



Department
for Environment
Food & Rural Affairs

CONTRACT CHANGE NOTE

| | |
|--|---|
| Contract Change Note Number | CCN03 |
| Contract Reference Number and Title | (Previous reference: ecm_53377 New reference: C15517) Name: FoNT M2M Mobile Comms |
| Variation Title | Contract Extension to 31 March 2027 |

Whereas Wireless Logic Ltd (the “Supplier”) and the Department for Environment, Food and Rural Affairs (Defra) (the “Buyer”) entered into a Contract for the provision of FoNT M2M Mobile Comms dated 19/11/2018 (the “Original Contract”) and now wish to amend the Original Contract.

It is agreed as follows:

1. With effect from 1 April 2024 the Original Contract shall be amended as set out in this Contract Change Note:

| | | |
|--|--|-------------------------|
| Change Requestor / Originator | | |
| Summary of Change | Contract expiry date extended by 36 months from 1 April 2024 to 31 March 2027 | |
| Reason for Change | Three-year extension to 31 st March 2027 | |
| Revised Contract Price | Original Contract Value | £1,000,000 |
| | Previous Contract Changes CCN01 - Additional | £742,134 |
| | Contract Change Note CCN02 | £0 (No change in value) |
| | Contract Change Note CCN03, for 36-month contract | £ 354,636.64 |
| | New Contract Value | £2,096,770.64 |
| Revised Payment Schedule | Outlined in Annex A | |
| Revised Specification (see Annex A) | Outlined in Annex A | |
| Revised Contract Period | 19/11/2018 – 31/03/2027 | |
| Change in Contract Manager(s) | n/a | |
| Other Changes | In this extension period, SIMs card tariff end dates will be contemporaneous to align with the end date of the contract. All individual connections, tariffs and subscriptions will therefore cease on 31 st March 2027 without additional charges. | |

2. Save as herein amended all other terms and conditions of the Original Contract shall remain in full force and effect.

Signed for and on behalf of the Supplier by:

| | |
|------------------|-------------|
| Name | <div></div> |
| Title | |
| Signature | <div></div> |
| Dated | |

Signed for and on behalf of the Buyer:

| | |
|------------------|--------------------|
| Name | <div></div> |
| Title | Commercial Manager |
| Signature | <div></div> |
| Dated | 27th January 2025 |

Annex A: Pricing

Quote Details
UK network connectivity pricing:

Please see the below options based on the recommitment / renewal of the current existing estate for a further 36-month term commencing from March 2024 – March 2027. A supplementary tariff & solution via CONEXA has been included and offered for any additional rollout plans during this period. Additional flexibility has also been included as part of this agreement allowing legacy CSD Vodafone SIMs to be swapped (cancelled and replaced) to the CONEXA solution and tariff at any time within this contract period free of any charges. The additional new CONEXA solution has been offered as part of a request concerning estate diversification. Tests and trials are advised and can be organised at any point within the contractual term free of charge to qualify this solution.

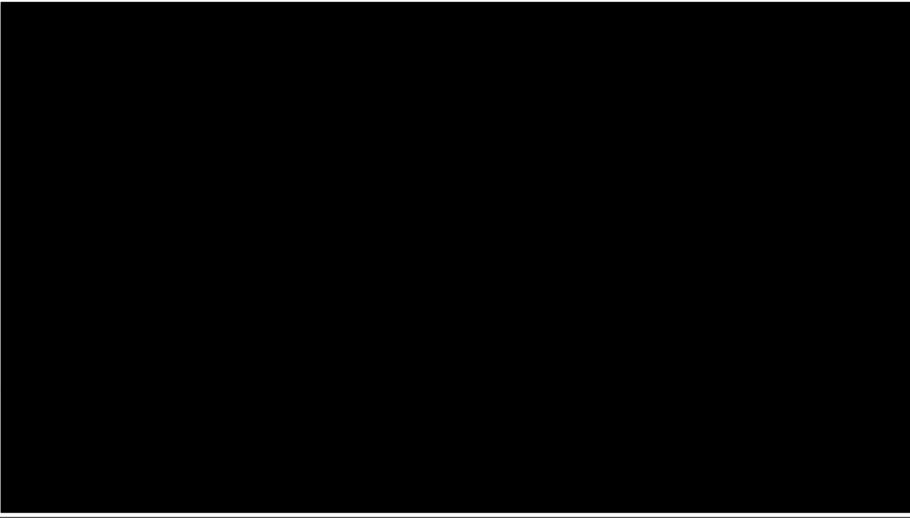
All subscriptions whether currently existing (active & billable on the account) or due to be activated within the subsequent 36-month term during March 2024 – March 2027 are bound by a co-terminus arrangement. Therefore, all subscriptions will be liable for renewal at the end of the 36-month term dating March 2027.

Please see below all current existing billable subscriptions and services.

Subscriptions & Tariffs



Additional Solutions





SIM Assist Multi-Tier Support

December 2024

wirelesslogic.com
simpro.wirelesslogic.com/login





'Follow the Sun' support for Global Enterprises

At Wireless Logic, we pride ourselves in delivering an unparalleled level of service in our sector. Once you are onboarded as a customer you can tap into the expertise of our distributed Service and Network operations teams worldwide, who provide localised and real-time support for your global deployments.



20
Worldwide
Office Locations

750+
Worldwide
Employees

+50
Net Promoter
Score

Figures correct as at 1 July 2024



SIM Assist Service Support Tiers

SIM Assist is a comprehensive support solution designed to enhance the IoT connectivity service experience for customers. Tailored to meet the unique needs of businesses of all sizes, SIM Assist provides multi-tier support across three levels: Standard, Plus and Enterprise.

| | Standard | Plus | Enterprise |
|--|--|--|---|
| Support Hours | Business hours only Monday-Friday 8am-6pm CT | 24/7 support** | 24/7 support with network team available out of hours** |
| Contact Channels | Webform, email, digital assistant, phone | Webform, email, digital assistant, phone | Webform, email, digital assistant, phone, video |
| Onboarding | Help centre | Help centre, email, live chat | Phone |
| SIM Management | Self-serve via SIMPro | Self-serve or support during business hours | Self-serve & 24/7 support |
| General Support Query First Response Time | < 6 hours | < 4 hours | < 2 hours |
| Proactive P1 Incident Reporting | ✓ | ✓ | ✓ |
| Root Cause Analysis Report for P1 Incidents | ✗ | ✗ | ✓ |
| 24/7 Support from Network Team | ✗ | ✗ | ✓ |
| Dedicated Care Agent | ✗ | ✗ | ✓ |
| Quarterly Service & Solution Reviews | ✗ | ✗ | ✓ |

Priority Incident First Response Times

| | | | |
|--------------------------------------|---------------------|------------|-----------|
| P1: Critical Incident | < 4 business hours | < 2 hours | < 1 hour |
| P2: Major Incident | < 8 business hours | < 4 hours | < 2 hours |
| P3: Relatively Minor Incident | < 12 business hours | < 6 hours | < 4 hours |
| P4: Minor Incident | < 24 business hours | < 12 hours | < 6 hours |

* Standard Service Support tier is provided to all new customers free of charge, although we recommend carefully reviewing our service levels to meet your business needs. Please contact your account manager or Wireless Logic representative for more information about the SIM Assist Service Support levels.

** Out of hours support is available in English language only.



The Local Teams that are here to support you during business hours

Operational Support consists of these key areas:



Service Operations

Customer Engagement

Focused on 1st line diagnostics for both SIM and routers, dedicated to customer on-boarding, including SIMPro training, service review and general queries.

Order Desk

Process and manage all customer orders from order validation through to fulfillment. Set-up and configuration of routers.

Service Desk

Process and manage cancellations, 2nd line diagnostics and Network escalations.



Network Team

Delivers configuration of VPN connectivity solutions, provides 3rd line support and IP allocations. Technical Support also provide the out of hours support for PI issues.



Commercial Support

Assist customers with usage and invoice queries. Process Change of Ownership requests.



Credit Control

Responsible for new account set ups, take credit card payments, request outstanding payment.

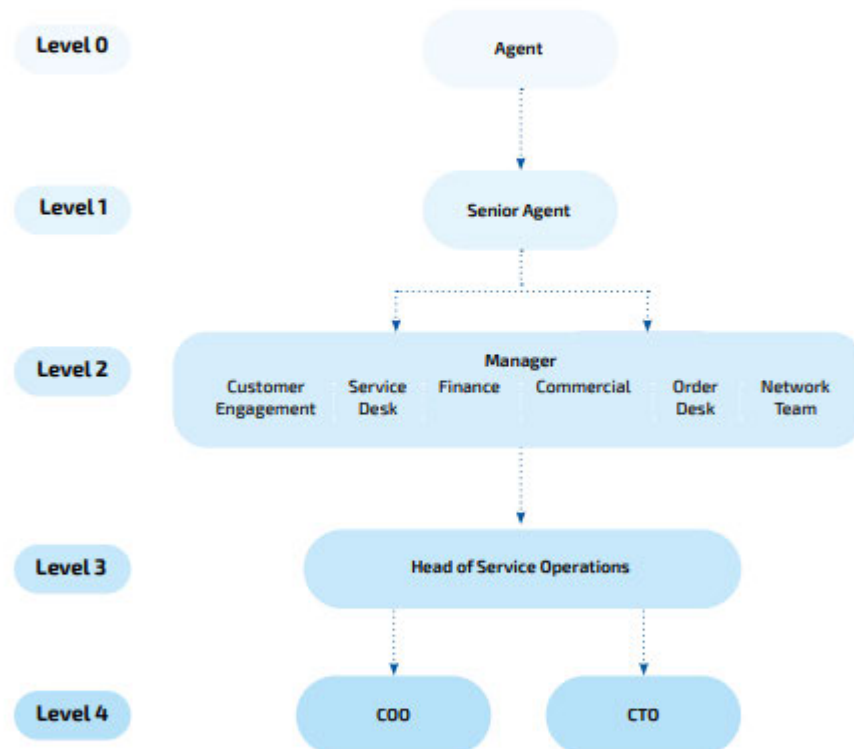


Available contact channels may vary based on your Service Support tier.



