

Article 1 Purpose and contractual documents

These Specific Terms and Conditions define the arrangements for technical support, maintenance and updating of the WOne and W Fifty Systems sold by Wavetack to its business Customers. The terms Customer, Products, Services, Equipment and Systems have the meanings given in Wavetack's General Terms and Conditions of Sale, referred to below as the "GTCS".

They supplement the GTCS, in particular Articles 2, 3 and 4 thereof. They are attached to, or specifically referenced in, the Quotation or Purchase Order and are provided to the Customer before the Customer enters into a commitment. They are signed electronically when the Equipment is handed over in accordance with Article 12 below, without affecting any acceptance already obtained when the order was placed. Their application to an existing order requires an amendment accepted by the parties.

In the event of inconsistency, the specific provisions expressly agreed in the Quotation or Purchase Order shall prevail, followed by these Specific Terms and Conditions in respect of their subject matter, and then the GTCS. Any exception requires Wavetack's written acceptance. The other provisions of the GTCS remain applicable.

Article 2 Composition and scope of the Systems

The Systems comprise an equipment case, operational software for detecting compromises affecting smartphones and tablets, and an annual update and operational maintenance service. The device to be analyzed is connected to the System, which may access the Internet through an external Wi-Fi network or a GSM connection.

Within the scope of the licence taken out, the update service includes updates to the software and firmware, detection or correlation algorithms, and databases, indicators and detection rules. As a general rule and subject to a simple obligation to use reasonable efforts, databases and rules are made available weekly, either online or by manual installation using a USB drive in accordance with the Wavetack procedure. This frequency does not constitute a commitment to publish new software versions or new algorithms every week.

Support covers defects specific to Wavetack's Equipment and software, difficulties activating the licence, update incidents, and malfunctions or anomalies in the presentation of analysis results, in supported versions and configurations.

Article 3 Duration of rights and renewal

In accordance with Article 2 of the GTCS, the purchase includes twelve (12) months of updates and operational maintenance. The effective date and expiry date are stated in the order. Annual renewal is taken out at the then-current price and confirmed in writing by Wavetack; these terms do not create tacit renewal.

If the term expires without renewal, the Customer shall retain, subject to the provisions of the GTCS concerning payment and retention of title, the Equipment and the perpetual right to use the latest version of the software installed and the security components already downloaded. The Customer shall no longer receive new versions, non-mandatory patches, new rules, database enhancements, or contractual support and maintenance. Applicable statutory obligations remain unaffected.

Article 4 Wavetack's obligations and support limitations

In accordance with Article 4 of the GTCS, Wavetack is subject to an obligation to use reasonable efforts in providing assistance and diagnostics and seeking a workaround or correction. It shall deploy skills and resources appropriate to the nature of the incident and the information provided by the Customer. It may propose a procedure, configuration, update, correction or return to the workshop.

Wavetack does not guarantee a specific resolution time, the absence of all anomalies or detection of every compromise. An alert, score or report is an aid to analysis within the limits of the System's functions and conditions of use. The absence of an alert does not certify the absence of compromise. The Customer remains responsible for its operational decisions and security policy.

Article 5 Connectivity and Customer obligations

GSM connectivity: the Customer shall provide and manage the SIM card, its activation, the plan and associated usage rights, communication costs, coverage and roaming. The Customer is responsible for GSM configuration in the W1 or W Fifty, including the PIN and APN settings, and for keeping them up to date.

External Wi-Fi connectivity: the Customer shall provide working Internet access and configure the Wi-Fi network used by the System, including credentials, authentication and access settings. The Customer shall ensure that the necessary network permissions are in place, particularly those relating to the firewall, proxy or captive portal, in accordance with the prerequisites communicated by Wavetack.

Wavetack does not provide a SIM card, plan or operator service under these terms. Difficulties attributable to those items or their configuration are the Customer's responsibility. A defect in the System's own modem, network interfaces or software shall nevertheless remain eligible for applicable support or warranty coverage.

The Customer shall appoint a competent contact person, use compatible devices and accessories, comply with the documentation and carry out the requested checks. It shall communicate the versions, error messages and circumstances of the incident and permit the necessary tests. It shall maintain its backups and protect its data in accordance with the GTCS.

Article 6 Online updates and updates by USB drive

In online mode, the Customer shall maintain the access conditions required for downloading and installation. In manual mode, the Customer shall obtain official packages through the channel indicated by Wavetack, use a compatible and verified USB drive, check integrity or authenticity in accordance with the procedure provided, and perform the import. The Customer shall verify the date and version actually installed.

An outdated database, a corrupted or incompatible package, a download or import failure, a rejected licence or a regression after an update may be reported by ticket. The Customer shall retain error messages and shall not install any package from an unknown source. Unavailability of access at the Customer's premises does not mean that Wavetack has failed to make an update available. A failure to publish, or a defect in a Wavetack package, falls within the update service.

Article 7 Requests and incident handling

The dedicated communication channel for Customers is the portal at <https://support.wavetack.com>, which can be accessed using a username and password supplied to the Customer when a Wavetack Product is delivered. The Customer shall keep its access credentials confidential and report any access difficulty or unauthorized use to Wavetack.

The portal provides access to user manuals for Wavetack Products, educational materials on smartphone security issues, and functions for submitting and tracking support requests. The educational content is intended to provide information and raise awareness and does not constitute an expert assessment or incident-response service.

