Appendix 1c
Version: 28 January 2026

Product name: MyLINK RCS API

Product description:

MyLINK RCS API is a product allowing Customer to communicate with End Users through RCS (Rich Communication Services), a GSMA standard.

Main Functionalities:

- **Verified Sender Identification**
  Display Customer's brand's name, logo, and other identifiers.
- **Rich Media Support**
  Send images, videos, audio, documents, etc.
- **Interactive Messaging**
  Call to Action buttons, Suggested replies, and actionable links.
- **Delivery, Read Receipts & Typing Indicators**
  Know when Messages are read and when someone is typing (coming soon).

Means of access: API ☐ , Web Access ☒, Portal ☒

Specification of fees listed in the Service Order fee table:

- **Non-traffic fees**
  - **Agent declaration** The customer's declaration of an agent. Agent declaration is performed and invoiced per Operator and MaaP providers (incl. Google LLC) and per relevant subsidiaries. The fee and number of Agent declarations is listed in the fee table. The fee is invoiced per agent and per country.
  - **Agent update** Update of the information provided for an agent includes logo, support number, and other information considered of relevance. Agent update is performed and invoiced per Operator and MaaP providers (incl. Google LLC) and per relevant subsidiaries. The fee and number of Agent updates is listed in the fee table. The fee is invoiced per agent and per country
- **Traffic Fees**
  - **Number of RCS** The customer will be charged for each RCS submitted to LINK Mobility, with exception for messages where a failed delivery message has been received.
  - **Single Message** – Type of RCS Message; Rich message, supporting all types of contents (Text, card, carousel, video, image, audio, and pdf)
    - **Basic message** – Type of RCS Message; 160 characters text-only message
    - **Conversational messages** – Type of RCS Message; A conversation is triggered when an MO is sent in response to an MT within 24 hours of sending the initial MT. A conversation lasts 24 hours. All messages sent during the conversation are included in the "Conversational message". "MO" or "Mobile Originated" refers to message sent from End-User's mobile device. "MT" or "Mobile Terminated " refers to message sent to an Operator's network and finally to End-User's mobile device
  - **Monthly Active Users** When applicable, Customer is charged per number of Monthly Active Users instead of number of RCS messages.The provided service includes a number of Monthly Active Users as listed in the Fee table. Monthly Active Users are the amount of individuals who have received RCS over the period of a calendar month. If Monthly Active Users is used, it replaces the other types of traffic fees.

Product-specific terms
The following terms shall govern the use of the Product described in this Appendix. In case of conflict with GTC, the terms herein shall have precedence.

RCS Limitations

The use of RCS depends on certain requirements to be fulfilled:

i) available to End-Users with compatible devices: Android and some versions of iOS depending on Operator

ii) RCS must be active on each individual End-User's device (option in the settings)

iii) messaging through RCS also requires the End-User to be connected either through mobile data or Wi-Fi in order to receive or send messages

If it is not possible to deliver the message via RCS, the API will return a failed delivery message. Fallback to another channel (such as SMS) is an option that can be provided by LINK (through separate Service Order) or be arranged by the Customer using other available LINK APIs.

Brand approval. LINK will provide support to Customer for brand approval (declaration of Agent) from selected Operators and the MaaP providers (incl. Google LLC and its affiliates) or relevant subsidiaries. However, it is the Customer's responsibility to provide the necessary information to obtain such approvals.

RCS MaaP providers

In order to enable RCS, Operators depend on RCS MaaP providers. RCS MaaP providers provide the core infrastructure to support the capabilities, message sending, and formatting of RCS Business Messaging, and are selected by mobile network operators in order to achieve the required quality of service for the messaging in question.

Customer accepts and understands that policies and terms related to RCS MaaP providers are an integral part of Operator terms as referenced in the GTC, and that Customer must comply with all terms in order to use RCS as a messaging channel.

Furthermore, Customer accepts and understands that LINK has no liability and provides no guarantees regarding RCS MaaP providers.

Third Party terms

Customer Accepts and understands that by its decision to use RCS services involving Google and/or Apple and/or any other mobile operating system provider or other third party, (hereinafter referred to as "Third Party") the Customer's relationship with the relevant Third Party will be solely with them and will be subject to any terms, conditions, privacy policies, warranties or representations associated with that relationship. The use by the Customer of any Third-Party products or services shall be at the Customer's sole discretion and risk. LINK makes no representations or warranties in relation to any service provided by or through any Third Party, or in relation to any Third Party's compliance with any law or regulation, including Data Protection Legislation.

Specific terms for the Third Party providers Google Ireland Limited or Jibe Mobile, Inc.

In the case that the MaaP provider selected by Operator is one of the Google LLC affiliates Google Ireland Limited or Jibe Mobile Inc., Customer agrees that, for use of RCS for Business, the following terms apply and are incorporated by reference: the RCS for Business Terms of Service (latest version at https://developers.google.com/business-communications/rcs-business-messaging/terms-and-policies/tos), the Google APIs Terms of Service (https://developers.google.com/terms/), the Google Controller-Controller Data Protection Terms (https://business.safety.google/controllerterms/) and the Google API Services User Data Policy (https://developers.google.com/terms/api-services-user-data-policy).

Customer acknowledges that RCS policies (including the Acceptable Use Policy) apply and are incorporated by reference via the RCS for Business Terms of Service.

RCS delivery depends on end-user/device/operator support. Delivery requires a compatible device and active RCS settings on the recipient's device, and a data connection (mobile data or Wi-Fi). If delivery via RCS is not possible, fallback to SMS or other channels is optional and may be configured by Customer (including via other LINK APIs) or provided by LINK under a separate service order.

Acts or omissions by Customer, resulting in a breach of this Service Order or the Specific terms for the third Party providers Google Ireland Limited or Jibe Mobile, Inc., may at any time prohibit Customer's use of RCS.

On behalf of LINK

Name:
Position:
Date:
Place:

On behalf of Customer

Name:
Position:
Date:
Place: