

## MASTER SERVICES AGREEMENT

This Master Services Agreement (this "Agreement") is dated **DATE** (the "Effective Date"), and is by and between:

**CEQUENS FZE**, a freezone corporation organized and existing under the laws of **Dubai, UAE**, under license no. L-1841, with its head office located at **Office no. TO4-FLR02-02.06 the Offices 4 One Central DWTC Complex Dubai, United Arab Emirate**, hereinafter referred to as "Cequens," and

**COMPANY NAME**, a corporation organized and existing under the laws of **COUNTRY**, having its principal place of business at **ADDRESS**, commercial registration number **#####**, represented in this Agreement by **AUTHORIZED PERSON** in his/her capacity as **TITLE**, hereinafter referred to as the "Client"

Cequens and the Client are hereafter individually referred to as "a Party" and collectively as "the Parties".

### RECITALS

**WHEREAS**, Cequens is a provider of telecommunications services, including the bulk SMS service;

**WHEREAS**, Client wishes to purchase Messages from Cequens in accordance with the terms set out in this agreement;

**WHEREAS**, the Parties represent that they are qualified and able to perform, technically, organizationally, legally and financially, all obligations mentioned under this Agreement.

**NOW, THEREFORE**, in consideration of the premises and for other good and valuable consideration, the sufficiency and receipt of all of which are hereby acknowledged, the parties hereto hereby agree as follows.

### Section 1. Definitions and Interpretation

1.1. Capitalized terms defined in this ~~Section 1~~ ~~Section 1~~ ~~Section 4~~ or elsewhere in this Agreement shall have the specified meanings.

1.1.1. "Bulk SMS" means a message sent via SMS by or on behalf of the Client that is designed to promote the sale of or demand for goods or services whether or not it invites or solicits a response from the Recipient unless otherwise specified.

1.1.2. "Due Date" means thirty (30) days from the date the invoice is received by the Client.

1.1.3. "Fraudulent Messages" means Messages that are intended to facilitate theft from or induce behavior that is unwanted by a message recipient; that deliver or facilitate the delivery of a virus, Trojan horse, worm, spyware or other malware; and/or that otherwise violate applicable law.

1.1.4. "Messages" means SMS (Short Message Service) messages as defined by telecommunication standards.

1.1.5. "Personal Data" means any information relating to an identified or identifiable natural person as contained within Content as defined in the Agreement.

1.1.6. "Service" the SMS interworking service, consisting of the conveyance of local or international short messages between mobile operators and the settlement and billing services adhering to this service.

1.1.7. "Unsolicited Messages" means Messages that contain marketing or other material not requested by the recipient (known as "spam") or that otherwise violate data protection, privacy, telecommunications or electronic communications law in the country of the sender or recipient

1.2. In this Agreement, unless the context otherwise requires:

1.2.1. where the word "including" is used, it shall be understood as meaning "including without limitation".

## **Section 2. Scope of the Agreement**

- 2.1. Cequens agrees to provide messaging services whereby the Client may send SMS messages via the Cequens to the recipient subscribers of the agreed mobile networks (the “Networks”). These destinations may be amended from time to time.
- 2.2. Cequens shall provide the services to the Client under this agreement on a non-exclusive basis.
- 2.3. Cequens may agree on the provisioning of additional services to the Client by annexing new services to the present Agreement.

## **Section 3. Term & Renewal**

- 3.1. This Agreement shall enter into force on the Effective Date and shall have an initial term of 12 months.
- 3.2. This Agreement shall be automatically renewed for an unlimited number of successive twelve-month terms.

