



## PUBLICATION 1 SERVICE DESCRIPTION FOR IOT SERVICES MANAGED IMPLEMENTATION - TRANSITION SUPPORT SERVICE

### 1.1 Definitions

All capitalized terms used but not defined herein will have the meanings given to such terms elsewhere in the Agreement. In the event of any conflict between the definitions provided in this Service Description and those provided elsewhere in the Agreement, the definitions in this Service Description will apply for purposes of this Service Description.

**"Internet of Things (IoT)"** means a network of physical devices, vehicles, home appliances, and other items embedded with sensors, software, and network connectivity that enable these objects to collect and exchange data.

**"IoT Connectivity"** means the ability of IoT devices to connect and communicate with each other over the internet, through wired or wireless networks.

**"Service(s)"** means the professional IoT Connectivity service that provides end to end management of IoT Connectivity for businesses and organizations, including connectivity setup, device management, security, data analysis, and reporting, and the other Services provided under this Service Description.

### 1.2 Service Overview

The Service offers a range of professional services that enhance the management and performance of IoT Connectivity solutions. The Service is subject to the Orange Specific Conditions for Professional Services.

### 1.3 Description of the Service

The Service is managed by a team who oversee all aspects of the Service, comprising:

- Customer Service Manager
- Project Management
- Technical Audit
- Transition Design
- Consultancy Services

#### 1.3.1 Customer Service Manager. The Customer Service Manager serves as the main point of contact for the Customer and for the entire Orange footprint and will handle all Customer queries and issues related to the project via e-mail.

The Customer Service Manager:

- Proactively monitors and informs the Customer about its project status or queries,
- Proactively manages operational tasks within Orange on the Customer's behalf and works with Orange's internal operations groups to maintain or improve performance of project as needed,
- Participates in the escalation process within Orange and takes actions required to fix the issues, in collaboration with Orange's relevant supporting parties that may be required, and proactively keeps the Customer regularly informed of progresses made until resolution, and
- Participates in the meetings related to the project, to stay informed about all operations related to Customer's project and replies to all Customer queries related to the project.

#### 1.3.2 Project Management. Orange will offer Project Management Services ensuring that the project is delivered on time, within budget, and to the industry standards. Project Management includes project planning, resource allocation, risk management, and communication with stakeholders. The following optional Services can be included:

##### 1.3.2.1 Kick-off Meeting. The Kick-off Meeting marks the beginning of the Service project, providing an opportunity for the project team to meet with the Customer and other stakeholders to discuss project requirements, goals, and timelines. The Kick-off Meeting also outlines the scope of the project, roles and responsibilities, and communication protocols.

##### 1.3.2.2 Technical Solution Audit. The Technical Solution Audit is an audit of the Customer's IoT Connectivity solution, ensuring that the solution is optimized for performance and meets the Customer's needs. The Technical Solution Audit identifies any areas for improvement and provides recommendations for a target solution.

##### 1.3.2.3 Technical Audit Meetings. Technical Audit Meetings will occur periodically throughout the project to ensure that the technical requirements of the project are being met. The Technical Audit Meetings provide an opportunity for the project team to review the technical specifications, identify any areas of concern, and adjust the project plan, as necessary.

##### 1.3.2.4 Transition Preparation. Transition Preparation will ensure a smooth transition from the existing infrastructure to the new IoT Connectivity solution. The Service includes the development of a transition plan.

##### 1.3.2.5 Target Solution Planning. Target Solution Planning is the development of a plan for the implementation of the IoT Connectivity solution. The plan includes a detailed project schedule, resource allocation, risk management, and target solution architecture.

##### 1.3.2.6 Regular Project Related Reporting. Regular Project Related Reporting is the ongoing updates on the progress of the project, including milestones achieved, issues encountered, and any changes to the project plan. The reports provide the Customer and the stakeholders with an overview of the project's status and allow for informed decision-making.

##### 1.3.2.7 Closure and Handover Meeting. The Closure and Handover Meeting entails a review of the project to ensure that all deliverables have been met and all necessary documentation has been provided. During the Closure and Handover Meeting, the Project Managers will hand over a completed project to the Customer.

