

End User License Agreement (EULA)

Last updated: 12 of May, 2020

1) Contract Term

The Customer shall use Connect Advance Mobility Service (“Service”) for the period specified in the Sales and Services Agreement (or Supplemental Agreement to Sales and Services Agreement) (“Term”).

2) Service Terms and Conditions

2.1 Unless otherwise provided, the Customer shall subscribe the Service for the above minimum period from the Service activation date (“Minimum Contract Period”). If the Service is terminated for whatever reasons during the Minimum Contract Period, the Customer shall pay Connect APAC (i) liquidated damages which is equivalent to the sum of the monthly fee of the subscribed Services multiply by the remaining months of the Minimum Contract Period and (ii) any aggregate of the waiver or benefits granted by Connect APAC.

2.2 Upon signing the Agreement, the Customer shall pay the monthly service fee for the Term. Connect APAC shall be entitled to charge on any overdue amount from the due date until the date on which payment in full is received by Connect APAC. All payment made shall be nonrefundable and non-transferable.

2.3 The Service Plan is charged on a monthly basis. The service charges are not refundable under any circumstances. Fees relating to the Service will be reflected in the monthly bill.

2.4 Unless otherwise specified by the Customer, Connect Advance Mobility Service will continue to be provided to the Customer after the expiry of the Term and such service will be charged at the standard Monthly Service Plan that is chargeable to the Customer on the expiry date of the Term.

2.5 Should Customer cancel the application at any time before service activation.

2.6 In addition to service fees, downloading the app, reporting the suspended apps or ets will incur data charge. For the phone while using a mobile network, data will be charged at or deducted from the customer’s subscribed mobile data plan, whichever is applicable. Standard roaming data charges will apply while using this service abroad.

2.7 Credit Amount to be rebated to the Customer will be credited to the Customer during the Term according to the credit arrangement specified in the Sales and Services Agreement (or Supplemental Agreement to the Sales and Services Agreement).

2.8 The Credit Amount will be credited to the monthly bill of the Customer's Account. The first Credit Amount will be credited to the 1st monthly bill after the Services effective date.

2.9 If, on the date of this Sales and Services Agreement (or Supplemental Agreement to Sales and Services Agreement), the Account is already subject to an arrangement (each a "Previous Credit Arrangement") under which any sums or charges prepaid by the Customer or Connect APAC are to be credited by Connect APAC to the Account, the crediting of the first installment to the Account by Connect APAC under this Sales and Services Agreement (or Supplemental Agreement to Sales and Services Agreement) shall be postponed to the date falling 30 days after the date of cessation of: (a) the Previous Credit Arrangement; or (b) if there is more than one Previous Credit Arrangements, the Previous Credit Arrangement with the latest expiry date. The date of cessation of the Previous Credit Arrangement will be deemed to be the date on which the last amount to be credited to the Account under the Previous Credit Arrangement is actually credited to the Account.

3) Connect Advance Mobility Service

3.1 The Service is developed by Connect APAC and Lookout Mobile Security. Connect APAC is a reseller of the Service.

3.2 The Service can only be used on Smart Devices specified by the Company

3.3 You agree: a) not to violate, reverse-engineer, duplicate, transfer, copy, distribute or otherwise tamper with any part of the Service for any reason, or assist another person in doing so. b) Usage rules established by the Company relating to the Service may be controlled and modified by the Company for compliance purposes and the Company reserves the right to enforce such usage rules without notice to the Customer.

3.4 The Company cannot guarantee that: a) The Service will meet the customers' requirements; b) The Service will be uninterrupted, timely, secure or error-free; c) The results that may be obtained from the use of the Service will be accurate or reliable; or d) The quality of any services, information or other material obtained by the customer through the Service will meet his/her expectation.

3.5 The Company assumes no responsibility for the timeliness, deletion, mis-delivery or failure to store any user communications or personalisation settings, or for any damage to customers devices or loss of data that results from using the Service, including but not limited to, the

download of any materials, data or information. Customers expressly relieve Connect APAC from any and all liabilities arising from the access or use of any part of the Service.