## **Section 4. Warranties**

- 4.1. The parties agree to abide by all applicable laws, regulations and network operator or service provider requirements, including but not limited to all telecommunications regulatory authority's regulations and guidelines.
- 4.2. Cequens will use reasonable efforts under the circumstances to maintain its overall network quality. The quality of Service provided hereunder shall be consistent with industry standards, government regulations, and sound business practices.
- 4.3. Cequens make no other warranties about the service provided hereunder, express or implied, including but not limited to any warranty of merchantability or fitness for a particular purpose or use.
- 4.4. Cequens will use all reasonable endeavors to ensure the successful delivery of all Messages. Neither party is responsible for the delivery of messages from the mobile network to the mobile device. Each party shall only ensure that it transmits the messages from its gateway to the operator and is not the last-mile link of transmission to the end recipient.
- 4.5. The express terms of this agreement are in lieu of all warranties, conditions, terms, undertakings, and obligations implied by statute, common law, custom, trade usage, course of dealing or otherwise, all of which are hereby excluded to the fullest extent permitted by law.

## **Section 5. Limitation of Liability and Indemnification**

- 5.1. Except as otherwise provided by law or as expressly stated in this Agreement, Cequens shall not be liable to the Client, or the Client's clients for any direct or indirect loss or damage due to any failure, degradation or interruption of service in its network or any other network or connection involved in the provision of the Services under this Agreement.
- 5.2. Cequens shall not be liable for faults in delivery, transmission, re-transmission or reception of the SMS messages attributable to the local carrier or third parties. In such event, the Parties shall upon agreement, work on a solution to address any such problems with or without the assistance of the third party at fault.
- 5.3. Cequens shall in no way be held responsible for the content contained in or on any Messages transmitted by the Client.
- 5.4. Cequens shall not be liable to the Client under this Agreement in contract or otherwise for direct, personal, and foreseeable damage or loss suffered by the Client (including damage or loss caused by the employee(s) and/or the contractor(s)), and shall not include indirect, consequential, special or punitive damages including but not limited to loss of profits or income, additional expenses loss of Service Providers, loss of or damage to data or loss of contracts, loss of time or loss of business.
- 5.5. Nothing in this Agreement shall operate to limit or exclude any liability for fraud, negligence, bodily injury or for any other liability that cannot be excluded or limited by law.

- 5.6. Each Party (as “Indemnifying Party”) hereby indemnifies the other Party (as “Indemnified Party”) from all costs and expenses from any claims, proceedings or actions (“Claims”) brought or made against the Indemnified Party to the extent such Claims relate to:
- 5.6.1. Any material breach of this agreement
  - 5.6.2. a contractual or other relationship between the Indemnifying Party and a third party;
  - 5.6.3. the content of SMS or delivery of Unsolicited Messages or Fraudulent Messages by the Indemnifying Party.
- 5.7. The liability of Cequens for any loss or damage arising out of or in connection with this Agreement shall, in respect of any single claim by the other Party, not exceed the total charges paid or payable by the Client over the 6 month period prior to the event giving rise to the claim.

Notwithstanding the foregoing, the limitation of either Party's liability shall not extend to any liabilities or obligations of either Party under sections 8, 16, 17.

