



CONNECTIVITY SERVICE SCHEDULE

Version: 2
Date: September 2026

This Service Schedule & Terms ("Schedule") forms part of the Agreement between Amicus ITS Limited, trading as Aura Technology ("The Company"), and The Customer identified in the applicable Order Form.

1. INTERPRETATION AND DEFINITIONS

In this schedule, the following expressions shall have the following meanings unless the context otherwise requires:

"Agreement" means the General Terms and Conditions, the Order Form(s) and this Schedule, including any amendments made in accordance with the Agreement.

"The Company" means Amicus ITS Limited, trading as Aura Technology, company registered number 03879859.

"The Customer" means the Customer as defined in the Order Form.

"Authorised Contact" means The Customer's personnel authorised to request changes, approve actions, and receive escalations, as listed in the Order Form.

"Authorised User" means The Customer's personnel authorised to use or receive the Services.

"Order Form" means the order form or statement of work signed by the parties setting out the Services, Fees, Initial Service Term and any applicable service-specific terms.

"The Supplier" means the provider or carrier providing the relevant connectivity Service.

"Acceptable Use Policy" shall mean The Company's or The Supplier's Acceptable Use Policy.

"Service(s)" shall mean the connectivity service(s), as agreed between the parties in one or more Order Forms, subject to the provisions of this Agreement, as more particularly described in the relevant Service Schedule(s).

"Additional Service" shall mean any service that The Company agrees to provide that is supplied in addition to the Service(s) to which The Customer initially contracted, and that is indicated in further Order Forms and terms and conditions or in this Agreement (subject to the terms of this Agreement and any additional terms set herein).

"Cancellation Fee" shall mean, for all Services, any or all of the following charges which may be applicable: a third-party supplier's cancellation fee; administrative and order cancellation fee; any installation fee; fees for any works carried out; time-related charges; any ECCs for works completed; wayleave fees; landlord fees; and/or third-party supplier ongoing fees for the Service(s) as if such Service(s) had been purchased for the Initial Service Term.

"Change" means any proposed amendment or modification to an Order Form or Service Schedule for the provision of Services to additional sites, an upgrade to a higher-grade Service or new Services requested. Save where expressly provided otherwise hereunder, it shall not include any change necessary because of a change in applicable law or any change made to the acceptable use policy.

"Commencement Date" shall be the date provided at the start of this Agreement.

"Provisioning Notification" shall mean the confirmation to The Customer that the ordered Service has either not required a survey, or the survey results have identified the following: 1) that no indicative ECCs or wayleaves are applicable and there shall accordingly be no charge to The Customer in this respect, or 2) that ECCs and/or wayleaves have been identified and The Customer shall be liable for all respective charges following The Customer's approval and acceptance of these.

"Initial Service Term" in respect of a Service shall be the minimum term commitment stipulated on the Order Form under which that Service has been purchased.

"Provisional RFS Date" shall mean the date that the Supplier reasonably estimates the In Service Date will be achieved, based on the information given by its suppliers.

"In Service Date" means the date on which the relevant Service has been installed and delivered to The Customer according to the terms set forth in the relevant Service Schedule; this date supersedes the provisional contract start date on the Order Form for the Initial Service Term.

“Excess Construction Charges/ECCs” shall mean excess construction charges identified by a third-party supplier.

“Extension Period” means, in relation to all Services other than ADSL, a period of ninety (90) days and, in relation to ADSL, a period of thirty (30) days.

“Confidential Information” shall mean (i) the provisions of this Agreement, including all terms related to pricing and Services, or any products, operations, processes, plans or intentions, know-how, trade secrets, customers and business affairs; and (ii) any information (whether written or oral) which has been or may be disclosed by one party to the other in the course of discussions leading up to the entering into or performance of this Agreement that is identified by the disclosing party as confidential at the time of disclosure or which ought reasonably to be considered as confidential given its content.

“Content” shall mean the audio, video, film, slides or other images or text (digital or otherwise).

“Goods” shall mean any products, including hardware, firmware or software licences sold, licensed, or otherwise provided to The Customer.

“Network” shall mean the telecommunications network providing connectivity as stated on the Order Form.

“Personal Data” shall mean personal data as defined in applicable data protection legislation.

“Pre-install Cancellation” shall mean an in-flight order cancellation.

“Emergency Maintenance” shall mean any maintenance, other than Scheduled Maintenance, carried out by The Supplier.

“Scheduled Maintenance” shall mean any scheduled maintenance carried out by The Supplier.

