code via certain keywords exclusively assigned to the customer. The keyword enables IQ to clearly assign the incoming SMS to the respective customer. For this purpose, the respective keyword must be specified in the first position when the SMS is created. No further rights to the keyword accrue to the customer from the provision of the keyword; the period of use is limited to the term of the contract.
8. IQ will forward incoming SMS messages to the customer according to the agreed procedure. The customer undertakes to process the incoming SMS immediately and to provide the value-added service agreed with the mobile subscriber immediately and properly.
9. IQ is authorized to assign all incoming SMS to the customer who is identified by the keyword. SMS that do not contain a valid password cannot be assigned and cannot be forwarded to the customer. In this case, there is no provider remuneration. The correct specification of the keyword by the mobile subscribers is exclusively within the customer's sphere of risk. 10. The agreed shortcode and the agreed keyword result from the order form. The agreement of a shortcode or a keyword is only binding if IQ expressly confirms this in writing. It cannot be guaranteed that the shortcode or the keyword can also be reached from networks other than those originally agreed. 11. The customer undertakes to provide the value-added services properly and immediately after receipt of the corresponding text message, unless otherwise stated in the service description of the value-added service in question. The customer's availability of the value-added services must be at least 99.8% averaged over 24 hours. The customer undertakes to create and maintain the necessary conditions for this at his own expense. If the value-added services are not provided properly, the provider remuneration may be reduced accordingly by the TNB or payment may even be refused altogether. If the monthly availability of the value-added services falls below 99.8%, IQ is entitled to terminate the contract without notice. Further rights of IQ remain unaffected by this. 12. The customer is aware that

the TNB can block the relevant shortcodes including all other shortcodes assigned to IQ in the event of misuse of IQ services. In the event of such misuse, which causes a block, the customer must bear the entire damage arising from this and indemnify IQ from liability. The customer assures that the customer will refrain from such misuse and will do everything in his power to prevent such misuse. 13. IQ can take back shortcodes or keywords allocated to the customer if less than 500 transactions per month are generated. IQ can use the returned keywords for any other purpose; the customer is not entitled to a refund for generated traffic from the time of the withdrawal. IQ informs the customer at least ten days in advance about the planned withdrawal of keywords and the time of the withdrawal. 14. The customer's rights to the use of shortcodes or keywords end with the termination of this contractual relationship. 15. If the subject of the value-added service is the return of an SMS, the customer shall send it without delay. In the case of SMS-MT services, the content is delivered by SMS-MT for a fee. Unless otherwise agreed, the customer can send the content himself or commission IQ to do so. IQ then takes over the sending of SMS that the customer hands over to IQ. The sending may only be carried out to the mobile subscriber and to the target network from which the respective mobile subscriber has sent the SMS, unless the content of the value-added service offered indicates otherwise and this is supported by the TNBs. IQ is only obliged to send the quantity of SMS that corresponds to the customer's forecast to be submitted and confirmed by IQ. The customer is aware that the TNBs do not guarantee the successful transmission of an SMS and that the success depends on the availability of the target subscriber. SMS that cannot be delivered are usually deleted by the TNBs after 48 hours at the latest.

Service description Premium Rate (Voice Calls)

1. IQ offers the customer the realization of domestic or foreign service numbers (telephone numbers). This includes the operational provision of the telephone numbers, the forwarding of the calls to the agreed routing destinations and the billing of the value-added services offered by the customer to the users.
2. In particular, premium rate numbers for which payouts are granted to the customer fall under these Classic STCs.
3. Insofar as the customer does not wish to or has not done this himself and insofar as this is legally permissible, IQ applies for the number allocation itself or via third parties at the responsible allocation authority of the country concerned. The telephone numbers to be used are temporarily made available to the customer by IQ for the duration of the contract (derivative allocation). Alternatively, IQ applies for a number allocation directly to the customer (original allocation)