## **Section 6. Confidentiality**

- 6.1. This Agreement is made in strict confidence between the Parties. Each Party undertakes to the other that it will treat as confidential, and will use its reasonable endeavors to procure that its directors, employees, professional advisors and agents will treat as confidential, the terms and conditions of this Agreement as well as all data, summaries, rates, reports or information of all kinds and all other confidential information whether of a technical or business nature or otherwise relating in any manner to the business or affairs of the other Party which it may receive in connection with this Agreement, and will not (and will use its reasonable endeavors to procure that its directors, employees, professional advisors and agents will not) disclose or use such information other than strictly for the purposes of this Agreement except with the written permission of the other Party. The actual or threatened disclosure of a disclosing party's Confidential Information without the prior express written consent of Disclosing Party, Disclosing Party will suffer an irreparable injury, such that no remedy at law will afford it adequate protection against, or appropriate compensation for, such injury. Accordingly, the parties hereby agree that the breaching Party will pay liquidated damages to the non-breaching Party for any violation of the covenant not to disclose confidential information in accordance with this Agreement, as well as such further injunctive relief as may be granted by a court of competent jurisdiction.
- 6.2. The provisions of subsection 6.1 shall not apply to information held by a Party which
- 6.2.1. is in or comes into the public domain other than by breach of this Agreement;
  - 6.2.2. is obtained by that Party from a third party who has the right to disclose it;
  - 6.2.3. is or has been independently generated by that Party (but not including data generated by that Party for the benefit of, or using data provided by the other Party); or
  - 6.2.4. is in the possession of or is known to that Party prior to the date of this Agreement, to the extent that Party is not bound by any confidentiality obligation in respect of such information to the other Party.
- 6.3. The following disclosures by either Party shall not constitute a breach of subsection 6.1:
- 6.3.1. a disclosure of information necessary to comply with any law or the valid order of a court of competent jurisdiction or the rule, regulation or request of any governmental or other regulatory authority or agency, including mobile network operators, provided that the Party disclosing the information shall request confidential treatment of such information by the third party to which it is disclosed;
  - 6.3.2. a disclosure of information to a Party's auditors and/or other professional advisors or as part of its normal reporting or review procedure to its parent company, members or Clients as the case may be, provided that the Party disclosing the information will endeavor to procure that its auditors, professional advisors, parent company members, and Clients will also treat such information as confidential;
  - 6.3.3. disclosure of information made in order to enforce its rights under this Agreement;
  - 6.3.4. a disclosure made to a financial institution, a lender of funds or financial advisor where such disclosure is required as part of an arrangement for the financing or refinancing of such Party.

- 6.4. On termination of this Agreement for whatever reason, the recipient Party shall return to the disclosing Party (or, at the discretion of the disclosing Party, destroy) all copies of confidential information of the other Party which it has in its possession.
- 6.5. Each Party undertakes to the other to promptly provide all information and assistance which the other may reasonably require to enable it to perform its obligations under this Agreement

### **Section 7. Transfer, Assignment, and Subcontracting**

- 7.1. Neither Party may assign or transfer or purport to assign or transfer any of its rights or obligations under this Agreement without the prior written consent of the other. Any such assignment permitted herein shall be effective only upon signature by both Parties and the assignee of a formal novation agreement under which the assignee shall agree to observe and perform all of the provisions of this Agreement referable to the assigning Party.

Notwithstanding the above, Cequens shall have the right to assign its rights and/or obligations to any company within its group companies without having to obtain any prior written approval in this regard.

- 7.2. Notwithstanding the foregoing, Cequens may subcontract in writing the performance of Services under this Agreement to a third party if such third party holds all necessary licenses, consents, and permissions as may be necessary to fulfill the obligations subcontracted to it.

### **Section 8. Intellectual Property**

- 8.1. The Parties commit not to compromise in any manner each other's registered trademarks and/or service marks.
- 8.2. The respective copyright, patent and other intellectual property rights (hereinafter referred to as the "Rights") owned by either Party or developed by either Party related to the Services referred to herein shall vest in that Party. No title to any Rights owned by each Party is or will be transferred to the other Party. Except as may be expressly agreed in writing between the Parties (under such express terms as are agreed), all trade and service marks, inventions, patents, copyrights, registered designs, design rights and all other intellectual property and intellectual property rights shall, be and remain in the ownership of the relevant Party. Nothing herein shall confer or be deemed to confer on either Party expressly, implied or otherwise, any rights or licenses in the intellectual property of the other.
- 8.3. Without prejudice to any other rights stated in this Agreement, each Party is entitled to use the other party's tradenames, trademarks, logos, slogan and brands solely for the purpose of performing marketing and promotional activities and as Customer/Partner reference including but not limited to the following:
- (a) marketing and promotional materials (including, without limitation to social media platforms, website, press release of each party),
  - (b) Customer/Partner lists published by each party.
- 8.4. Each party further agrees to ensure that all such use will comply with the all the applicable marketing and promotional regulations and accepted standards and shall take no action that would in any way infringe or interfere with the other party's rights in its names or marks. Neither party will have any right, title or interest to the names, marks, and logos of the other party, which will remain its sole and exclusive property.