“Specification” shall mean, in relation to Goods or Services, the applicable manufacturer’s, Supplier’s or carrier’s standard specification for those Goods or Services in effect from time to time.

“Termination Notice” means the notice that must be served by either party to request a Pre-install Cancellation or a Service Cease.

“Equipment” means any equipment (including any software) that The Supplier or The Company supplies for The Customer to use as part of a Service.

“Fees” means the amounts payable by The Customer under this Agreement, as may be varied from time to time in accordance with this Agreement, calculated and payable in accordance with this Agreement and any corresponding Order Form, and which may include service fees, one-time fees, Change fees, support fees and any other charges set out in the Order Forms, Miscellaneous Charges Document, Service Cease Forms or Order Cancellation Charges Confirmation.

1. GENERAL

- 1.1 This Schedule shall apply from the date it is signed by the parties or, where not signed separately, from the date of the applicable Order Form. Each Service ordered under this Agreement shall commence on its own In Service Date, and the Initial Service Term for each Service shall run from that Service's In Service Date unless expressly stated otherwise in the applicable Order Form.
- 1.2 In the event of any conflict between the documents forming the Agreement, the order of precedence shall be: first, the Order Form; second, this Schedule; and third, the General Terms and Conditions, unless the relevant document expressly states that a different order of precedence applies.
- 1.3 The Customer acknowledges that certain Software, Services, licences, telecommunications services, connectivity services, cloud services, security services, subscriptions, maintenance services, support services, and other products supplied under this Agreement may be provided through or dependent upon third-party Suppliers.
- 1.4 Where a Supplier increases, introduces, or otherwise changes any fees, costs, taxes, duties, usage charges, regulatory levies, licence fees, subscription fees, support fees, telecommunications charges, connectivity charges, or other amounts payable by The Company in connection with the provision of the relevant Services, and such increase is outside the reasonable control of The Company, The Company shall be entitled to increase the corresponding Fees payable by The Customer by an equivalent amount.
- 1.5 The Company shall provide reasonable prior written notice of any such increase and, where reasonably available, supporting information confirming the Supplier-imposed change.
- 1.6 Such increases shall not constitute a variation of this Agreement and shall take effect from the date on which the Supplier increase becomes applicable to The Company or from such later date specified in The Company's notice.
- 1.7 For the avoidance of doubt, this clause applies irrespective of any fixed-term commitment, agreed discount, renewal term, or annual indexation set by The Supplier or The Company.
- 1.8 The Customer agrees to use the Service only in accordance with the provisions of the Agreement and The Company's reasonable instructions from time to time.
- 1.9 The Company may, at its sole discretion, suspend the Service (in whole or in part) if The Company is entitled to terminate the Agreement for any reason.
- 1.10 Exercise by The Company of its right of suspension in connection with non-payment by The Customer of The Company's valid Fees under the General Terms & Conditions shall not constitute a waiver of any right or termination which The Company may have under this Agreement.
- 1.11 Services are subject to The Company's and The Supplier's Acceptable Use Policy.

2. SUPPLY OF CONNECTIVITY SERVICES

2.1 The Supplier and The Company will:

- 2.1.1 provide the Services in accordance with the Order Form and using the reasonable skill and care of a competent telecommunications network provider.
- 2.1.2 ensure that any Goods supplied as part of the Service(s), as at the date of delivery, conform in all material respects with their Specification.
- 2.1.3 ensure that all work carried out in connection with the Service(s) is carried out by competent and suitably qualified personnel, and that the Service(s) are provided in accordance with the Service Levels, but The Supplier does not warrant that the Services will be uninterrupted or fault-free; and
- 2.1.4 comply with all laws and regulations directly applicable to The Supplier in respect of the provision of the Services.
- 2.1.5 use reasonable endeavours to provide the Service(s) in a timely manner and in accordance with the Provisional RFS Date. Unless otherwise specified, all delivery timescales are estimates only, and The Supplier and The Company shall have no liability to The Customer for failure to meet any delivery timescales.
- 2.1.6 where it becomes necessary to modify a Service, migrate The Customer to the modified Service or to a suitable alternative Service by giving The Company prior reasonable notice. The new Service provided shall aim to substantially match or improve the Service Levels of the Service as originally contracted.
- 2.1.7 where The Company becomes aware that any proposed modified or alternative Service shall be materially detrimental to The Customer, ensure that either party has the option of ceasing the respective Service by giving not less than seven (7) days' prior written notice from the date of the proposed migration, and without the payment of an early termination charge. If any Service which has already been migrated is subsequently deemed materially detrimental to The Customer, then either party may cease the Service by giving not less than thirty (30) and up to ninety (90) days' notice, and without the payment of an early cease charge dependent on the Service.