4. if an original number allocation has already been made to the customer or is to be made at the customer's request, the customer is responsible for the application and further cooperation with the relevant allocation authority.
5. If the customer already uses telephone numbers via other providers provider, the new telephone numbers to be switched by IQ must be ported to the relevant TNB of IQ. For this, IQ is authorized by the customer to arrange the porting from the previous provider to the new TNB.
6. The customer must inform IQ immediately in text form about returns, revocations or other changes regarding a telephone number assigned to him.
7. Insofar as the customer is the original allottee of a telephone number on the basis of para. 4, the customer can port it to another provider after the end of the contract. For this purpose, the customer must commission IQ with the porting in text form and bear the costs incurred for the porting. As far as legally permissible, the porting of telephone numbers with derivatively allocated numbers is excluded.
8. IQ can revoke derivatively allocated telephone numbers from the customer if the telephone numbers are unused. A telephone number is considered unused if its monthly turnover does not exceed € 100,- net for two consecutive billing months. IQ can use the relevant call numbers use the relevant telephone numbers for any other purpose; a claim for reimbursement of the customer for generated traffic from the time of the withdrawal does not exist. IQ informs the customer at least ten days in advance about the planned withdrawal and its exact time. IQ can grant the customer a fee-based option of retaining unused telephone numbers by means of a separate agreement.
9. IQ has the telephone numbers set up with a cooperating TNB and ensures the availability of the telephone numbers within the scope of the technical possibilities. IQ initiates the connection setup via the signalling channel and the switching through and holding of the user channel (connection). 10. Traffic routing of incoming calls is carried out automatically by number translation in the TNBs' switching system in accordance with a coordinated routing plan. Destination numbers in Germany and abroad can be considered as routing destinations. Flexible traffic routing of the intelligent network is possible depending on the respective TNBs; further details can be found in the rate sheets 11. The customer must inform IQ of the routing destinations and their changes immediately in text form. IQ will process confirmed orders quickly and inform the customer about the exact time of the completion of the order. 12. Connections from and to other TNBs or providers of telecommunication services and telecommunication-based services (other providers) are only possible if the TNBs or other providers concerned support this. 13. If the customer provides the destination connection himself (external routing),

the customer assures that the customer is the owner of the destination connection or has been authorized by the connection owner to have the telephone numbers set up on the destination connection. The customer must inform IQ immediately in text form of any changes to the stored destination numbers, the change of his TNB or the termination of his connection in order to ensure the use of the connections or to avoid misuse.

Service description Web Billing (DCB)

1. IQ operates a web billing platform with which web billing is carried out in numerous mobile networks (networks) in various countries. The possible provider remunerations and other conditions are set out in the respective agreed rate sheets.
2. Certain TNBs allow their mobile subscribers (mobile subscribers) to use value-added services via web billing and pay via their mobile phone bill. Depending on the country, web billing is not supported from all networks and not equally in all mobile communications standards. There may also be restrictions or changes insofar as mobile subscribers who have concluded contracts with the TNBs' service providers are affected. The naming of certain networks in this contract therefore only ever refers to mobile subscribers who have concluded their mobile contract directly with the respective TNB. Nevertheless, the service providers, insofar as they support web billing, are also deemed to be TNBs within the meaning of the contract.
3. The networks for which Web Billing can currently be used are the networks for which conditions have been agreed in the rate sheets. The networks can – as far as possible – be extended by IQ.
4. To use Web Billing, the mobile subscriber calls up on an internet-capable IT device on an https page. Unless otherwise agreed, IQ shall specify the user interface to be used by the customer. After entering his mobile phone number (MSISDN), the mobile subscriber receives an SMS containing a TAN for verification purposes. The user completes the transaction by entering the TAN received and pressing a "Buy" button or similarly labelled buttons on the https page.
5. The technical transfer of the MSISDN entered by the mobile subscriber between the customer and IQ takes place using interfaces that are uniformly defined by IQ. IQ checks the transmitted MSISDN and starts a query with the identified TNB. After the TNB has checked and approved that the reservation of the amount to be billed was successful, IQ sends an SMS with an individual TAN to the specified MSISDN of the mobile subscriber.