### **Section 9. Force Majeure**

- 9.1. Neither of the Party shall be liable for any delay or deficiency in the performance of its obligations, except with regard to its payment obligations under this Agreement, if this delay is imputable to force majeure. Following events are considered to be force majeure (not exhaustive list): act of God, flood, earthquake, storm, thunderstorm, frost, explosion, lightning, fire, epidemic, war, outbreak of hostilities (whether or not war is declared), riot, strikes or other labor unrest, civil or military disturbance, embargo, social conflicts, sabotage, fiber or cable cut, expropriation by governmental authorities, interruptions by regulatory or judicial authorities, interruption or break-down of electricity supply or other acts or events that are outside the reasonable control of the concerned Party.
- 9.2. The Party affected by the Force Majeure event shall notify the other of the event within seven (7) days from its occurrence. If this Agreement cannot be performed according to its terms for a continuous period of sixty (60) days from the date of receipt of the abovementioned notification by reason of such Force Majeure event, the other Party shall be entitled to serve notice upon the other to immediately terminate this Agreement without any liability whatsoever to the other.

## Section 10. Suspension of Service

10.1. If the Client acts contrary to an obligation under this Agreement, including among others the obligation to pay the amounts due to Cequens within the agreed payment period, Cequens is entitled to suspend the provision of the Service.

## Section 11. Payment Terms

11.1. The Parties agree that the applicability of sub-Section ~~11.211.244.2~~ or ~~11.311.344.3~~ shall be determined in accordance with Section ~~114~~ of Appendix A.

11.2. In the case that the Client agrees to pay for all Messages sent via Cequens' network on a **pre-paid** basis:

11.2.1. The Client shall deposit cash advance(s) to be used later in return for services provided by the Cequens. Such cash deposit will be equivalent to SMS quota as per the applicable price, the validity of such quota shall continue for a period of one year starting of the date of the client's last consumption. The Client has the sole responsibility of maintaining the cash advance(s) in the account and making sure it is enough to cover the cost of any service(s) required.

11.2.2. Cequens shall provide each other with an online monitoring tool to monitor the activities on the respective accounts and check the available cash balance.

11.2.3. Cequens automatically deducts the cost of service rendered to the Client in accordance with the prices provided to the Client.

11.2.4. In the event of any dispute as to the charges deducted, the Client will start the dispute resolution procedure as set out in ~~Section 19~~~~Section 19~~~~Section 19~~.

11.3. In the case that the Client agrees to pay for all Messages sent via Cequens' network on a **post-paid** basis:

11.3.1. Cequens has granted the Client the credit limit set out in Section ~~114~~ of Appendix A.

11.3.2. If at any time the total of billed, but unpaid, and unbilled usage by the Client exceeds its credit limit, Cequens may restrict or suspend the Service until the Client has made such payments to (i) reduce its aggregate liability to Cequens to an amount below its credit limit; and (ii) ensure that its credit limit shall not be exceeded during that billing period.

11.3.3. Cequens will issue monthly invoices for traffic handled in the previous billing period to the Client by the first week of each month. In case the Client does not dispute an invoice within fourteen (14) days after receipt, the invoices are deemed to be accepted.

11.3.4. Charges will be calculated from the data of Cequens' billing system.

11.3.5. The Client shall pay the invoice by the Due Date.

11.3.6. The Client is responsible for any and all bank fees and charges associated with such payment and shall not deduct such fees from the payment owed to Cequens.

11.3.7. With respect to the unpaid amount of any invoice not paid in full within 10 days from the Due Date, a finance charge of 1% of the invoice amount per week, payable from the Due Date to the date payment is received, shall be due and payable to Cequens.