3. GOODS AND EQUIPMENT

3.1 The Company agrees to lease the Goods set out in the Order Form(s) to The Customer.

3.2 Goods or Supplier Equipment leased to The Customer shall remain the property of The Supplier or its suppliers. Upon termination or cancellation of a Service, all associated Goods or Supplier Equipment leased from The Supplier, or its suppliers, shall be returned to The Company within fifteen (15) Business Days. For the avoidance of doubt, unless specifically stated otherwise in the applicable Order Form, all Goods or Supplier Equipment provided to The Customer, including any equipment placed on The Customer's premises, shall be deemed to be leased in accordance with the provisions of clause 3.3 below.

3.3 The Customer shall, in relation to any Goods or Supplier Equipment leased to The Customer:

- 3.3.1 From the date on which such Goods or Supplier Equipment are delivered to The Customer until such Goods or Supplier Equipment are re-delivered to or collected by The Company, maintain in place with an insurer, insurance covering the Goods or Supplier Equipment to their full replacement value against all usual risks relating to loss or damage from whatever cause (other than exclusions agreed in writing by The Company);
- 3.3.2 Not sell, assign, sub-let, or pledge or otherwise deal with the Goods or Supplier Equipment except as required to fulfil its obligations to The Customer or as otherwise authorised in writing by The Company.
- 3.3.3 Not create any mortgage, charge, lien or other encumbrance on the Goods or Supplier Equipment; and
- 3.3.4 keep the Goods or Supplier Equipment in good condition and working order, fair wear and tear excepted.
- 3.3.5 The Customer shall notify The Company, and the applicable shipping company, in writing, within two (2) Business Days after delivery, of any defective, non-conforming or damaged Goods. Failure to do so shall constitute acceptance of any such Goods and a waiver of any claim against The Company.
- 3.3.6 Equipment provided or installed by or on behalf of The Company for use in connection with the Service(s) shall not be used for any purpose other than that for which The Company provided it. If The Customer or any other third party attempts to operate or maintain any supplier-supplied equipment without first obtaining The Company's written approval, The Customer shall pay The Company, in addition to The Company's other rights and remedies, for any damage incurred, repair and/or replacement (at The Company's option) necessitated, and service charges relating to the maintenance, inspection, repair or replacement of such equipment.
- 3.3.7 The Company shall not be responsible for the installation, maintenance, compatibility, or performance of any equipment or software not provided by The Company. If such equipment or software impairs the Service, The Customer shall remain liable for payment. If such equipment or software causes or is likely to cause a hazard or service obstruction, The Customer shall, immediately upon notice, remedy the situation. The Company may, at its sole discretion, agree to provide consulting services to remedy the difficulties caused by any of the foregoing, in which case The Customer shall pay The Company at its current standard rates for the provision of such services.

4. CANCELLATION, SUSPENSION AND CEASING OF SERVICES

- 4.1 In addition to any other suspension and termination rights The Supplier and The Company may have under this Agreement, The Company may limit, suspend, or cease all or part of a Service, or may pass through any Supplier limitation, suspension, or cease action, at any time with such notice as is reasonable in the circumstances if:

