

## MOBILITY-AS-A-SERVICE PRODUCT ANNEX

The following terms and conditions, together with the applicable Sprint service agreement (“Agreement”), govern Sprint’s provision and Customer’s use of Sprint’s Mobility as a Service (“MaaS”) bundled offering. Capitalized terms used but not defined in this Mobility as a Service Product Annex (“Annex”) are defined in the Agreement or the Wireless Services Product Annex.

### 1. MAAS FEATURES AND OPTIONS.

- 1.1. **Dedicated Care Support Team.** Sprint will provide Customer with a dedicated care support team to coordinate all project management and ongoing support services.
- 1.2. **24/7/365 Tech Support.** Sprint will provide 24/7/365 technical support for all of Customer’s end users utilizing MaaS Devices.
- 1.3. **On-Site Implementation Support.** Subject to the terms below, Sprint will provide certain on-site MaaS Bundle implementation services to Customer, which may include delivery of MaaS Devices to Customer’s location, transferring contacts to the MaaS Devices, end user training, and other mutually agreeable services (“Implementation Services”). The locations eligible for Implementation Services may vary, and will be determined in Sprint’s discretion.
  - A. When Customer orders at least 25 MaaS Devices to be delivered to one location, Sprint will provide Implementation Services at that location, where available.
  - B. In addition, Customer may designate 1 VIP with Customer’s purchase of at least 15 MaaS Bundles and an additional VIP for every 50 MaaS Bundles Customer purchases thereafter, and Sprint will provide Implementation Services for those Customer-designated VIPs.
- 1.4. **MaaS Device Configuration.** If requested by Customer and subject to the requirements set forth below, Sprint will provide certain device configuration services prior to shipping MaaS Devices. These services may include installing device software updates, preloading of up to three Applications, installing a standardized contact directory, and other mutually agreeable services as set forth in a statement of work; provided that the configuration activities must be the same for all MaaS Devices in the same shipment. Configuration services may require additional deployment time prior to shipping, and Customer must sign a separate Device Configuration Waiver.
- 1.5. **MaaS Insurance Program.** To protect against loss, theft, or damage involving Customer’s wireless phone, tablet and data card MaaS Devices, Customer may purchase the MaaS Insurance Program. A minimum of five MaaS Devices must be enrolled in the MaaS Insurance Program to maintain program coverage. A per claim deductible will apply for approved insurance claims. The claim limit is equivalent to the number of MaaS Devices on Customer’s account in any one 12 month period. The MaaS Insurance Program is administered by a third party program administrator and not by Sprint. If Customer selects MaaS Insurance Program coverage, Sprint will charge Customer a monthly insurance premium fee per covered MaaS Device. The MaaS Insurance Program is not subject to any discounts. Insurance claims must be submitted directly to the third party program administrator, provided that Customer’s Sprint Account Representative will reasonably assist Customer in the processing of any such insurance claims. The full terms and conditions of the MaaS Insurance Program are available at the point of sale, in subsequent communications and in the “Product-specific Terms” section of the Rates and Conditions Website. If Customer does not purchase MaaS Insurance Program coverage, Customer may not be able to replace lost, stolen or damaged MaaS Devices without incurring costs.
- 1.6. **Secure Wi-Fi.** Secure Wi-Fi is a Smart VPN Application (the “Secure Wi-Fi Application”) that helps protect certain smartphone and tablet users while they are using Wi-Fi. Once enabled, the Secure Wi-Fi Application automatically turns on when a user joins an unsecured Wi-Fi network and turns off when the user returns to the cellular network or otherwise disconnects from the unsecured Wi-Fi network. Additionally, the user may opt in to utilize the Secure Wi-Fi Application when engaging a password-protected Wi-Fi network. Secure Wi-Fi may detect if a Customer VPN has been invoked by the user, in which case Secure Wi-Fi will not activate as the overlap of VPN technologies would be redundant. Unsecured Wi-Fi traffic that isn’t encrypted (http), is then encrypted by the Secure Wi-Fi Application through geographically distributed, cloud-based servers. Secure Wi-Fi helps to protect against malicious users and content seeking to misuse private data transmitted over a Wi-Fi hotspot, but Sprint does not guarantee complete security for Customer data because vulnerabilities may still exist and could be exploited. Secure Wi-Fi is available at no additional charge to unlimited MaaS plans. Customer’s use of the Secure Wi-Fi Application is subject to Customer’s acceptance of the Secure Wi-Fi End User License Agreement available at [http://static.sprintsecurewifi.com/Customers/Sprint/HTML/sswf\\_privacy\\_and\\_terms.html](http://static.sprintsecurewifi.com/Customers/Sprint/HTML/sswf_privacy_and_terms.html) as may be amended from time to time. The Secure Wi-Fi product and plan features may change at Sprint’s sole

discretion. For technical support related Secure Wi-Fi, Customer should submit a technical request form to [support@sprintsecurewifi.com](mailto:support@sprintsecurewifi.com) with a clear description of the technical difficulty.

