

## Appendix 1c

**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).

### 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 recipients with compatible devices: Android and some versions of iOS depending on version and operators)
- ii) RCS must be active on each individual recipient's device (option in the settings)
- iii) messaging through RCS also requires the recipient 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) can be arranged by the Customer or through 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) or relevant subsidiaries. However, it is at 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 Jibe

In the case that the MaaP provider selected by Operator is Jibe Mobile Inc., a wholly owned subsidiary of Google LLC, Customer accepts and understands that the specific terms in this section shall apply for Customer's use of RCS as a channel.

Customer has chosen to use RCS as a communication channel under this Agreement, and agrees that the terms of this Service Order, the Terms of Service for RCS Business Messaging (available at <https://developers.google.com/business-communications/rcs-business-messaging/support/tos>), the Google APIs Terms of Service (available at <https://developers.google.com/terms/>), the Google Controller-Controller Data Protection Terms (available at [Google Controller-Controller Data Protection Terms \(safety.google\)](https://policies.google.com/terms)), Google API Services User Data Policy (available at <https://developers.google.com/terms/api-services-user-data-policy>), the Jibe service level agreement (available at <https://docs.jibemobile.com/sla>) and all other applicable terms and policies that are incorporated by reference, (jointly referred to as the "Jibe terms") are an integral part of the Agreement for Customer's use of RCS with Jibe as a RCS MaaP provider. Customer understands and accepts that it is Customer's responsibility to ensure compliance with this Service Order and the Jibe Terms.

Acts or omissions by Customer, resulting in a breach of this Service Order or the Jibe terms, may at any time prohibit Customer's use of RCS.

| On behalf of LINK | On behalf of Customer |
|-------------------|-----------------------|
| <b>Name:</b>      | <b>Name:</b>          |
| <b>Position:</b>  | <b>Position:</b>      |
| <b>Date:</b>      | <b>Date:</b>          |
| <b>Place:</b>     | <b>Place:</b>         |