- 4.1.1 In The Supplier's reasonable opinion, the supply or use of a Service is or is likely to become illegal or unlawful; or
 - 4.1.2 in The Supplier's reasonable opinion, the provision or use of a Service is liable to cause death or personal injury or damage to property.
- 4.2 Where the provision of or access to a Service has been suspended, The Customer shall, if required to do so by The Supplier, pay a re-connection charge, as determined by The Supplier, if or when The Supplier reconnects the Service.
- 4.3 Notwithstanding the above, The Supplier shall waive its administrative charge if any one or more of the following occurs before the Provisioning Notification is issued: ECCs are not accepted by The Customer, Wayleaves are not agreed upon, or the Service is deemed undeliverable by the carrier.
- 4.4 Notwithstanding any other applicable charges as may be set out in this Agreement, the relevant Service Schedule, or Order Form, if The Customer cancels an order on or after the Provisioning Notification, The Customer shall be liable to pay 100% of the Cancellation Fee. For the avoidance of doubt, if any wayleave or ECCs have been identified for the provision of the Service, the Provisioning Notification shall only become effective upon The Customer's acceptance of these, except where any wayleave or ECCs are identified after the Provisioning Notification has been issued.
- 4.5 Where The Customer:
 - 4.5.1 requires a Pre-install Cancellation, it must serve a Termination Notice on The Company. Upon receipt of a Termination Notice to cancel an order, The Company shall place the order on hold with The Supplier and shall endeavour to provide The Customer with email confirmation of receipt of the Termination Notice, setting out any Cancellation Fees where applicable, within five (5) Business Days. The Customer must acknowledge and accept the Supplier Order Cancellation Charges Confirmation within three (3) Business Days for The Supplier to process the cancellation. If The Customer fails to accept the Order Cancellation Charges Confirmation within this three (3) Business Day period, the cancellation shall take effect on the date The Supplier receives the acceptance, and The Customer may be subject to additional Cancellation Fees. Where The Customer fails to accept the Order Cancellation Charges Confirmation or fails to confirm that they do not wish to cancel the order within twenty-five (25) Business Days of receipt of the Order Cancellation Charges Confirmation, then The Supplier reserves the right to automatically cancel the order and The Customer shall be liable for any Cancellation Fees due. For the avoidance of doubt, if a Termination Notice is served on The Supplier and The Customer subsequently decides to retract it and proceed with the order, processing may be delayed.
 - 4.5.2 requires a Service Cease for a live Service, it must serve a Termination Notice on The Company providing not fewer than ninety (90) calendar days and no more than one hundred and twenty (120) calendar days' notice. After receiving a Termination Notice to cease a Service from The Customer, The Company shall endeavour to provide The Customer with a Service Cease Form setting out any cease charges within three (3) Business Days. The Customer must sign and return the Service Cease Form to The Company, to the designated

email address or as advised, within three (3) Business Days from the date The Company sends the form for the cease to be processed. If the Service Cease Form is not returned within that period, The Customer must serve a new Termination Notice on The Company and a revised Service Cease Form shall be created and issued to The Customer. The cease shall take effect from the date the revised Service Cease Form is received by The Company.

- 4.5.3 For the avoidance of doubt, the cease charges during the Initial Service Term shall be the then current Fees for that Service prior to the date of termination, multiplied by the number of months remaining of the contract, in addition to all amounts due and owing as of such termination. The cease charges after the Initial Service Term shall apply only to the non-return of Goods or the Supplier Equipment, where applicable, and to amounts due for any unpaid invoices.

5. INSTALLATION AND MAINTENANCE

- 5.1 Where it is necessary for The Company, The Supplier or their suppliers to effect installation and/or maintenance of a Service, equipment or Goods at The Customer's site, The Customer shall provide reasonable access to such site, personnel, land, premises, data centres and other relevant locations, together with any technical help reasonably required for the installation, maintenance or performance of obligations under this Agreement. This access shall include the right to enter the relevant parts of The Customer's premises, obtain any required landlord or wayleave permissions, perform installation and maintenance work in accordance with any agreed method statement, and bring upon, install and keep installed such equipment as is reasonably necessary for the provision and maintenance of the Services. Such access shall be subject to The Customer's reasonable supervision and security requirements.
- 5.2 The Customer shall use The Company, The Supplier or their suppliers' equipment and associated software in strict accordance with any instructions or software licence communicated or made available by The Company, The Supplier or their suppliers from time to time, and The Company, The Supplier and their suppliers will not be liable for any repairs whatsoever or howsoever arising other than because of normal and proper use in accordance with those instructions and software licences.
- 5.3 The Company or The Supplier may, upon five (5) Business Days' notice or, in an emergency as determined by The Supplier, as much notice as is reasonably practical under the circumstances, perform Scheduled or Emergency Maintenance, including temporary suspension of Service where The Supplier considers this necessary, to maintain or modify the Network, Network Terminating Equipment or the Services and/or to prevent or resolve Incidents. Service suspensions for the purposes of Scheduled or emergency network modification, or preventative maintenance, will not be counted as outage time for purposes of any Service Level.
- 5.4 The Maintenance Window is from Monday to Friday inclusive each week. Where maintenance will result in degradation of Service, The Company or The Supplier shall use reasonable endeavours to conduct such maintenance between 20:00-08:00 Hours UK time. Where maintenance will cause an interruption to

WAN or VDC services, The Company or The Supplier shall use reasonable endeavours to conduct such maintenance between 22:00-06:00 Hours UK time.