3.6 Some contents under the Service are provided by Lookout Mobile Security Ltd., and the Company is not responsible or liable for their quality, nature, accuracy and usefulness of the contents.

3.7 The content and categories of content available in the Service and the charges of the Service are subject to change at any time without prior notice.

3.8 The Company may (i) deactivate or suspend the Service or any part thereof, with or without notice to you, to carry out system, maintenance, upgrading, testing and/or repairs; (ii) limit or suspend your access to any of the Service with or without notice to you if the Company is of the opinion that such action is appropriate as a result of your use of the Service; (iii) take or omit to take any steps, with or without notice to you, if for any reason the Company deems it relevant to the management or the operation of the Service and the Company's business, that may expand, reduce, modify, suspend, limit, make inaccessible or adversely affect the Service or any part thereof.

3.9 The Company may, upon discovery of suspected fraudulent, deceptive, unlawful or improper use of the Service by users, suspend users' access to any or all of the Service temporarily or permanently.

3.10 Users agree to be bound by the End Users License Agreement of using the Service, which can be found on their company website.

4) Intellectual Property Rights

The design of the Service along with any service features ("Applications") and the trademarks, service marks and logos contained therein ("Marks") are owned by the Company and are protected by applicable intellectual property laws including but not limited to copyright. Except to the extent permitted by law, the Customer shall not use such Applications and/or Marks in any way whatsoever except for use of the Service. The Customer shall not modify, rent, lease, loan, sell, distribute or create derivative works based on the Applications in any manner.

5) Privacy Policy

5.1 The Customer's privacy is important to the Company. The Company has developed a Privacy Policy that covers how it collects, uses, discloses, transfers and stores the Customer's information. Please visit connect <https://connectapac.com/privacy-policy-connect-apac/> for full details of the Company's Privacy Policy.

5.2 The Company will do its best to keep the Customer's privacy safe, but the Customer is advised to protect his/ her own personal information carefully. Copies of Terms and Conditions are available upon request by calling our Account Manager or on website or Company hotline.
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6) Applicable Laws

6.1 The Customer shall comply with the laws of Hong Kong Special Administrative Region that apply to your use of the Service.

6.2 The Customer expressly agrees to the exclusive jurisdiction of the courts of Hong Kong Special Administrative Region for any claim or dispute with the Company relating in any way to the use of the Service.

7) Limitation of Liability

The Company shall under no circumstances be liable whether in contract, tort, statute or otherwise (including but not limited to negligence, breach of contract and defamation) for any special, direct, indirect or consequential loss or damage (including but not limited to loss of revenue, loss of data or goodwill) which is suffered, sustained or incurred by the Customer, or any person (directly or indirectly) arising from or relating to the Service.

8) Advertisement

8.1 The Customer acknowledges and agrees that the Service includes advertisements.

8.2 The Company is not a party to, and is not otherwise involved in any manner, in any correspondence or business dealings with, or participation in promotion of, advertisers found on or through the Service, including payment and delivery of goods or services and any other terms, conditions, warranties or representations associated with such dealings which are solely between the Customer and such advertiser. The Customer agrees that the Company shall not be responsible or liable for any loss or damage whatsoever incurred as a result of any such dealings or as the result of the presence of such advertisers in the Service.

8.3 The Company does not represent or endorse the accuracy or reliability of any information, advertisements or contents contained on, distributed through, or linked, downloaded or accessed from the Service. The Company cannot and does not guarantee the quality or reliability of any products or information purchased or obtained by the Customer as a result of an advertisement or any other information displayed in the Service. By using the Service, the

Customer expressly acknowledges and agrees that the Company shall not be responsible for any damages, claims or other liability arising from or related to such advertisements or information displayed in the Service.

8.4 The Company may provide advertisers with reports on how their advertisements performed on the Service, but the Company only provides the data to them after the Company has removed the Customer's name or any other personally identifying information from it, or has combined it with other people's data in a way that it is no longer associated with the Customer.

8.5 The Company reserves the right to revise the terms and conditions of the Service at any time, without prior notice.

8.6 If any dispute arises, the Company's decision shall be final.