



Data Plan Service Schedule

1. Product Definitions

- 1.1. Blue Wireless offers three (3) types of Data Plans
 - a) Shared Roaming
 - b) Shared Local
 - c) Individual SIM
- 1.2. The Shared Roaming data plan allow Customer to subscribe to multiple SIM cards sharing one (1) data pool. The SIM cards data access will roam to multiple local Mobile Network Operators (MNOs) depending on the countries in APAC and Europe.
- 1.3. The Shared Local data plan allow Customer to subscribe to multiple SIM cards sharing one (1) data pool. The SIM cards data access will only be on a local MNO in one (1) country.
- 1.4. The Individual SIM plan comprise of one (1) SIM card with an allocated data size. The SIM cards Data access is tied to a local MNO in one (1) country.
- 1.5. The SIM cards provided is a standard Tri-SIM Card which supports regular, mini and nano size.
- 1.6. The Data Plans are treated as a Service rendered by Blue Wireless and is subjected to all the terms and conditions as stipulated in the Blue Wireless General Terms and Conditions.

2. SIM and Data Charges

- 2.1. Customer will be charged a one-time charge to activate each SIM card.
- 2.2. Customer will be charged a fixed monthly recurring charge for Blue Wireless to keep the SIM Cards activated for the duration of the term.
- 2.3. Customer will be charged a fixed monthly recurring charge on the committed data usage allowance.
- 2.4. If customer exceeds their committed data usage allowance, they will be charged for overage data usage on a per whole GB block basis.
- 2.5. Data usage will be rounded up to the nearest whole GB for purpose of data usage calculation for billing.
- 2.6. Blue Wireless will only commence billing on the date Customer receives the SIM card and the monthly recurring charges will be pro-rated accordingly.

3. Data Usage

- 3.1. For all Data Plans, the data usage on each SIM card is measured in Kilobytes (KB).
- 3.2. Customer may commit to a monthly data usage allowance measured in Gigabytes (GB) on the Shared Roaming and Shared Local data pool.
- 3.3. Customer must commit to a monthly data usage allowance measured in GB on the Individual SIM allocated data size.
- 3.4. Any unused data below the committed monthly data usage allowance will be forfeited at the end of each month.
- 3.5. Customer will be allowed to exceed their monthly data usage allowance and continue using the data service at an overage with additional charge.
- 3.6. Blue Wireless will aggregate the data usage on the SIM cards sharing the same data pool and round up to the nearest whole Gigabyte (GB) block for purpose of usage calculation.
- 3.7. For the Individual SIM plans, Blue Wireless will round up to the usage on each SIM to nearest whole Gigabyte (GB) block for purpose of usage calculation.

4. Internet Access

- 4.1. All the Data Plans are based on 5G (Sub 6Hz), 4G (LTE) or 3G (HSPA/HSDPA) access depending on the MNO coverage infrastructure.
- 4.2. IP addressing provided with the service is based on IPv4 private dynamic assignment.
- 4.3. The actual internet access throughput, latency and other performance measurement depends on the specific location, signal strength and equipment for the SIM cards.
- 4.4. The Shared Roaming data breakout is in Hong Kong for APAC and Netherlands for Europe.
- 4.5. The Shared Local and Individual SIM data breakout is in the local country.
- 4.6. Blue Wireless may update the internet access choice of MNO and data breakout anytime without notice to customer.

5. Wireless Speed and Performance

- 5.1. The data plans wireless throughput speed may vary depending on equipment used, location, time of day and range of other factors that are not within Blue Wireless control.
- 5.2. The data plans throughput speeds and roaming services are on a best effort basis.

6. Data Coverage

- 6.1. Please refer to the Blue Wireless website (www.bluewireless.com) for the latest in-country and roaming data coverage
- 6.2. Blue Wireless will from time to time amend the coverage without notice to Customer.

7. Delivery, Activation and Replacement

- 7.1. The SIM cards will be shipped out pre-activated to Customer via tracked courier services with a shipment received acknowledgement for Blue Wireless to commence billing.
- 7.2. Customers will be liable for the cost of shipment of the SIM cards.
- 7.3. If Customer do not receive the SIM cards, Blue Wireless will ship out a replacement SIM card at no additional cost upon confirmation with courier services that the SIM cards were lost in transit.
- 7.4. If Customer misplace or damage the SIM cards, Blue Wireless can provide a replacement SIM card for Customer to continue using the service. Customer will be liable for the replacement SIM card activation and shipment cost.

8. Suspension and Termination

- 8.1. Blue Wireless will remotely disable the data use of the SIM cards upon suspension or termination of the SIM cards.
- 8.2. The SIM cards remains a property of Blue Wireless and we will provide instructions to either return or dispose off the SIM cards after termination.

9. Web Portal Access

- 9.1. Customers on the Shared Roaming Data plan with high quantity of SIM cards purchased and large data pool may request for access to an online web portal to view, suspend and reactivate their SIM cards data usage.
- 9.2. If the customer suspends SIM cards, they are still liable for the fixed monthly recurring charge for Blue Wireless to keep the SIM Cards activated for the duration of the term.
- 9.3. This web portal access availability is on a best effort basis.