Incident Support Escalation

When raising an incident, regardless of the support priority the issue will always be escalated from Level 0-4 on a case by case basis.





Support definitions

Issues identified as within Mobile Network Operators (MNO) domain affecting multiple customers are outside of Wireless Logic's full control and are not subject to the resolution time.

In 90% of all cases, we usually achieve resolution of P1, P2, and P3 issues within 2-4 hours.

| Support priority | MNO Domain | WL Domain |
|------------------|--|--|
| P1 | Total private APN outage affecting all SIMs on an APN. | A failure affecting more than 500 SIMs, or over 50% of SIMs where the customer's base is at a minimum of 250 SIMs within Wireless Logic Infrastructure*. |
| P2 | Major private APN issues resulting in loss of service on dedicated MNO infrastructure. | A failure affecting more than 250 SIMs, or over 25% of SIMs where the customer's base is at a minimum of 250 SIMs within Wireless Logic Infrastructure*. |
| P3 | Bulk issues affecting active SIMs > 25 resulting in degradation of services on dedicated MNO infrastructure. | A failure affecting more than 25 SIMs within Wireless Logic Infrastructure*. |
| P4 | Individual/small issues affecting active SIMs < 25 resulting in degradation of services on dedicated MNO infrastructure. | A failure affecting fewer than 25 SIMs within Wireless Logic Infrastructure*. |

All cases are evaluated upon creation and allocated the relevant priority status. Please indicate your priority for our consideration.

* This results in your SIMs being unable to use the service for sending or receiving data, SMS, and/or voice. This must be reproducible by Wireless Logic.



Support definitions (Continued)

Priority Incident Classification

| | MNO / Partner Domain | WL Domain |
|--|----------------------|-----------|
| Data | | |
| Roaming Network | ✓ | |
| Roaming Interconnect | ✓ | |
| Mobile Core | ✓ | ✓ |
| WL IP Network | | ✓ |
| Customer Interconnects (Internet, Dedicated Links) | ✓ | |
| Voice | | |
| Roaming Network | ✓ | |
| Roaming Interconnect | ✓ | |
| Mobile Core | ✓ | ✓ |
| Voice Termination Partner | ✓ | |
| SMS | | |
| Roaming Network | ✓ | |
| Roaming Interconnect | ✓ | |
| Mobile Core | ✓ | ✓ |
| SMS Termination Partner | ✓ | |
| General Connectivity Failure | | |
| Roaming Network | ✓ | |
| Roaming Interconnect | ✓ | |
| Mobile Core | ✓ | ✓ |
| NetPro Services | | |
| Shared Services (DNS, SMTP, Internet Access etc) | | ✓ |
| Customer IPSECs | | ✓ |
| SSL VPN Service | | ✓ |
| Open VPN Service | | ✓ |
| SIM to SIM (Hub and Spoke) | | ✓ |
| Dedicated Interconnect | ✓ | |
| DMVPN | | ✓ |
| Fixed Public IP | | ✓ |



Support definitions (Continued)

General Support Queries

| | First Response Times* | | |
|--|-----------------------|-----------|------------|
| | Standard | Plus | Enterprise |
| Service Operations | | | |
| Diagnostics (Connectivity and Hardware) | < 6 hours | < 4 hours | < 2 hours |
| Orders | < 6 hours | < 4 hours | < 2 hours |
| Activations | < 6 hours | < 4 hours | < 2 hours |
| SIM Changes | < 6 hours | < 4 hours | < 2 hours |
| Cancellations | < 6 hours | < 4 hours | < 2 hours |
| SIMPro Training | < 6 hours | < 4 hours | < 2 hours |
| Network Team | | | |
| VPN Creation (SSL, Open, Interconnect, IPSEC) | < 6 hours | < 4 hours | < 2 hours |
| VPN Amendments (SSL, Open, Interconnect, IPSEC) | < 6 hours | < 4 hours | < 2 hours |
| IP Range and Peer IP Management (IPSEC, SSL, Open, IP Allocation) | < 6 hours | < 4 hours | < 2 hours |
| Commercial Support | | | |
| Billing Queries | < 6 hours | < 4 hours | < 2 hours |
| Usage Queries | < 6 hours | < 4 hours | < 2 hours |
| Change of Ownerships | < 6 hours | < 4 hours | < 2 hours |
| Bespoke Agreements | < 6 hours | < 4 hours | < 2 hours |
| Credit Control | | | |
| Invoicing and Account Management | < 6 hours | < 4 hours | < 2 hours |
| Payments and Financial Transactions | < 6 hours | < 4 hours | < 2 hours |
| Purchase Orders | < 6 hours | < 4 hours | < 2 hours |
| Order and SIM Management (based on account credit hold) | < 6 hours | < 4 hours | < 2 hours |



Wireless Logic's Role in Resolving Issues Across Your Solution

Understanding Our Issue Resolution Capabilities:

Full Control, Fully Managed and Expert Advisory

This diagram illustrates Wireless Logic's role in resolving issues across your solution, detailing the different levels of control we have. **Issues within the Wireless Logic Domain** are fully under our control and can be resolved quickly, including outside of business hours.

Issues within the Mobile Network Operators' (MNO) Domain are fully managed by Wireless Logic through a dedicated escalation path with the MNO, adhering to ITIL standards to ensure efficient resolution. While these issues are not directly subject to our resolution times, we work closely with the MNO to achieve timely outcomes.

For issues identified within the Customer Domain, although outside of our control, we provide expert advice to help customers resolve them independently. These issues are also not subject to Wireless Logic's resolution times.

Legend Key

Full Control

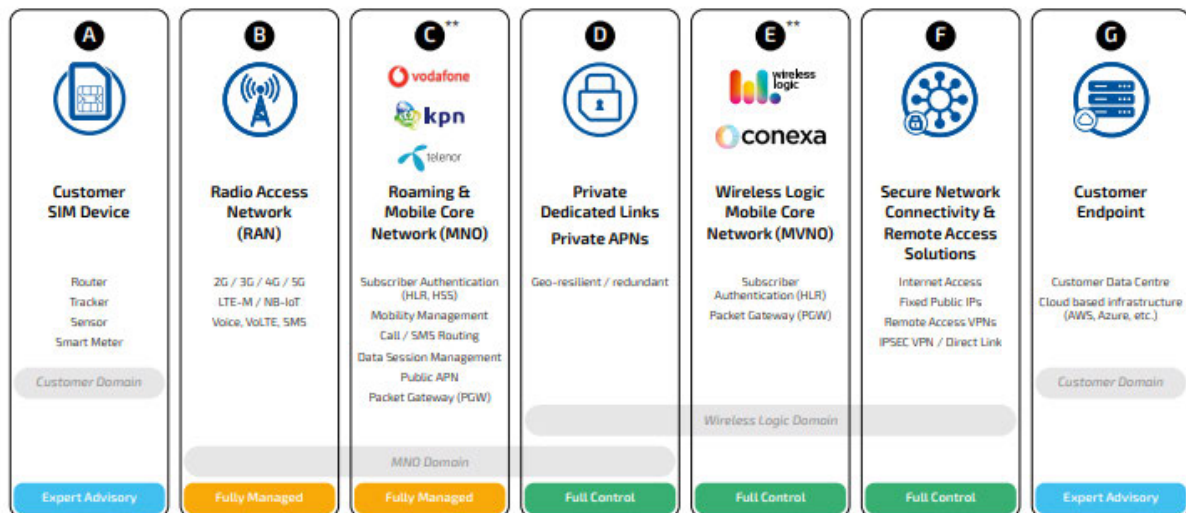
We have full control over the network components, allowing us to resolve issues directly.

Fully Managed

We collaborate with MNOs and have a dedicated escalation path to resolve issues efficiently.

Expert Advisory

We offer expert advice to help customers address and resolve issues on their own.



We commit to providing a minimum of 10 days' notice to all customers of a planned maintenance across a Wireless Logic or supplier system or network. We will provide the time frame, impact, and description of the works. We reserve the right to conduct emergency maintenance work as required but only in an identified P1 incident scenario.

9

* We have full control if the interconnect is a contracted service provided by Wireless Logic.

** If your solution is hosted on Wireless Logic's Conexa mobile core network, it typically bypasses the MNO's core network (C), though in rare cases there may be some overlap. However, if your solution is provided directly through an MNO, it will never use Wireless Logic's core network (C).

