



## MSLA Product Terms eSIM Flex

### Additional Product Terms

Service Provider's use of eSIM Flex covered by the MSLA Program Terms is subject to these Product Terms. These terms take precedence over any conflicting terms in the Program Terms. Capitalized terms used but not otherwise defined in these Product Terms are defined in the Program Terms or in the Master Agreement.

### Product Description

eSIM Flex enables a Service Provider to change carriers on a SIM card by re-programming it remotely over-the-air. Service Providers could, for example, change connectivity of a connected car between regional carriers to comply with local regulations and/or to optimize for connectivity cost and performance. eSIM Flex also integrates with Service Providers' Connectivity Management Platforms, if desired, to orchestrate wireless network provisioning, billing relationship changes, and over-the-air updates of the SIM card.

eSIM is accessible via a graphical user interface and via web APIs.

Downloading and activation of a profile takes place over the air using SMS and data connectivity channels. Onboarding of eSIM Flex requires Service Providers to use the built-in GSMA-compliant subscription manager components to, among other things, host profiles to be downloaded via eSIM on the subscription manager data preparation (SM-DP) component.

There are two types of Service Providers who purchase and use eSIM Flex:

- The entity that owns the control on eSIMs: Generally, the lead Service Provider (the "**Lead Service Provider**"). Cisco will provide the necessary credentials to the Lead Service Provider (and/or its authorized agents) to execute carrier changes.
- The entity delivering downloadable profiles: Generally, a partner Service Provider offering downloadable profiles to the Lead Service Provider (the "**Partner Service Provider**").

### Fee Structure and Monthly Minimum Requirement

1. eSIM Hosting Fee: A monthly recurring fee charged per eSIM that Cisco hosts billable to the Lead Service Provider during the lifetime of this eSIM. The Lead Service Provider has a minimum monthly commit of 10,000 eSIMs. However, if the Lead Service Provider is unable to activate at least 10,000 eSIMs within the first 12 months of the service, it may terminate these eSIM Flex Product Terms at any time thereafter, upon 30 days prior written notice to Cisco.
2. Download Fee: A transaction fee applied for each successful profile download event or first-time successful activation of a pre-loaded profile event billable to the Lead Service Provider.
3. Profile Hosting Fee: A monthly recurring fee charged per downloadable profile that Cisco hosts until that profile is downloaded to an eSIM. The Profile Hosting Fee is billable to the Partner Service Provider.

The number of billable eSIMs and Profiles are based on counts at the close of a monthly billing cycle. The number of downloads are aggregated throughout the monthly bill cycle, and billed at the end of each cycle. Fees are not prorated for partial months of service.

### Support & Service Availability

All change requests are scheduled regardless of a device's connected status, and the result of each transaction is displayed in the GUI (or sent to API client with a callback message) at a later time.

eSIM Flex is supported directly by a Cisco support team according to the below.

Support Attributes	
E-mail Support	24x7 available at iotssupport@cisco.com
Phone Support	24x7 available at +1 (669) 212-2003
Initial Response Time	24-hour response after support case opened
Ongoing Response	Updates every business day or as otherwise agreed
Targeted Monthly Mean Time to Resolution	Targeted average 5-10 days

eSIM Flex offers a 99.5% service level objective measured over a calendar month. Regardless of availability, however, download and activation process times are dependent on a device's current connection status and accordingly may be delayed. The service level objective target is solely available for the parties to monitor eSIM Flex's performance, and Cisco is not liable for any failure to meet the service level objective.

eSIM Flex does not offer any Service Level Agreements, since eSIM's ability to quickly and successfully complete transactions depends on a device's ability to receive/send SMS and cellular data, which is outside of eSIM's ability to control. For example, a device in an underground garage is likely unreachable, and cannot be localized to another carrier until it is able to connect to network again.

#### Definitions

**"Carrier"** means a wireless cellular connectivity provider.

**"Profile"** means a subscriber identity from a carrier necessary for using network services.

**"Connectivity Management Platform"** means a platform used by Service Providers to provision subscribers on the wireless network and manage them, like Cisco Control Center.