- 1.3.3 **Consultancy Services.** Orange's IoT experts will provide Consultancy Services, which will advise and guide the Customer to identify the most appropriate IoT solutions, for the Customer's specific needs, and to develop strategies for implementing these solutions in a cost-effective and efficient manner. IoT Experts work directly with the Customer to understand its business goals and objectives, as well as its existing IoT solution and data management processes. IoT Experts may also conduct an assessment of the Customer's current IoT capabilities and provide recommendations for improvement based on best practices and industry standards.
- 1.3.4 **Device Catalogue Access.** Device Catalogue Access is a free of charge access to a catalogue of new devices dedicated to IoT business products. Orange provides catalogues of IoT devices, modules, and solutions, from our selected partners. Products have been selected and validated by Orange on the Orange network in Europe.
- 1.3.5 **Device Catalogue Consultancy.** Device Catalogue Consultancy relates to a new device selection provided by Orange's device's validation experts.
- 1.3.6 The Service shall include only services and technologies provided by Orange.

#### 1.4 Charges

Charges for the Service are defined in the relevant Order Form.

#### 1.5 Data Processing

Exhibit A below sets out the subject matter, duration, nature, and purpose of the Processing, the type of Personal Data and the categories of Data Subjects of the Processing of Personal Data carried out by Orange as part of this Service.

**EXHIBIT A DESCRIPTION OF PROCESSING OF PERSONAL DATA BY ORANGE AS PROCESSOR FOR CUSTOMER**

Name of the Services: **IOT Services Managed Implementation: Transition Support Service**

This Description of Processing applies to the Processing of Customer Personal Data for the provision of **IOT Services Managed Implementation: Transition Support Service**.

Nature of the Processing Activities	Customer Personal Data are processed to provide the Service in accordance with the Service Description or as further instructed by Customer. Processing operations include collection, consultation, transfer, storage, and deletion of Customer Personal Data, as well as other Processing activities in accordance with the configuration and options of each Service, such as recording, organization, modification, combination, pseudonymization or anonymization.
Subject Matter of the Processing Activities	Duration
Activating and implementing the Services and changes to the Services.	For the necessary period to provide the Service plus 6/12 months.
In accordance with the Service Description and the options selected:	
Reporting, i.e. reports on billing, usage, quality of service and other reports if and as required by the Customer.	As per Service Description or Customer instructions.
Portals, i.e. providing access and use of portals, on-line tools and other applications managed by Orange as part of the provision of its Services.	As long as necessary for the provision of the Services.
Types of Customer Personal Data to be Processed	<p><b>Contact Data:</b> first name, last name, email address, business address and telephone numbers, job role within the Customer.</p> <p><b>Usage Data:</b> the usage related data to the extent related to natural persons, that Orange collects from Services it provides to its Customers.</p> <p><b>Support Data:</b> Customer representative or end user service ticket information (including feedback, comments, or questions) and if applicable, Customer representative or end user telephone recordings for incident.</p> <p><b>Identity Data:</b> first name, last name, honorific (e.g. Ms., Mr. Dr.), username or similar identifier</p> <p><b>Location Data:</b> geographic location, device location, SIM card location for mobile services.</p> <p><b>Technical Data:</b> internet protocol (IP) address, login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system, and platform, as well as other technology on the devices natural persons use to access areas of Orange portals, or other technical data generated through the use of the service.</p> <p><b>Traffic/Connection Data:</b> data revealing a communication's origin, destination, route, format, size, time duration, IP address, time zone setting, MAC address.</p> <p><b>Hosted Data:</b> any categories of Personal Data that may be recorded or stored (such as voicemails, call recordings, files) by Customer and which is hosted on the infrastructure provided by Orange. According to the data hosted by Customer, it may include special categories of Personal Data.</p>
Categories of Data Subjects	<p>Employees of Customer and of its affiliates.</p> <p>If applicable, other individuals using the Service or whose Personal Data are collected via the Service.</p> <p>For Hosted Data, any category of Data Subjects as determined by the Customer.</p>
Authorized Sub-Processors	<p>Orange Business Affiliates in the EU and outside of the EU Processing Customer Personal Data for the purpose of this Agreement and communicated separately to Customer.</p> <p>Orange Business suppliers in the EU and outside of the EU Processing Customer Personal Data for the purpose of this Agreement and communicated separately to Customer.</p>

**END OF SERVICE DESCRIPTION FOR IOT SERVICES MANAGED IMPLEMENTATION - TRANSITION SUPPORT SERVICE**