10

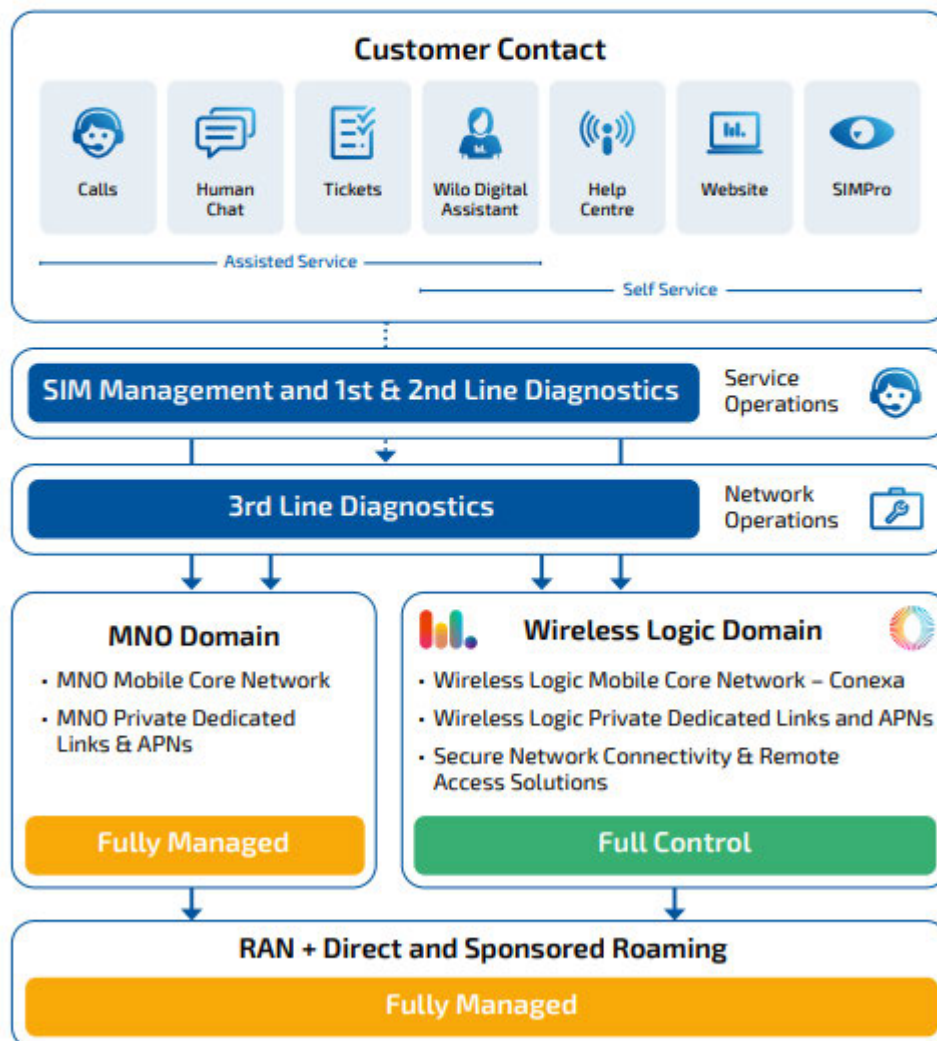


Support Model

All inbound communication is triaged by Service Operations and escalated accordingly to Network Operations.

Issues identified within the Wireless Logic Domain are fully under our control and can be resolved quickly, including outside of business hours.

Issues identified within the Mobile Network Operators' (MNO) Domain are fully managed by Wireless Logic through a dedicated escalation path with the MNO.





*Thank you for connecting
with Wireless Logic.*



Wireless Logic Group Ltd
Horizon, Honey Lane, Hurley, Berkshire SL6 6RJ, UK
Call: +44 (0)330 056 3300
Email: hello@wirelesslogic.com
Web: wirelesslogic.com/conexa

Other office locations

| | |
|---------|-------------|
| Austria | Italy |
| China | Netherlands |
| Denmark | Norway |
| France | Spain |
| Germany | USA |

wirelesslogic.com

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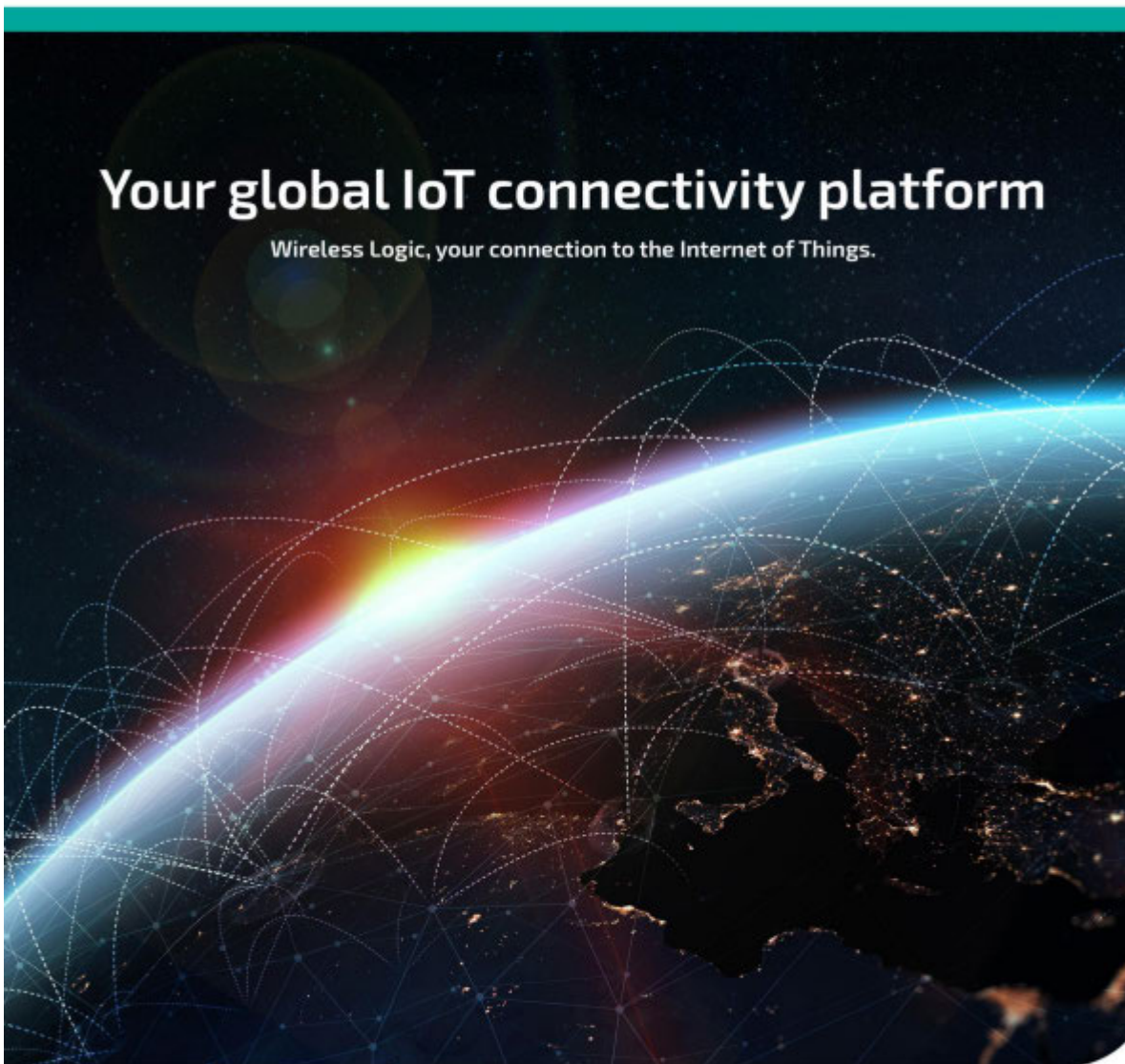


Annex C: The Environment Agency (SSCL) Renewal Quote



Your global IoT connectivity platform

Wireless Logic, your connection to the Internet of Things.



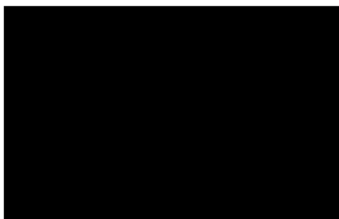
 **Connect**  **Control**  **Secure**



The Environment Agency - SSCL

Commercial Contractual Proposal – Second Term (Contractual Extension Exercise)
Mobile Telemetry Communications Service Contractual Renewal:
March 2024 – March 2027

Version - 1.0
20.11.2024



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About Wireless Logic Group

We are one of Europe's leading IoT and M2M connectivity platform providers, delivering a range of focused and resilient solutions to enable applications to communicate effectively, efficiently and securely.

Our solutions are based around three key elements:



Connect

Resilient 2G,3G,4G and LPWAN connectivity with IoT SIMs/eSIMs for global, local and multi networks



Control

Control your connected assets across multiple networks and technologies using IoT's most powerful management platform



Secure

Secure, resilient and ISO27001 compliant private infrastructure which overlays across the global mobile networks

Wireless Logic works in partnership with the world's major mobile and satellite networks, providing best-in-class managed service solutions to system integrators, application providers, OEMs and end users – from global blue-chip organisations to smaller and medium-scale enterprises.