The Customer shall submit its request through the portal and track its handling there. It shall state its company, serial number, product, software and database versions, licence validity, the device concerned, symptoms, the date on which they were observed, their impact, and the tests already carried out. Wavetack shall register the request and provide a tracking reference.

Unless a specific commitment has been accepted in writing, support shall be provided remotely during the time periods agreed in the order. These terms do not create a 24-hour service, on-call duty or quantified availability commitment. Any times stated are indicative targets for an initial qualified response, distinct from an automatic acknowledgement and from a resolution time, in accordance with Article 2 of the GTCS.

Wavetack shall classify and prioritize requests according to their impact: blocking, where essential functions are unusable and no workaround is available; major, where operation is severely degraded; and minor, for a limited anomaly or a request for assistance. Wavetack may revise the classification after diagnosis and request additional information.

The Customer shall distinguish between device connection difficulties, outbound Internet-access difficulties, software anomalies, update incidents and disputed detection results. An unexpected alert or a

suspected compromise that has not been reported shall be examined as part of the System's operation; it shall not constitute recognition of a defect. An investigation of the device, a forensic assessment or incident response is a separate service if it has not been ordered.

A request shall be closed on the basis of a resolution, an appropriate workaround, a return of Equipment, referral to a competent third party, or a documented finding that there is no covered defect. The Customer may add information to the ticket if the symptoms persist. Time spent awaiting information or access requested from the Customer shall be taken into account in tracking the request.

Opening a ticket is an operational step for obtaining assistance. It does not replace the formal claim by registered letter within the forty-eight (48)-hour period provided for in Articles 2 and 4 of the GTCS. These terms neither extend nor remove that period.

Article 8 Equipment warranty and return to workshop

In accordance with Article 4 of the GTCS, the Equipment is covered by a twelve (12)-month warranty and may be repaired or replaced in the event of a confirmed malfunction that is not attributable to the Customer and is reported in accordance with the applicable conditions.

After diagnosis, where a return is necessary, Wavetack shall provide authorization and instructions for return to the workshop. The Customer shall remove its SIM card and removable media, back up and erase sensitive data where possible, and package the Equipment appropriately. In accordance with the GTCS, the Customer shall bear the cost of return to the workshop. Reshipment arrangements shall be stated in the return authorization; no free reshipment shall be presumed.

No advance replacement, loan equipment or fixed repair period is included without written agreement. Outside the warranty or in the event of an incident that is not covered, a quotation shall be submitted to the Customer before repair or replacement. Travel and accommodation expenses and interventions for an incident not attributable to the System shall be handled in accordance with Article 4 of the GTCS.

Article 9 Excluded services and invoicing

Unless expressly provided for in the order, the following are not included: administration of the Customer's networks; provision or configuration of the SIM and plan; configuration of external Wi-Fi; assistance with third-party equipment; on-site intervention; additional training; data recovery; forensic analysis; and management of a cybersecurity crisis.

Incidents attributable to modification of the System, improper use, impact, liquid, an incompatible accessory or unauthorized intervention shall be handled in accordance with the GTCS.

Any additional service shall be specified in a Quotation or Purchase Order accepted in accordance with Article 2 of the GTCS. Prices, taxes, payment terms and the consequences of non-payment shall remain governed by Article 3 of the GTCS. Occasional assistance with an item for which the Customer is

responsible shall not transfer responsibility for that item to Wavetack.

Article 10 Remote access and diagnostic data

Any remote access requires the Customer's prior authorization and shall use a method agreed between the parties. The Customer shall retain control over authorizations and may terminate access. Support does not include permanent unauthorized access to the System or analyzed devices.

The Customer shall transmit only the information necessary for diagnosis and, where possible, delete or mask personal data, secrets, credentials and content unrelated to the incident. Logs, screenshots, indicators and reports may contain sensitive information and must be exchanged through the agreed secure channel. A full traffic capture or the contents of a device must not be transmitted on the Customer's own initiative.

Wavetack shall use the information received to handle the request and restrict access to persons involved in that work, including its authorized subcontractors. Retention and deletion arrangements shall be agreed before any sensitive transmission. If the operations involve processing personal data on the Customer's behalf, the parties shall first define the applicable data-protection provisions.

Article 11 Liability and final provisions

The scope of the obligations, limitations of liability and liability of authorized distributors shall remain governed by Article 4 of the GTCS.

Where the Customer is assisted by an authorized distributor, the Customer must acknowledge these Specific Terms and Conditions and Wavetack's General Terms and Conditions of Sale as enforceable against it in order to receive the related services. More generally, the Distributor must assume full responsibility for its own customer relationships without recourse against Wavetack.

Article 12 Electronic signature when the Equipment is handed over

Wavetack's GTCS and these Specific Terms and Conditions, accepted by the Customer upon signature of the Quotation or Purchase Order, must also be signed electronically through the user account created in the name of the Customer's authorized representative at <https://support.wavetack.com>. The signatory shall state their identity, capacity and the company represented and confirm that they have authority to bind it.

After authentication, the signatory may view and download the versions of the documents applicable to the order; the signatory then expressly gives consent by means of a dedicated signature action.

The process used must make it possible to identify the signatory, link the signature to the accepted documents and guarantee their integrity, in accordance with Articles 1366 and 1367 of the French Civil Code. In particular, the evidence file shall retain the signed versions, the signatory's identity and capacity, the order reference, and the date and

time of signature. Each party shall receive a copy of the signed documents and confirmation on a durable medium or in a downloadable and storable form. The signature shall not retroactively amend the terms already agreed when the order was placed.