## Section 12. Price Change

12.1. Prices are subject to change at any time with prior notice by Cequens or such other notice as the Parties may agree on from time to time.

12.2. Notification via electronic mail (e-mail) to the email address defined below will suffice to coordinate said changes. Rate changes will be effective immediately.

12.3. Any subsequent price changes will have to be sent by email to the routing email addresses set out in Appendix A.

- 12.4. Price modifications alerts sent by email will not require a signature or other form of confirmation to take effect.
- 12.5. The price changes will be made effective immediately from the official notice via email, and immediately supersedes the previous price.

### Section 13. Notices

- 13.1. All notices, demands, requests, consents, approvals, and other communications required or permitted hereunder shall be in writing and, unless otherwise specified herein, shall be
- (i) personally served,
  - (ii) deposited in the mail, registered or certified, return receipt requested, postage prepaid,
  - (iii) delivered by reputable air courier service with charges prepaid, or
  - (iv) transmitted by hand delivery, or e-mail, addressed as set forth below or to such other address as such party shall have specified most recently by written notice, with a copy sent to the other party's notification email as set out in Appendix A.
- 13.2. A Party cannot deny the receipt of a notice or any other communication when it is exchanged in accordance with this section. Any other notice or communication is presumed not given and not existing.
- 13.3. Notwithstanding the above, Cequens retains the right to communicate price changes to the Client through the email address specified in Appendix A.

### Section 14. Termination

- 14.1. Either Party can terminate the Agreement at any time upon giving the other Party written notice thirty (30) calendar days prior to the date of termination.
- 14.2. It is agreed upon that during the first month following the delivery of the notice the Party terminating the agreement shall continue to perform his obligations.
- 14.3. This Agreement may be terminated with immediate effect by either Party upon any or all of the following events occurring:
- 14.3.1. If the other party is in material breach of this Agreement, provided that the non-defaulting Party shall not be entitled to terminate unless and until it has given written notice of the relevant breach to the breaching Party and the breaching Party shall have failed to remedy the breach within 30 (thirty) calendar days of receipt of such notice.
  - 14.3.2. If the other Party's license to operate or to use the Service, which affects the exercise of rights or performance of obligations under this Agreement, is revoked or terminated for any reason (and not simultaneously replaced).
  - 14.3.3. If the other party is the subject of a bankruptcy order, or becomes insolvent, or makes any arrangement or composition with or assignment for the benefit of its creditors, or if any of the other Party's assets are the subject of any form of seizure, or goes into liquidation, either voluntary (otherwise than for reconstruction or amalgamation) or compulsory or if a receiver or administrator is appointed over its assets (or the equivalent of any such event in the jurisdiction of such other Party).
- 14.4. In the event of a serious default by a Party, the other party can terminate the Agreement with immediate effect. The following are considered serious defaults (non-exhaustive list):
- 14.4.1. Non-payment of amounts due within fifteen (15) calendar days after having been advised thereof by Cequens in writing so (traffic limitations may be placed on the Client during the notice period); and
  - 14.4.2. Fraudulent or abusive, or reasonably suspected fraudulent or abusive, use of the Service or absence of measures reasonably required to prevent such use.



- 14.5. The termination of the Agreement shall not prejudice or affect a right of action or remedy which shall have accrued or shall accrue subsequently under this Agreement to either Party. In the event the Agreement is terminated, any disputed amounts shall become immediately due and payable.
- 14.6. After the termination of the Agreement, for whatsoever reason, the confidentiality provisions of [Section 6](#)~~Section 5, 6~~, 9 remain in full force and effect.

#### **Section 15. Fraud Prevention**

- 15.1. The Parties shall co-operate to prevent and eliminate any kind of fraud, abuse, misuse or damage of data that involves the Parties' respective network or Service. The Parties will inform each other on the occurrence of such event without undue delay, exchange all necessary and relevant data, including but not limited to Service Provider information, and will jointly discuss and work out measures either to prevent or eliminate such fraud, abuse, misuse or damage.
- 15.3. The Client will strictly comply with the laws and regulations regarding telecommunications services and data privacy applicable in its respective countries and will inform Cequens, if and what special treatment of data generated in connection with telecommunications services delivered under this Agreement may be required under such laws and regulations.