Core to the group's success is our ability to respond to ever demanding and evolving requirements where reliability, cost-effectiveness, strict SLAs and sector knowledge are all vital. Our specialist expertise spans multiple verticals enabling our business development teams to impart sound and results-driven advice and support to both existing and emerging application technologies.

Horizontally positioned, Wireless Logic works across hundreds of applications across many markets - these include transport and logistics, energy and utilities, smart city, retail, OEM, healthcare and a range of enterprise solutions. We now manage over 4 million subscriptions utilising local, in-country roaming, global and multi-profile/eUICC SIM technology, all designed to provide flexible and tailored low and high data usage tariffs for specific applications. The group has strategic partnerships with multiple European mobile network operators which enable a global reach to more than 750 global networks. eSIM and eUICC technology is managed across the Intelligent Network platform – a dedicated mobile network with its own core managed by Wireless Logic. Wireless Logic's focus is



entirely on their customers – providing world-class service and for flexible, resilient and secure solution.



Continuous investment in technology enables Wireless Logic to provide an increasing suite of value-added products which include specialist mapping and location-based services from Google and HERE, device management platforms, security encryption services and end-to-end managed hardware solutions. The organisation is ISO 27001 certified.

All services are supported by a team of multi-disciplined personnel including technology development, consultancy and client management, with offices in the UK, Denmark, Germany, the Netherlands, France, Spain and China. We operate a number of brands in the market, including leading names like Germany-based Mdex, France-based Matooma, and SIMPoint in the Netherlands.

Founded in 1999, Wireless Logic Group is backed by Montagu Private Equity. The organisation's European headquarters are located in Hurley, Berkshire UK.

Connect - GPRS, 2G, 3G, 4G & eUICC technologies

Join over 4 million IoT SIM subscriptions

If there's one benefit that our customers value above all others, it's choice. Providing IoT connectivity with an unrivalled choice of the world's mobile networks has always been a core element of our DNA.

Selecting the right networks

At Wireless Logic we select the right network, service and tariff based on the specific requirements of your application. The precise choice will depend on a number of factors from location to data usage, and whether the device is static, mobile, national or international. We also consider the importance of being 'always on', which can be essential for mission-critical applications.

With this information, including data usage forecasting, we can propose the most appropriate networks, tariffs and contract periods. Our aim is to select the best solution based on your business objectives, your application's scalability, and the duration of the deployment.

Geographically, we use a number of tools to ensure the 'best fit' network for your application. For national and international roll-outs, we regularly use a number of networks within a SIM estate. Importantly, all networks can be monitored and controlled using our SIM management platform – SIMPro.

Your first choice for SIM connectivity

- Unrivalled choice of networks with expert customer service.
- Purchasing power across the world's mobile networks delivering competitive pricing.
- Helping solve your technical challenges such as static/fixed IP SIMs.
- Local, in-country roaming, global, steered or un-steered, low or high bandwidth SIM tariffs
- Service Level Agreements designed around you.
- Access to the latest IoT insights in network developments.
- A strong European focus with a truly global reach.



Market evolution – eSIM / eUICC technologies

As the IoT market continues to evolve, connectivity management is becoming an increasingly important driver of business value. The science of application vs network selection is an important part of our service, as the right choice can deliver considerable savings over the lifetime of a deployment. This includes the on-going developments in multi-IMSI, eSIM and eUICC technologies – our own IoT network – Intelligent, is embracing the evolution of SIM-based assets, capitalising on the new and unprecedented levels of contract flexibility, Over-the-Air programming, scalability and simplicity in control.

Secure - NetPro: Our private resilient network infrastructure

NetPro is Wireless Logic's carrier-grade, secure, fast and reliable private network. It delivers a cost-effective alternative to organisations wishing to avoid major investment in their own IT architecture, leased lines and associated support costs.

NetPro has co-located TIER 3 data centres in London Docklands to deliver secure and resilient private network capability with fully redundant interconnects. NetPro connects via dedicated hubs directly into each of our major network partners utilising APN gateways and RADIUS servers. As part of NetPro, Wireless Logic has a single point APN which is common to multiple networks - WLAPN.COM. This is particularly relevant when devices are being connected across multiple networks. The APN will remain constant throughout.

NetPro applies fixed IP addressing to mobile devices to enable secure routing from Wireless Logic's infrastructure to the remote user's LAN. NetPro's ability to deploy a fixed IP to a module enables a device to be passive in communications – a user can securely retrieve data from a machine instead of relying on it to be sent and send two-way instructions that remain secure at every part of the data's passage. This approach has great advantages in the IoT and M2M world from a cost and infrastructure perspective, with no CAPEX required to be part of a resilient private network.

The benefits of two-way private connectivity:

- Fast and secure two-way communications
- Real-time monitoring
- Remote access control between mobile device and central server
- The tightest security and access control.

Users receive a private range of Fixed IP addresses, set up to their own sites or customers' sites using VPN technology, and a resilient communication platform that is supplied for the contract length of the airtime agreement.

Considerations

The connectivity options available to [COMPANY NAME] are dependent on how your application and servers are set up, your security requirements and the need for a Static IP service. Based on our experience in this market, the application and project requirements, the proposed infrastructure is based around the Wireless Logic NetPro service, providing our NetPro (Private APN) secure connectivity via the implementation of IPSEC VPN tunnels.

Network Choice

As discussed in our meeting, as an independent provider of data communications and the largest M2M partner for Vodafone, O2 & Everything Everywhere & Three, Wireless Logic can provide access to a choice and mix of fixed UK network SIM's and tariffs ideally suited to 'high bandwidth' requirements. For 'low bandwidth' applications Wireless Logic can provide the option of a UK roaming SIM, enabling access to the core UK networks via a single SIM & configuration, at a fixed monthly cost.

Private APN with Fixed IP through an IPSEC VPN

This set-up delivers the benefit of having a private APN, without the costs, creating a sub-network within our own private network. With VPN tunnels from our network to a customer's, we enable secure reliable two-way GPRS, 3G& 4G communications, from server to device and vice versa.

With this structure, users have full visibility and control over the network infrastructure, supported by our in-house Service Desk available 24x7 for all Private APN connectivity network queries. If required secondary back-up VPN's can be implemented for fail-over.

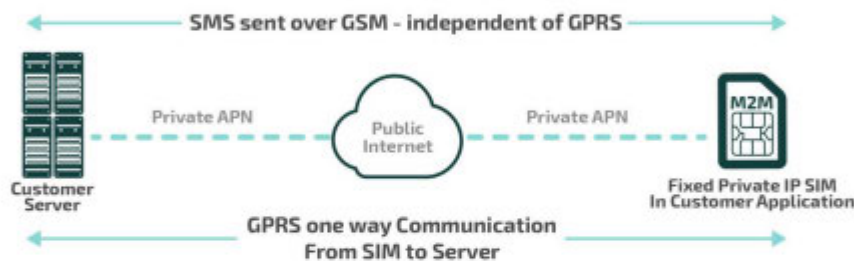


Private APN no VPN

This set-up utilises the NetPro Private APN services without an IPSEC interconnect. Should a VPN be required later, IPSEC VPN links can be enabled with no additional cost or reconfiguration of devices in the field.

This structure enables full visibility and control over the network infrastructure, which is dual redundant & co-located with support from our in-house Service Desk team available 24x7 for all Private APN connectivity network queries.

Private APN with Fixed IP through overview:



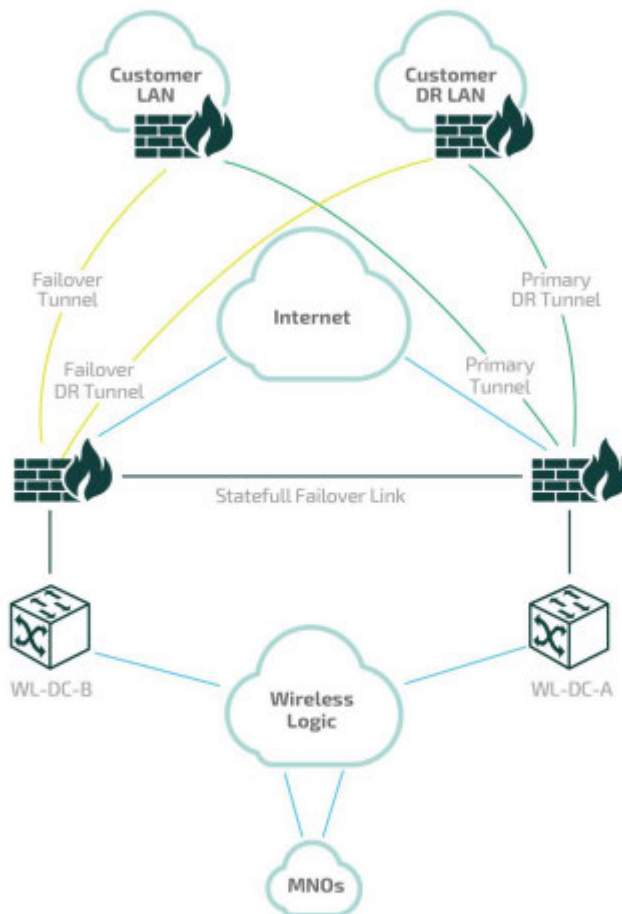
Simplified & Unified APN addressing

To simplify the provisioning and support of customer hardware, all primary UK networks can be provided with a single unified APN address – WLAPN.COM. This will allow customers to deploy a mixed estate of SIMs, with a single APN configuration irrespective of the network.

