

Terms and Conditions for the M2M

1. This promotional offer is available for subscribers of TrueMove H mobile communication services provided by True Move H Universal Communication Co., Ltd. (“the Company”) under a postpaid corporate account from January 18, 2024, to December 31, 2024 or until there is a change otherwise.

2. Promotional Offer Details:

2.1 Promotional Offer: M2M Data 20 MB

Entitlements under the standard package:

The minimum monthly flat-rate fee per month (billing cycle) includes the following services:

- (1) 5G service at a maximum speed of 1000 Megabits per second (Mbps) and 4G service at a maximum speed of 300 Megabits per second (Mbps), with a data allowance of 20 Megabytes (MB) per billing cycle. Once the data allowance is used up, the service will no longer be available.

2.2 Promotional Offer: M2M Data 300 MB

Entitlements under the standard package:

The minimum monthly flat-rate fee per month (billing cycle) includes the following services:

- (1) 5G service at a maximum speed of 1000 Megabits per second (Mbps) and 4G service at a maximum speed of 300 Megabits per second (Mbps), with a data allowance of 300 Megabytes (MB) per billing cycle. Once the data allowance is used up, the service will no longer be available.

2.3 Promotional Offer: M2M Unlimited Max Speed 1 GB

Entitlements under the standard package:

The minimum monthly flat-rate fee per month (billing cycle) includes the following services:

- (1) 5G service at a maximum speed of 1000 Megabits per second (Mbps) and 4G service at a maximum speed of 300 Megabits per second (Mbps), with a data allowance of 1 Gigabyte (GB) per billing cycle. Once the data allowance is used up, unlimited data usage is available at a maximum speed of 384 Kbps.

2.4 Promotional Offer: M2M Unlimited Max Speed 10 GB

Entitlements under the standard package:

The minimum monthly flat-rate fee per month (billing cycle) includes the following services:

- (1) 5G service at a maximum speed of 1000 Megabits per second (Mbps) and 4G service at a maximum speed of 300 Megabits per second (Mbps), with a data allowance of 10 Gigabytes (GB) per billing cycle. Once the data allowance is used up, unlimited data usage is available at a maximum speed of 512 Kbps.

2.5 Promotional Offer: M2M Unlimited Fixed Speed 1Mbps

Entitlements under the standard package:

The minimum monthly flat-rate fee per month (billing cycle) includes the following services:

- (1) 5G and 4G services with unlimited data usage at a maximum speed of 1 Megabits per second (Mbps).

2.6 Promotional Offer: M2M Unlimited Fixed Speed 2Mbps

Entitlements under the standard package:

The minimum monthly flat-rate fee per month (billing cycle) includes the following services:

- (1) 5G and 4G services with unlimited data usage at a maximum speed of 2 Megabits per second (Mbps).

Fair Usage Policy: The Company has the right to manage and administer the network as appropriate to maintain the standard quality of service and to help all users collectively use the service effectively, such as limiting, reducing speed, or taking any actions in transmitting various types of data, using BitTorrent, sharing internet through a hotspot, downloading and/or uploading large files, or any usage involving continuous high-volume data transmission or that affects the service or causes unfairness, causing or potentially causing damage to other users and/or to the network or the overall service of the Company.

3. All the above service rates do not include value-added tax (VAT).

4. The above promotional offer suspends voice calls and short message service (SMS). If users wish to enable these services, they can notify the business service center, and additional charges will apply as follows:

- 4.1 Call to all networks at 1.25 Baht per minute, with fractions of a minute rounded up to one minute.
- 4.2 SMS service between mobile phones registered domestically at 2 Baht per message.

5. This promotional offer applies exclusively to data transmission between devices (machine-to-machine or IoT) and does not include use with applications like CCTV or similar purposes.

6. Users have the right to request a temporary suspension of the M2M SIM service free of charge up to 2 times per year, with a combined maximum suspension period of 60 days, subject to the details and conditions specified in the product specification document.

7. The Company reserves the right to limit unlimited 5G|4G usage according to the promotional offer subscribed by the user in conjunction with the mobile number. If the Company detects or is notified that the user is distributing mobile internet signals to mobile phones and/or other devices for shared usage, and/or engaging in similar or related activities in any case.

8. The Company reserves the right to manage the network appropriately to maintain service quality standards and to ensure efficient usage for all users by limiting user data usage and mobile internet speed as appropriate in the next billing cycle. If the Company finds or suspects that

the user is downloading and/or uploading large files or engaging in any usage involving continuous high-volume data transmission in a manner not typical for general users, or if the user's behavior affects service fairness, causing or potentially causing harm or impact to other users and/or the network or the Company's overall service, the speed reduction may be lower than specified in the package.

9. The Company reserves the right to limit usage in the form of BitTorrent, internet sharing via Hotspot, peer-to-peer file transfer (Peer to Peer) such as CCTV applications, certain multiplayer games, or data transmission in volumes abnormally high beyond typical usage, or any usage that may impact overall service usage.
10. Any rights specified in this promotional offer cannot be exchanged, refunded, or converted into cash or other items, nor can they be carried over to the next month or transferred to any other person or entity.
11. If users engage in any of the following actions, the Company reserves the right to terminate the service contract immediately.
 - 11.1 Violation of contract prohibitions: If users breach the contract's purpose, it is considered a violation of contract prohibitions. "Contract Purpose": Users must
 - (a) Use the services under this promotional offer solely for personal communication with good faith in accordance with the customary usage of ordinary individuals, not for any benefit or other purposes that may be deemed beneficial, and not for commercial use or resale.
 - (b) Not use, modify, or engage in any actions involving technology or systems or anything else to connect or relate to the use of the services, including actions that may be expected or believed to cause immorality or damage or unfairness to the Company or any other person, directly or indirectly, or not cause disturbance or inconvenience or harm to the network or cause network performance issues or any part of the network to malfunction.
 - 11.2 Engage in actions with reasonable grounds to believe that the user is fraudulent or has falsified documents in applying for or receiving service offers or has fraudulent behavior in using the services or using the services illegally.
12. The Company reserves the right to amend, change, suspend, or cancel without prior notice if there are regulations, orders, or policies from relevant government agencies requiring amendments, changes, suspensions, or cancellations of these service conditions or if such orders increase the Company's operational burden.

Unless otherwise explicitly stated, the Company reserves the right to amend, change, suspend, or cancel these terms as appropriate, with at least 30 days' prior notice through channels deemed appropriate by the Company.

13. Terms and Conditions of Service Use:

Users acknowledge and agree to comply with the terms and conditions of service use as displayed at <https://truebusiness.truecorp.co.th/standardterms?ln=th>, which are considered part of this quotation and the service application/contract within the True Group and other documents related to the service application.
14. This promotional offer is valid for 12 billing cycles from the date of service registration under this promotional offer. If users cancel the service and/or the service is suspended for any reason not caused by the Company's error, users agree to pay the M2M Dashboard service fee through the True Business iService system in full for the amount of the service discount received. Users must comply with the conditions set by the Company and should seek additional information before choosing the service from sales staff or inquire for more details at the Business Customer Service Center. Call 1239.
15. For users who complete the contract, they will receive access to the M2M Dashboard through the True Business iService system at an annual service fee of 1,200 Baht per number to monitor the M2M SIM usage status throughout the service contract period without charge. In case of service cancellation before the contract is completed, users must pay the full amount of the aforementioned service fee.