#### **Section 16. Unsolicited Traffic**

- 16.1. The Client undertakes that they will not use the services for any illegal, immoral or improper purpose or in any manner which contravenes applicable laws and codes, regulatory requirements of the appropriate jurisdiction or mobile network operator requirements as they exist and as they change from time to time and undertakes not to allow any third Party to do so.
- 16.2. The Client shall not, under any circumstances, send unsolicited traffic to the platform of the Cequens. The Client, at all times, shall ensure that all agreements with its Clients contain clauses that prohibit all sending of unsolicited traffic. The Client shall perform all such actions that prevent unsolicited traffic from reaching the platform of the Cequens.
- 16.3. Should unsolicited traffic nonetheless be sent by the Client or any of its clients, or Client's clients to the platform of the Cequens, the following actions shall be taken:
- 16.3.1. Cequens upon detecting unsolicited traffic shall immediately contact the Client informing them that unsolicited traffic has been sent.
  - 16.3.2. The Parties shall immediately initiate efforts to work in good faith and exchange information (with timestamp, content, destination number and originator) in order to determine the source of the unsolicited traffic as soon as possible after the incident.
  - 16.3.3. The Client shall immediately terminate the connection with its Client that has originated the unsolicited traffic and shall ensure that such a client is no longer connected to the platform of the Cequens.
- 16.4. If any clauses in this section are violated, the Cequens can immediately suspend, or terminate this Agreement, at its sole option, without prejudice to any damages that the Cequens may be entitled to claim.

#### **Section 17. Data Protection**

- 17.1. Each Party shall comply with its obligations under all applicable data protection laws, including EU General Data Protection Regulation 2016/679 and the UK Data Protection Act of 2018/2018 where applicable, in respect of the Services to be provided under this Agreement.
- 17.2. Each Party agrees in respect of any such personal data supplied to it by the other Party that it shall:
- 17.2.1. only act on instructions from the other Party regarding the processing of such personal data under this Agreement and shall ensure that appropriate technical and organizational measures shall be taken against unauthorized or unlawful processing of the personal data and against accidental loss or destruction of, or damage to, the personal data;
  - 17.2.2. comply with any reasonable request made by the other Party to ensure compliance with the measures contained in this Section;

- 17.2.3. be responsible for any acts, errors, or omissions of its Sub-processors that cause the other Party to breach any of the other Party's obligations under this Agreement;
- 17.2.4. obligate each Sub-processor to protect the Personal Data in a manner substantially similar to the standards set forth in the Agreement (to the extent applicable to the services provided by the Sub-processor);
- 17.2.5. implement and maintain appropriate technical and organizational security measures to protect against Personal Data Breaches and to preserve the security and confidentiality of Personal Data processed by it;
- 17.2.6. notify the other Party without undue delay and will provide information relating to the Personal Data Breach as reasonably requested by the other Party; and
- 17.2.7. upon expiration or termination of the Agreement, or upon the request of the Client, delete or return to the other party all Personal Data in its possession as provided in the Agreement except to the extent required by the applicable law to retain some or all of the Personal Data.