Wireless Logic – Customer interconnect overview:

Our standard interconnect option makes use of two Cisco ASA Firewalls in a redundant pair. One of the firewalls is located in each of our data centres with connectivity between the two which allows statefull failover of the connections. The external IP address of the firewall is available via both ISP's with priority controlled using BGP. Only one of the two firewalls will be operational at any one time and so a single VPN/fibre link will exist to the customer's site.

For additional resilience on the customer side, an additional IPSEC VPN tunnel or lease line can be added to a DR site, with the only proviso that the DR site must have a different IP subnet to the primary:



Control - SIMPro: Powerful SIM Management

Take complete control of your SIMs

Our SIM management platform – SIMPro is the engine behind visibility, control, billing and management of entire SIM portfolios across multiple mobile networks. Constantly evolving with enhanced features, it provides the ultimate user experience within the connectivity sector, all accessed via the Wireless Logic web portal.



Control made simple:

- Directly activate and suspend SIMs.
- Monitor the activity of an entire SIM estate across multiple networks, locally and globally.
- Real-time reporting, accessed at all times, from anywhere.
- Optimise the performance of your SIMs – monitor data usage to ensure the right tariff is selected avoiding 'bill shock'.
- Track the activation process using SIMPro's notification systems.
- Act immediately if a SIM is lost or stolen.
- Communicate two-way with SMS.
- Track location of your entire SIM estate.
- Specify key requirements such as International roaming or voice.

SIMPro is delivered as part of Wireless Logic's Value-Added Services.



Deploy and activate assets quickly and easily

- View and control SIMs across multiple networks in one customisable window
- One click SIM controls – activate, suspend, get live status reports and more
- Scale IoT deployments faster by ordering and activating through SIMPro

Optimise costs and pre-empt issues through powerful insights

- Create a single view of your deployment with customisable dashboards
- Minimise the risk of bill shock by scheduling real-time reports and usage alerts
- Access real-time session data (network dependent)
- Track SIM location and data usage by country

Automate connectivity

- Control deployment with advanced rules and alerts
- Developer ready platform with REST and SOAP APIs
- Seamless integration into existing workflows

Help and support in real time

- Digital Assistant with walk throughs and tips to help you to optimise your deployment
- Talk to our Service Desk via Web Chat
- Live mobile network status
- Quickly and easily raise and monitor support tickets

Unified and flexible billing

- Single monthly bill across all networks used
- Flexible commercial models, including data aggregation and adjustable tariffs
- Flexible billing – split by business entity, business unit or country



User friendly interface

SIMPro is accessed via the Internet with no requirement for software downloads. Filtering tools, an intuitive platform and 100% secure accessibility are all integral to making the user's experience simple. SIMPro works seamlessly alongside the management reporting tools of Wireless Logic's main networks. Real-time data reports are also available on all SIMs routing over our private APNs.

The SIMPro platform is also available with an API spec sheet so that it can be integrated into customers' existing applications or back office systems. An example of this is the integration into Salesforce - this will enable your technical support centre to manage the estate through your existing CRM systems.

Hardware services & solutions

Wireless Logic can offer a range of mobile router hardware solutions in conjunction with our secure IoT /M2M data SIM connectivity.

Working with many of the sector's leading brands, we can help scope and specify routers for multiple uses including mobile and sedentary locations, harsh industrial environments, and dual and multi-SIM requirements for failover and high bandwidth applications.

As part of our hardware solutions, we also provide pre-configuration of routers in line with user profiles. This enables the delivery of routers to sites/applications already set-up in a 'plug-&-play' state with settings such as IPSEC VPN into the user's network already loaded onto the hardware.

In addition to routers, a range of external antennas and accessories are available to ensure optimal set-up and connectivity.

Support Desk

Fundamental to the success of any connected application roll-out is the support available and accessible, at any time. Wireless Logic's Support Desk is manned by a large team of experts, able to give 1st and 2nd line support within strict Service Level Agreements.

Operational Support consists of these key areas:

Service Desk

Monday to Friday – 8.30am to 6pm excluding Bank Holidays

Has a broad range of duties including but not limited to: sales despatch, provisioning, SIMPro training, after sales support and 1st line diagnostics.

Sales Administration

Monday to Friday – 8.30am to 5.30pm excluding Bank Holidays

Providing support for customers with billing enquiries, contract and sales - processing, account reviews, cancellations and upgrades.

Technical Support

Monday to Friday – 8.30am to 6pm excluding Bank Holidays

Priority 1 Response is 24/7

Delivers configuration of VPN connectivity solutions, provides 2nd level support. Technical Support also provide the out of hours support for P1 issues.

Quote Details

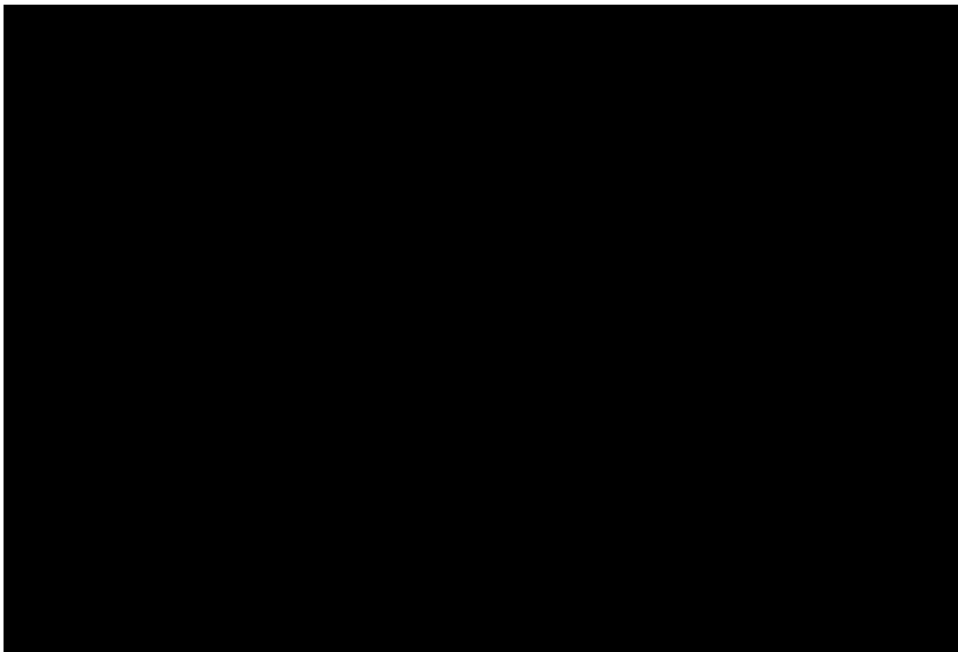
UK network connectivity pricing:

Please see the below options based on the recommitment / renewal of the current existing estate for a further 36-month term commencing from March 2024 – March 2027.

A supplementary tariff & solution via CONEXA has been included and offered for any additional rollout plans during this period. Additional flexibility has also been included as part of this agreement allowing legacy CSD Vodafone SIMs to be swapped (cancelled and replaced) to the CONEXA solution and tariff at any time within this contract period free of any charges. The additional new CONEXA solution has been offered as part of a request concerning estate diversification. Tests and trials are advised and can be organised at any point within the contractual term free of charge to qualify this solution.

All subscriptions whether currently existing (active & billable on the account) or due to be activated within the subsequent 36-month term during March 2024 – March 2027 are bound by a co-terminus arrangement. Therefore, all subscriptions will be liable for renewal at the end of the 36-month term dating March 2027.

Please see below all current existing billable subscriptions and services.