6. By entering the correct TAN by the mobile subscriber, the transaction is successfully completed and IQ has the reserved amount debited from the mobile phone bill or the prepaid credit (only for Kanzaroo™ classic) of the mobile subscriber, which has been topped up at least once by the mobile subscriber. Under certain circumstances, further authentication may be required if this is requested by the TNBs.
7. In addition to coordinating, reconciling and setting up the individual services and the technical processing of the transactions, IQ shall also settle the provider remuneration with the respective TNB and, if applicable, pay the collected remuneration to the customer. The parties agree that IQ in no way bears the risk of bad debt or the risk of the financial assets.
8. IQ is responsible for receiving, processing and checking the MSISDN as well as generating, sending and checking the TAN. These services are only offered with the performance features and availability as provided by the TNBs. The customer accepts that the TNBs do not guarantee the processing of a payment request and that the processing of transactions may be subject to a capacity limit.
9. The customer undertakes to provide the value-added services properly and immediately after confirmation of the completed transaction, unless otherwise stated in the service description of the value-added service in question. The customer's availability of the value-added services must be at least 99.8% averaged over 24 hours. The customer undertakes to create and maintain the necessary conditions for this at his own expense. If the value-added services are not provided properly, the provider remuneration may be reduced accordingly by the TNBs or payment may even be refused altogether. If the monthly availability of the value-added services falls below 99.8%, IQ is entitled to terminate the contract without notice. Further rights of IQ remain unaffected by this. 10. The customer is aware that the TNBs can block these services including all other IQ services in the event of misuse of Web Billing. In the event of such misuse, which causes a block, the customer must bear all of the resulting damages and indemnify IQ from liability in accordance with the above paragraph. The customer assures that the customer will refrain from such misuse and will do everything in his power to prevent such misuse.

Service description WAP Billing (In-App Payment)

1. IQ operates a WAP billing platform with which WAP billing is carried out in numerous mobile networks (networks) in various countries. The possible end customer prices and conditions result from the respective agreed rate sheets.

2. Certain TNBs allow their mobile subscribers (mobile subscribers) to use value-added services via WAP billing and to pay via their mobile phone bill. Depending on the country, WAP billing is not supported from all networks and not equally in all mobile communications standards (UMTS, GSM). There may also be restrictions or changes insofar as mobile subscribers who have concluded contracts with the TNBs' service providers are affected. The naming of certain networks in this contract therefore only ever refers to mobile subscribers who have concluded their mobile contract directly with the respective TNB. Nevertheless, the service providers, insofar as they support WAP billing, are also deemed to be TNBs within the meaning of the agreement.
3. The networks for which WAP Billing can currently be used are the networks for which conditions are agreed in the rate sheets. The networks can – as far as possible – be extended by IQ.
4. To use WAP Billing, the mobile subscriber calls up a WAP/Web or XHTML page on a WAP-capable mobile device; this call can also be made from an app. Unless otherwise agreed, IQ shall specify the user interface to be used by the customer. In the WAP portal called up, the selected value-added service is paid for by the mobile subscriber by pressing a "Buy" button or similarly labelled buttons.
5. The technical transfer of the payment request started by the mobile subscriber between the customer and IQ takes place via interfaces that are uniformly defined by IQ. The payment request is checked by IQ and forwarded to the identified network and TNB. After it has been checked and approved, IQ sends feedback to the customer as to whether the reservation of the amount to be billed by the TNB was successful.
6. After feedback from the customer that the order of the mobile subscriber has been effectively completed, IQ will have the reserved amount debited by the relevant TNB from the mobile bill or the prepaid credit (only for Kanzaroo™ classic) of the mobile subscriber, which has been topped up at least once by the mobile subscriber. Under certain circumstances, further authentication may be required if this is requested by the TNBs.
7. In addition to coordinating, reconciling and setting up the individual services and the technical processing of the transactions, IQ shall also settle the provider remuneration with the respective TNB and, if applicable, pay the collected remuneration to the customer. The parties agree that IQ in no way bears the risk of bad debt or the risk of the financial assets.
8. IQ is responsible for receiving, processing and checking the MSISDN as well as generating, sending and checking the TAN. These services are only offered with the performance features and availability as provided by the TNBs. The customer ac-

cepts that the TNBs do not guarantee the processing of a payment request and that the processing of transactions may be subject to a capacity limit.

9. The customer undertakes to provide the value-added services properly and immediately after confirmation of the completed transaction, unless otherwise stated in the service description of the value-added service in question. The customer's availability of the value-added services must be at least 99.8% averaged over 24 hours. The customer undertakes to create and maintain the necessary conditions for this at his own expense. If the value-added services are not provided properly, the provider remuneration may be reduced accordingly by the TNBs or payment may even be refused altogether. If the monthly availability of the value-added services falls below 99.8%, IQ is entitled to terminate the contract without notice. Further rights of IQ remain unaffected by this. 10. The customer is aware that the TNBs can block these services, including all other services operated by IQ, in the event of misuse of WAP Billing. In the event of such misuse, which causes a block, the customer must bear the entire damage arising from this and indemnify IQ from liability in accordance with the above clause. The customer assures that the customer will refrain from such misuse and will do everything in his power to prevent such misuse.

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