## **Section 18. General Provisions**

- 18.1. This Agreement, together with all appendices and attachments incorporated herein specifically by reference, represents the entire agreement and understanding between the Parties in relation to the subject matter hereof and supersedes all other agreements and representations made by either Party, whether oral or written.
- 18.2. Any waiver, alteration, or modification of any of the provisions of this Agreement or cancellation or replacement of this Agreement shall not be valid unless in writing and signed by a duly authorized representative of each Party.
- 18.3. Unless explicitly stated otherwise in this Agreement, the failure of any Party to exercise any right or remedy shall not constitute a waiver of such right or remedy, and the waiver of any violation or breach of the Agreement by a Party shall not constitute a waiver of any prior or subsequent violation or breach.
- 18.4. Except as otherwise provided herein, the remedies provided for in this Agreement are in addition to any other remedies available at law or in equity.
- 18.5. Neither the performance by the Parties of their duties and obligations under this Agreement nor anything herein shall create or imply an agency relationship between the Parties, nor shall this Agreement be deemed to constitute a joint venture or Clientship between the Parties.
- 18.6. If any provision of this Agreement is determined by a court or other competent authority to be invalid, illegal or unenforceable, such invalidity, illegality or unenforceability shall not affect the validity, legality or enforceability of any other provision of this Agreement.
- 18.7. Each Party's obligations under this Agreement are conditional upon and subject to the respective compliance with all applicable laws and prevailing regulations and judicial requirements in the jurisdiction over either Party to or the subject matter of this Agreement. Neither Party will be liable to any other Party to the extent that any such legislation, decision, direction, order or determination prohibits or restricts its performance under or compliance with this Agreement.
- 18.8. This Agreement may be executed in counterparts, each of which shall be deemed an original, but all of which together shall be deemed to be one and the same agreement. A signed copy of this Agreement delivered by e-mail shall be deemed to have the same legal effect as delivery of an original signed copy of this Agreement.

## **Section 19. Governing Law and Forum**

- 20.1. This Agreement shall be governed by and construed in accordance with the laws of the United Arab Emirates and the Emirate of Dubai.
- 20.2. In the event of a disagreement or dispute arising out of or in connection with the interpretation and/ or the execution of this Agreement, such dispute shall be notified to the other Party in writing (the "Dispute Notice"). The Parties shall strive to resolve such dispute in good faith within thirty (30) days from the date of the Dispute Notice.



20.3. In case the dispute was not resolved amicably by the Parties, it shall be finally resolved by litigation before the courts of Dubai, United Arab Emirates. However, Cequens retains the right to bring proceedings before a court whose jurisdiction extends over the Partner utilizing the laws of that jurisdiction.

**IN WITNESS WHEREOF**, the parties hereto have executed this Agreement as of the Effective Date.

For Cequens

For Client

\_\_\_\_\_

\_\_\_\_\_

Authorized Person

Capacity

Date: \_\_\_\_\_

Date: \_\_\_\_\_

## Appendix A

## 1. Commercial Information

Payment Structure:	.....		
Credit Limit: (where applicable)	.....	Currency	US Dollar

## 2. Technical Contact Information

	For Cequens	For Partner
Support Inquiries	<a href="mailto:support@cequens.com">support@cequens.com</a>	.....
Routing Inquiries	<a href="mailto:routing@cequens.com">routing@cequens.com</a>	.....

## 3. Billing Information

Email:	<a href="mailto:finance@cequens.com">finance@cequens.com</a>	.....
E-mail (For Invoices):	<a href="mailto:billing@cequens.com">billing@cequens.com</a>	.....

Beneficiary	CEQUENS FZE
Bank Name	CITIBANK N A
Bank Address	Khalid Ibn Al Walid Street 749, Dubai
Swift Code	CITIAEADXXX
Account Number (IBAN)	AED: AE740211000000160320443 EUR: AE520211000000160320451 USD: AE020211000000160320478

## 4. Price Change Information

Email:	.....
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## 5. Legal Contact Information

Attention:	General Counsel	.....
Email:	<a href="mailto:legal@cequens.com">legal@cequens.com</a>	.....
Mailing Address	21 Mohamed Tawfik Diab St, Nasr City 11371, Cairo, Egypt	.....

For Cequens

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 Date: \_\_\_\_\_

For Client

\_\_\_\_\_  
 Authorized Person  
 Capacity  
 Date: \_\_\_\_\_