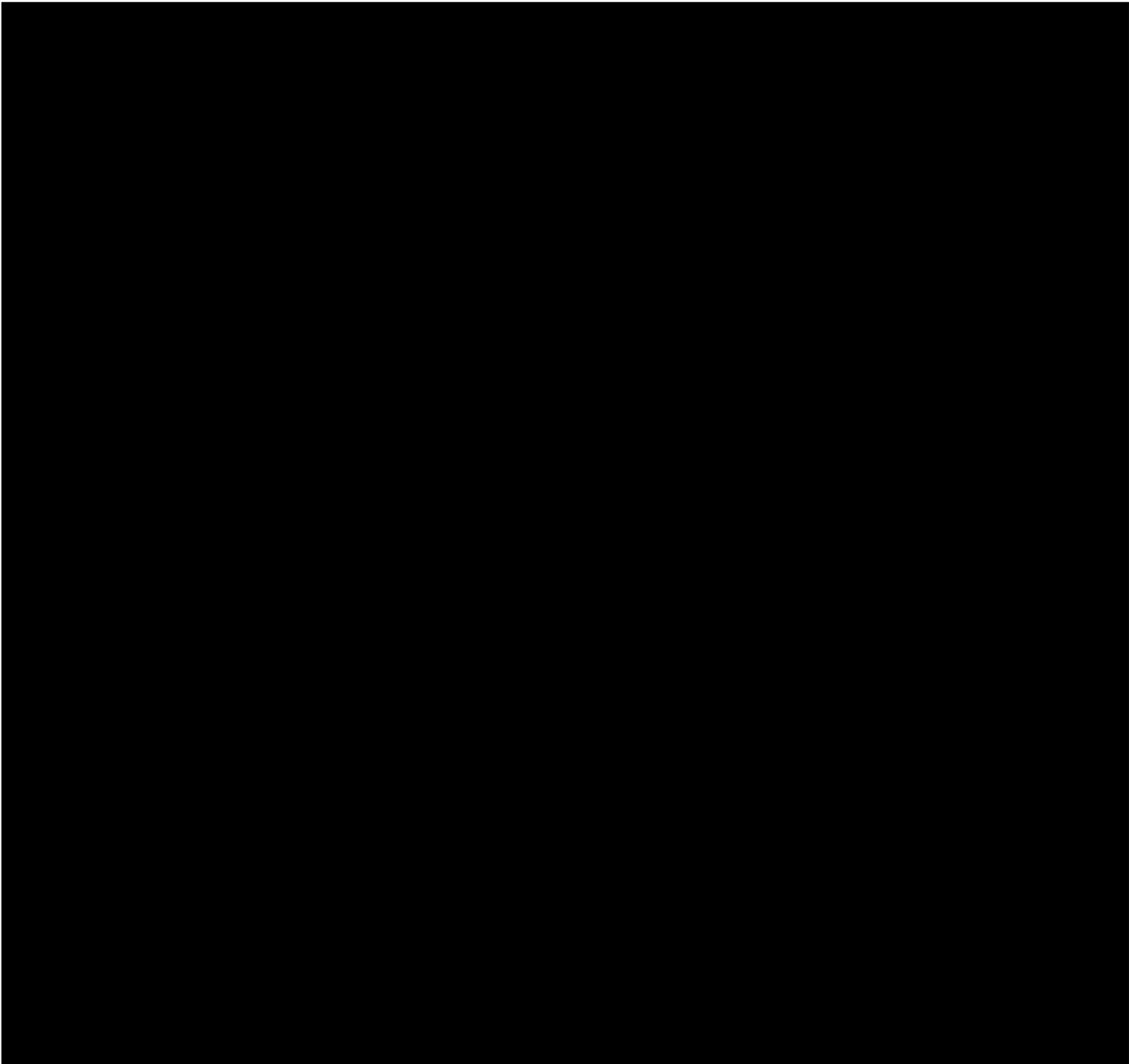
Conclusion

This document is designed to provide an overview of the Wireless Logic solutions, infrastructure, network coverage and management tools. I hope this proposal has met and addressed the requirements discussed in our recent meeting.

I would appreciate any feedback and would be happy to answer any questions as to how Wireless Logic can tailor our solutions to best address the requirements of The Environment Agency.

[Redacted]
Account Manager

[Redacted]
Web: www.wirelesslogic.co.uk

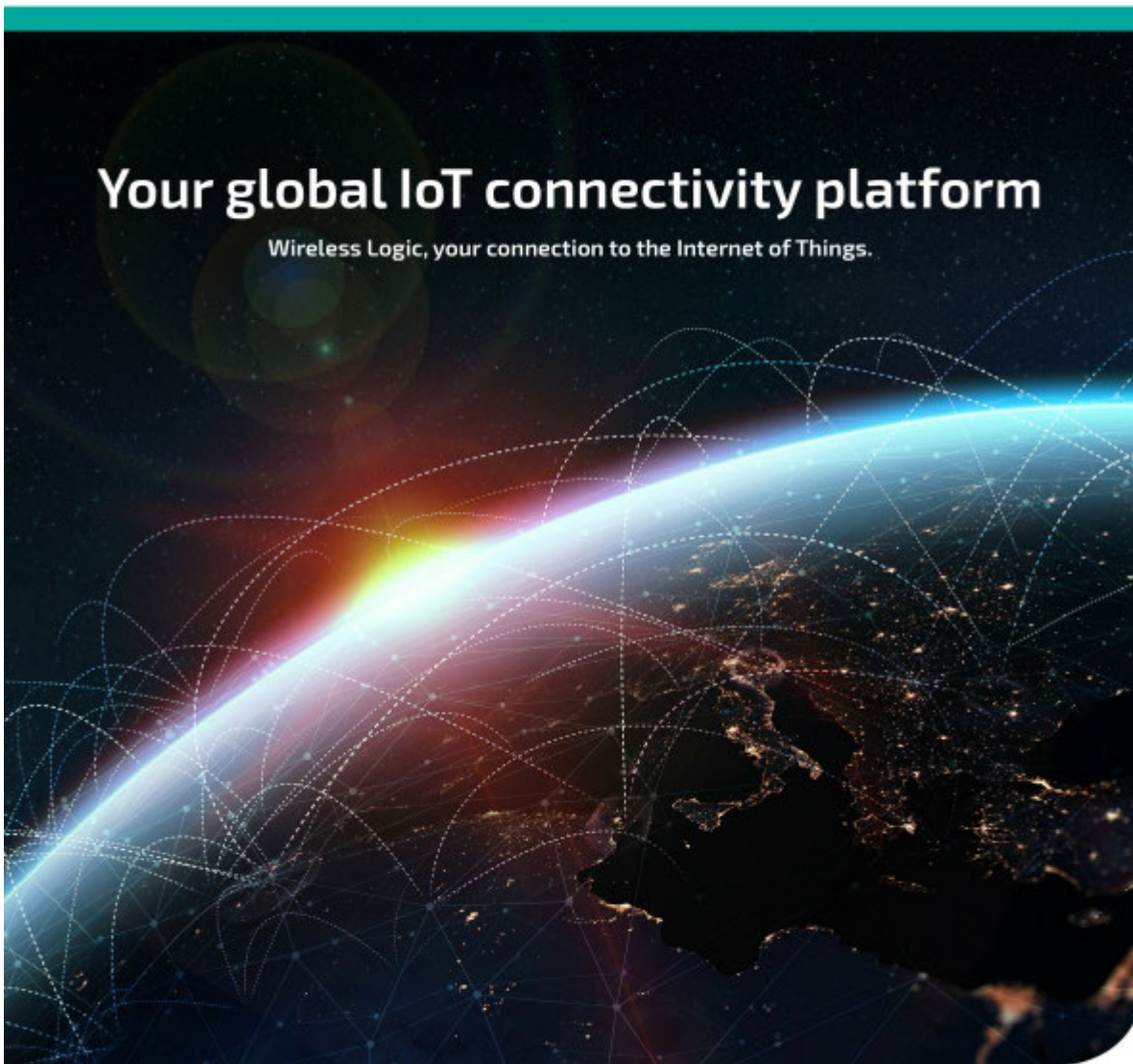


Annex D: [REDACTED]



Your global IoT connectivity platform

Wireless Logic, your connection to the Internet of Things.

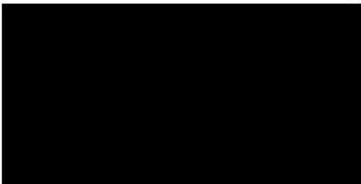


 **Connect**  **Control**  **Secure**

Enterprise Support - SIM Assist & Conexa Solution

Version - 1.1

Issue Date - 13 January 2025



www.wirelesslogic.com



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About Wireless Logic Group

We are one of Europe's leading IoT and M2M connectivity platform providers, delivering a range of focused and resilient solutions to enable applications to communicate effectively, efficiently and securely.

Our solutions are based around three key elements:

Connect

Resilient 2G,3G,4G and LPWAN connectivity with IoT SIMs/eSIMs for global, local and multi networks

Control

Control your connected assets across multiple networks and technologies using IoT's most powerful management platform

Secure

Secure, resilient and ISO27001 compliant private infrastructure which overlays across the global mobile networks

Wireless Logic works in partnership with the world's major mobile and satellite networks, providing best-in-class managed service solutions to system integrators, application providers, OEMs and end users - from global blue-chip organisations to smaller and medium-scale enterprises.

Core to the group's success is our ability to respond to ever demanding and evolving requirements where reliability, cost-effectiveness, strict SLAs and sector knowledge are all vital. Our specialist expertise spans multiple verticals enabling our business development teams to impart sound and results-driven advice and support to both existing and emerging application technologies.

Horizontally positioned, Wireless Logic works across hundreds of applications across many markets - these include transport and logistics, energy and utilities, smart city, retail, OEM, healthcare and a range of enterprise solutions. We now manage over 8 million subscriptions utilising local, in-country roaming, global and multi-profile/eUICC SIM technology, all designed to provide flexible and tailored low and high data usage tariffs for specific applications. The group has strategic partnerships with 45 mobile networks which enable a global reach to more than 750 networks across the globe. eSIM and eUICC technology is managed across the Intelligent Network platform - a dedicated mobile network with its own core managed by Wireless Logic. Wireless Logic's focus is



entirely on their customers – providing world-class service and for flexible, resilient and secure solution.