- 5.5 From time to time, The Supplier may need to schedule downtime for software updates or network enhancements. Unless stated otherwise in the individual Service Schedules, The Supplier will use reasonable endeavours to give The Customer a minimum of five (5) Business Days' advance notice of such events and to schedule such events to cause minimum impact to The Customer. For the avoidance of doubt, The Customer acknowledges and agrees that it may not be practical to give such notice where downtime is necessary to deal with Incidents occurring in connection with the Service.
- 5.6 From time to time, The Supplier may need to carry out Emergency Maintenance to the network to maintain appropriate levels of service quality, resolve Incidents, or address risks to the operation of the Service. For such events, The Customer agrees that it may not be practical for The Company or The Supplier to provide The Customer with advance notification.
- 5.7 At the beginning of December each year, The Supplier will announce the dates of the Change Freeze. The Change Freeze allows for reduced engineering staff across the organisations and those that support them. As a result, orders for new services or changes to existing ones are effectively suspended for a period during December and January. This does not include Scheduled or Emergency Maintenance. Support services continue during this period, along with any necessary triage work, although workarounds will be used rather than changes to core infrastructure where possible.

6. INSURANCE

- 6.1 The Customer shall be responsible for insuring any equipment belonging to The Company or The Supplier on The Customer's site against loss or damage from all risks, for an amount equal to the full replacement value of the equipment.
- 6.2 The Customer shall be responsible for insuring itself against all loss of or damage/corruption to data. In no event will The Company, The Supplier or their suppliers be liable for loss or damage/corruption to any data stored/transmitted on/using the Service or any equipment or Goods.

7. ACCEPTABLE AND IMPROPER USE

- 7.1 Any network and/or Service supplied by The Company, The Supplier or their suppliers may only be used by The Customer for lawful purposes, and The Customer agrees to be bound by The Supplier's Acceptable Use Policy, available on request, in relation to the use of the Service and any network. The Customer shall not, and shall not authorise or permit any other party to:
- 7.1.1 use the Service or any network supplied by The Company, The Supplier or their suppliers for the transmission of any information, data or other material which is in violation of any law or regulation, or which is defamatory, menacing, obscene, threatening, against human rights, in breach of any third-party intellectual property right including copyright, or in breach of trade secrets ("Prohibited Material");

- 7.1.2 use the Service or any network supplied by The Company, The Supplier or their suppliers for the transmission of any material that contains software viruses, or any other computer code, files or programs designed or intended to interrupt, destroy, or limit the functionality of any computer software, hardware or telecommunications equipment;
- 7.1.3 use the Service or any network supplied by The Company, The Supplier or their suppliers for mail bombing or spamming, including sending a large number of unsolicited email messages within a short period of time to one or more individual email accounts, or sending one unsolicited email message to ten or more individual email users where the message could reasonably be expected to cause complaints from some of the recipients; or
- 7.1.4 attempt to gain unauthorised access to any account or computer resource not belonging to The Customer, or attempt the unauthorised accessing, altering, interfering with, or destruction of any network, system, equipment or information by any means or device.
- 7.1.5 Any breach of this section 7 shall be deemed to be a material breach of this Agreement and shall entitle The Company or The Supplier to terminate this Agreement forthwith. For this purpose, it shall be irrelevant whether The Customer is aware of the content of any information, data or material so transmitted or not. The Company or The Supplier may suspend the Service without notice with immediate effect if, in The Company's or The Supplier's reasonable opinion, The Customer is in breach. The Customer acknowledges that The Company, The Supplier and their suppliers are unable to exercise control over the content of the information, data and other material passing over any network and/or connections supplied by The Company, The Supplier or their suppliers, and/or the Service, and The Company, The Supplier and their suppliers hereby exclude all liability of any kind for the transmission or reception of Prohibited Material of whatever nature.

8. VARIATION

- 8.1 The Company may make minor amendments to these conditions at any time, and the Customer will be bound by any such changes from the date they are made. While the Company will endeavour to provide the Customer with updated versions, it is the Customer's responsibility to check the Company's website periodically for any modifications. The latest version of these conditions will be available at <https://auratechnology.com/terms/Connectivity> (or at any other location notified by the Company). Posting these changes shall be considered sufficient notice of such minor changes to the Customer.
- 8.2 Material Changes to the terms will be provided in writing to the Customer Authorised Contact seven working days before the terms come into effect.

9. EXIT PLAN

- 9.1 The Company shall assist with migration away from the Service following expiry or termination, subject to the account being fully paid up to and including the termination date. Any additional transition services will be chargeable at a rate agreed at the time of termination via the Change Control Procedure.
- 9.2 The parties agree to determine the Exit Plan and their respective responsibilities within 14 days of notice being given. The Customer shall ensure that any replacement provider has suitably skilled resources to enable a timely handover.