## 2. MAAS DEVICES.

- 2.1. As Customer orders MaaS Devices, Sprint will issue Customer a Supplemental Schedule of MaaS Devices, which will list the MaaS Devices provided to Customer.
- 2.2. At the conclusion of a MaaS Bundle's Minimum Service Term, the following options are available:
  - A. Customer may continue with the MaaS Bundle on a month-to-month basis;
  - B. Customer may replace the MaaS Device, and initiate a new MaaS Bundle Minimum Service Term; or
  - C. Customer may return the MaaS Device to Sprint and terminate service.
- 2.3. MaaS Devices are not eligible for any discretionary credits that may be described in the Agreement.
- 2.4. **Risk of Loss.** Use of MaaS Devices is at Customer's risk. **Customer is not released from payment or other performance obligations if any or all of the MaaS Devices are lost, stolen, damaged or destroyed, and Customer must return the MaaS Devices to Sprint in good condition and repair. For this reason, Customer may wish to obtain property insurance covering the MaaS Devices at Customer's expense.** Customer is not required to obtain this insurance. Customer may obtain insurance from any provider, and while this insurance is not available from Sprint, third parties may offer insurance through Sprint.
- 2.5. **Standards for Wear and Use.** The following will be considered unreasonable or excess wear and use of the MaaS Devices: damaged, scratched or cracked housing or display; display or touchscreen malfunctions; cracked camera lens; damaged charger port; damage caused by exposure to liquid; corrosion or discoloration of any part of the MaaS Devices; damage to memory ports; hardware or software alterations; and any other malfunction, failure or damage caused by misuse or mistreatment of the MaaS Devices. Unreasonable or excess wear and use of the MaaS Devices may result in a charge to Customer upon return of the MaaS Devices.
- 2.6. **Maintenance.** Customer is responsible for maintaining and obtaining service for the MaaS Devices as needed.
- 2.7. **UCC Filing.** Sprint may, but has no obligation to, file a UCC financing statement recording Sprint's ownership interest in the MaaS Devices. By ordering MaaS Devices, Customer authorizes Sprint to file one or more protective financing statement(s) identifying the MaaS Devices as owned by, and the property of, Sprint.

## 3. ADDITIONAL BUSINESS PLANS AND SPECIAL OFFERS.

- 3.1. **Additional Business Plans.** If Customer is eligible for and selects a Business Plan that is not specified in the Agreement, the terms and conditions of the Business Plan will apply in addition to, and control over, any conflicting terms or conditions in the Agreement.
  - 3.2. **Promotions.** Sprint promotional discounts may not be available with certain Business Plans, as indicated in the promotional offer. If Customer purchases a promotional wireless Product or Service, the promotional terms will control over any conflicting terms in the Agreement for that wireless Product or Service until the promotion expires or Customer selects a different Business Plan for the Corporate-Liable Active Unit enrolled in the promotion.
  - 3.3. **Trial Offers.** If Customer receives a wireless Service or Service option for a limited trial period at a reduced cost, upon expiration of the trial period, Customer will continue to receive the wireless Service or Service option at full price. If Customer wishes to avoid being billed in full for the promotional wireless Service or Service option, Customer must contact Sprint before the end of the trial period to discontinue the wireless Service or Service option.
  - 3.4. **Business Plans and Features.** Certain wireless Products require specific Business Plans for operation on the Sprint Networks or the Sprint 4G Network. Certain Business Plans, add-ons, features and equipment discounts may not be available on all wireless Products. More information is available by contacting Customer's Sprint Account Representative.
4. **AFFILIATED ENTITY AGREEMENTS.** Notwithstanding anything to the contrary in the Agreement, only Customer is eligible to order MaaS Bundles under the pricing, terms and conditions of the Agreement. Entities authorized to purchase Products and Services under the terms of Customer's Agreement (e.g., Affiliates, contractors, distributors, etc.) must directly contract with Sprint for MaaS Bundles.