Continuous investment in technology enables Wireless Logic to provide an increasing suite of value-added products which include specialist mapping and location-based services from Google and HERE, device management platforms, security encryption services and end-to-end managed hardware solutions. The organisation is ISO 27001 information security certified.

All services are supported by a team of 300+ connectivity experts who deliver local service and support through offices in the UK, Germany, Netherlands, France, Spain, US, Denmark, Norway, Austria, Italy, and China. The group operates several brands in the market, including UK-based Arkessa, Germany- based Mdex, Italy-based Things Mobile, Norway-based COM4, Austria-based Data Mobile and Matooma in France.

Founded in 1999, Wireless Logic Group is backed by Montagu Private Equity. The organisation's European headquarters are located in Hurley, Berkshire UK.

Conexa : the network designed & built for IoT

Conexa is a GSMA certified carrier-grade mobile network built by Wireless Logic just for the IoT. It provides a suite of connectivity solutions, network control and security services built over an ecosystem of leading MNO radio network partners for resilient and flexible connectivity anywhere in the world via all the cellular bearer types from 2G, 3G to the latest 4G, LPWAN and 5G technologies.

Conexa is designed to meet the challenges companies face in IoT procurement, manufacturing, and logistics. It provides single or multi-network options and commercial models suited to both low and high data use, according to application type, for global, national, or regional deployments.

Conexa offers 5 connectivity solutions which can be tailored to suit your application



These solutions are built on leading mobile networks and IoT platforms.





Conexa is designed to provide the flexibility, security, scalability, automation and day-to-day management that IoT managers and device manufacturers need.

- Resilient and secure by design using carrier-grade, distributed private networking infrastructure which is elastic and scalable and provides real time control of connections.
- A single global SIM with zero-touch remote provisioning services simplify manufacturing and operations processes so that solutions can be deployed and activated anywhere in the world.
- Cloud Secure establishes secure end-to-end connections, with zero touch provisioning for IoT products and services built on AWS, Google or Azure cloud services. Advanced on-SIM security for effective device identification, certificate management and cloud registration.
- Our Ultra-High Availability solution protects business-critical or safety applications with on-SIM control functions which detect and initiate fail-over to an alternative radio and core network infrastructure.

Connect - GPRS, LPWAN, 4G, 5G & eSIM technologies

Join over 8 million IoT SIM subscriptions

If there's one benefit that our customers value above all others, it's choice. Providing IoT connectivity with an unrivalled choice of the world's mobile networks has always been a core element of our DNA.

Selecting the right networks

At Wireless Logic we select the right network, service and tariff based on the specific requirements of your application. The precise choice will depend on a number of factors from location to data usage, and whether the device is static, mobile, national or international. We also consider the importance of being 'always on', which can be essential for mission-critical applications.

With this information, including data usage forecasting, we can propose the most appropriate networks, tariffs and contract periods. Our aim is to select the best solution based on your business objectives, your application's scalability, and the duration of the deployment.

Geographically, we use a number of tools to ensure the 'best fit' network for your application. For national and international roll-outs, we regularly use a number of networks within a SIM estate. Importantly, all networks can be monitored and controlled using our SIM management platform – SIMPro.

Your first choice for SIM connectivity

- Unrivalled choice of networks with expert customer service.
- Purchasing power across the world's mobile networks delivering competitive pricing.
- Helping solve your technical challenges such as static/fixed IP SIMs.
- Local, in-country roaming, global, steered or un-steered, low or high bandwidth SIM tariffs
- Service Level Agreements designed around you.
- Access to the latest IoT insights in network developments.
- A strong European focus with a truly global reach.

Market evolution – eSIM / eUICC technologies

As the IoT market continues to evolve, connectivity management is becoming an increasingly important driver of business value. The science of application vs network selection is an important part of our service, as the right choice can deliver considerable savings over the lifetime of a deployment. This includes the on-going developments in multi-IMSI, eSIM and eUICC technologies – our own IoT network – Intelligent, is embracing the evolution of SIM-based assets, capitalising on the new and unprecedented levels of contract flexibility, Over-the-Air programming, scalability and simplicity in control.

Secure - NetPro: Our private resilient network infrastructure

NetPro is Wireless Logic's carrier-grade, secure, fast and reliable private network. It delivers a cost-effective alternative to organisations wishing to avoid major investment in their own IT architecture, leased lines and associated support costs.

NetPro has co-located TIER 3 data centres in London Docklands to deliver secure and resilient private network capability with fully redundant interconnects. NetPro connects via dedicated hubs directly into each of our major network partners utilising APN gateways and RADIUS servers. As part of NetPro, Wireless Logic has a single point APN which is common to multiple networks - WLAPN.COM. This is particularly relevant when devices are being connected across multiple networks. The APN will remain constant throughout.

NetPro applies fixed IP addressing to mobile devices to enable secure routing from Wireless Logic's infrastructure to the remote user's LAN. NetPro's ability to deploy a fixed IP to a module enables a device to be passive in communications – a user can securely retrieve data from a machine instead of relying on it to be sent and send two-way instructions that remain secure at every part of the data's passage. This approach has great advantages in the IoT and M2M world from a cost and infrastructure perspective, with no CAPEX required to be part of a resilient private network.

The benefits of two-way private connectivity:

- Fast and secure two-way communications
- Real-time monitoring
- Remote access control between mobile device and central server
- The tightest security and access control.

Users receive a private range of Fixed IP addresses, set up to their own sites or customers' sites using VPN technology, and a resilient communication platform that is supplied for the contract length of the airtime agreement.

Considerations

The connectivity options available to SSCL are dependent on how your application and servers are set up, your security requirements and the need for a Static IP service. Based on our experience in this market, the application and project requirements, the proposed infrastructure is based around the Wireless Logic NetPro service, providing our NetPro (Private APN) secure connectivity via the implementation of IPSEC VPN tunnels.

Network Choice

As discussed in our meeting, as an independent provider of data communications and the largest M2M partner for Vodafone, O2 & Everything Everywhere & Three, Wireless Logic can provide access to a choice and mix of fixed UK network SIM's and tariffs ideally suited to 'high bandwidth' requirements. For 'low bandwidth' applications Wireless Logic can provide the option of a UK roaming SIM, enabling access to the core UK networks via a single SIM & configuration, at a fixed monthly cost.

Private APN with Fixed IP through an IPSEC VPN

This set-up delivers the benefit of having a private APN, without the costs, creating a sub-network within our own private network. With VPN tunnels from our network to a customer's, we enable secure reliable two-way GPRS, 3G& 4G communications, from server to device and vice versa.

With this structure, users have full visibility and control over the network infrastructure, supported by our in-house Service Desk available 24x7 for all Private APN connectivity network queries. If required secondary back-up VPN's can be implemented for fail-over.



Private APN no VPN

This set-up utilises the NetPro Private APN services without an IPSEC interconnect. Should a VPN be required later, IPSEC VPN links can be enabled with no additional cost or reconfiguration of devices in the field.

This structure enables full visibility and control over the network infrastructure, which is dual redundant & co-located with support from our in-house Service Desk team available 24x7 for all Private APN connectivity network queries.

Private APN with Fixed IP through overview:



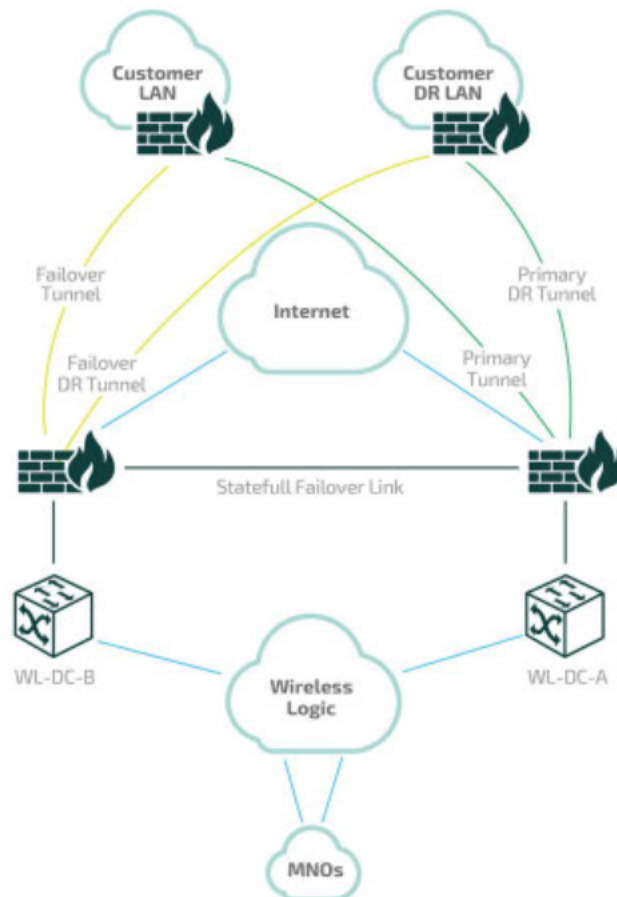
Simplified & Unified APN addressing

To simplify the provisioning and support of customer hardware, all primary UK networks can be provided with a single unified APN address - WLAPN.COM. This will allow customers to deploy a mixed estate of SIMs, with a single APN configuration irrespective of the network.

Wireless Logic – Customer interconnect overview:

Our standard interconnect option makes use of two Cisco ASA Firewalls in a redundant pair. One of the firewalls is located in each of our data centres with connectivity between the two which allows stateful failover of the connections. The external IP address of the firewall is available via both ISP's with priority controlled using BGP. Only one of the two firewalls will be operational at any one time and so a single VPN/fibre link will exist to the customer's site.

For additional resilience on the customer side, an additional IPSEC VPN tunnel or lease line can be added to a DR site, with the only proviso that the DR site must have a different IP subnet to the primary:



Control - SIMPro: SIM Management Platform

Take complete control of your SIMs

Our SIM management platform – SIMPro is the engine behind visibility, control, billing and management of entire SIM portfolios across multiple mobile networks. Constantly evolving with enhanced features, it provides the ultimate user experience within the connectivity sector, all accessed via the Wireless Logic web portal.



Control made simple:

- Directly activate and suspend SIMs.
- Monitor the activity of an entire SIM estate across multiple networks, locally and globally.
- Real-time reporting, accessed at all times, from anywhere.
- Optimise the performance of your SIMs – monitor data usage to ensure the right tariff is selected avoiding 'bill shock'.
- Track the activation process using SIMPro's notification systems.
- Act immediately if a SIM is lost or stolen.
- Communicate two-way with SMS.
- Track location of your entire SIM estate.
- Specify key requirements such as International roaming or voice.

SIMPro is delivered as part of Wireless Logic's Value-Added Services.



Deploy and activate assets quickly and easily

- View and control SIMs across multiple networks in one customisable window
- One click SIM controls – activate, suspend, get live status reports and more
- Scale IoT deployments faster by ordering and activating through SIMPro

Optimise costs and pre-empt issues through powerful insights

- Create a single view of your deployment with customisable dashboards
- Minimise the risk of bill shock by scheduling real-time reports and usage alerts
- Access real-time session data (network dependent)
- Track SIM location and data usage by country

Automate connectivity

- Control deployment with advanced rules and alerts
- Developer ready platform with REST and SOAP APIs
- Seamless integration into existing workflows

Help and support in real time

- Digital Assistant with walk throughs and tips to help you to optimise your deployment
- Talk to our Service Desk via Web Chat
- Live mobile network status
- Quickly and easily raise and monitor support tickets

Unified and flexible billing

- Single monthly bill across all networks used
- Flexible commercial models, including data aggregation and adjustable tariffs
- Flexible billing – split by business entity, business unit or country



User friendly interface

SIMPro is accessed via the Internet with no requirement for software downloads. Filtering tools, an intuitive platform and 100% secure accessibility are all integral to making the user's experience simple. SIMPro works seamlessly alongside the management reporting tools of Wireless Logic's main networks. Real-time data reports are also available on all SIMs routing over our private APNs.

The SIMPro platform is also available with an API spec sheet so that it can be integrated into customers' existing applications or back office systems. An example of this is the integration into Salesforce - this will enable your technical support centre to manage the estate through your existing CRM systems.

Hardware services & solutions

Wireless Logic can offer a range of mobile router hardware solutions in conjunction with our secure IoT /M2M data SIM connectivity.

Working with many of the sector's leading brands, we can help scope and specify routers for multiple uses including mobile and sedentary locations, harsh industrial environments, and dual and multi-SIM requirements for failover and high bandwidth applications.

As part of our hardware solutions we also provide pre-configuration of routers in line with user profiles. This enables the delivery of routers to sites/applications already set-up in a 'plug-&-play' state with settings such as IPSEC VPN into the user's network already loaded onto the hardware.

In addition to routers, a range of external antennas and accessories are available to ensure optimal set-up and connectivity.

Support Desk

Fundamental to the success of any connected application roll-out is the support available and accessible, at any time. Wireless Logic's Support Desk is manned by a large team of experts, able to give 1st and 2nd line support within strict Service Level Agreements.

Operational Support consists of these key areas:

Service Desk

Monday to Friday - 8.30am to 6pm excluding Bank Holidays

Has a broad range of duties including but not limited to: sales despatch, provisioning, SIMPro training, after sales support and 1st line diagnostics.

Sales Administration

Monday to Friday - 8.30am to 5.30pm excluding Bank Holidays

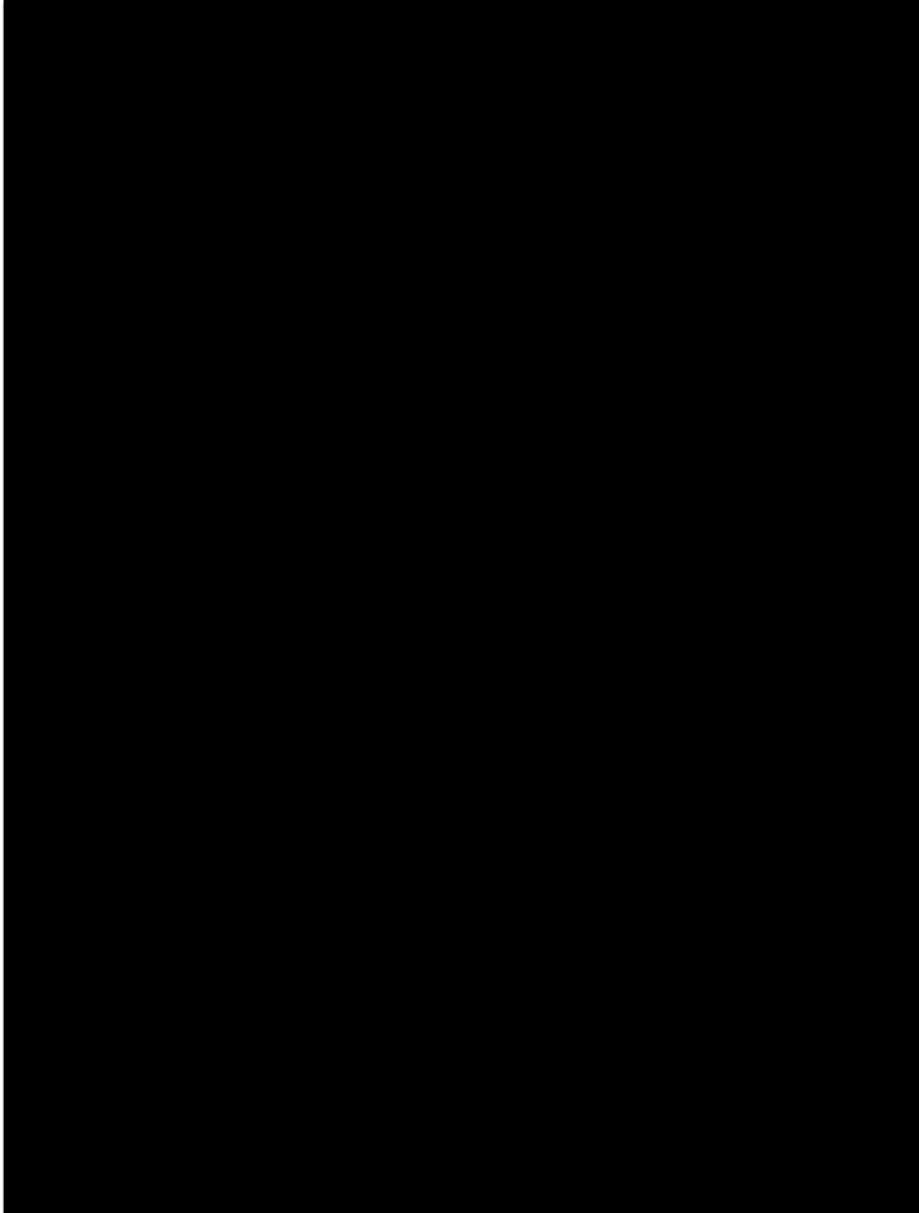
Providing support for customers with billing enquiries, contract and sales - processing, account reviews, cancellations and upgrades.

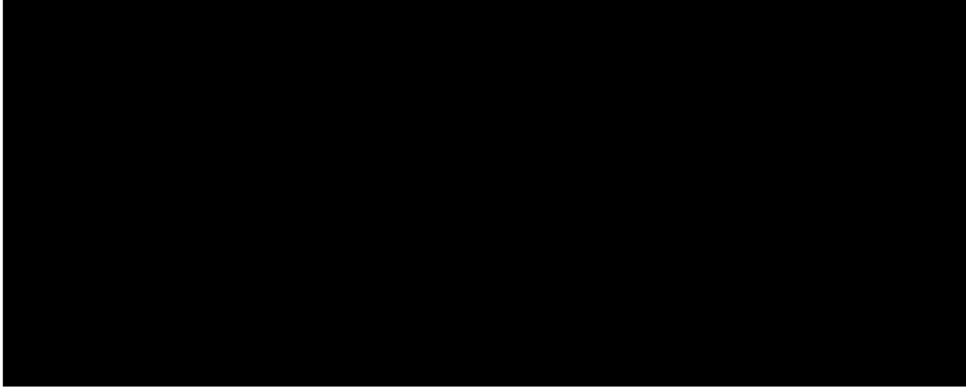
Technical Support

Monday to Friday - 8.30am to 6pm excluding Bank Holidays

Priority 1 Response is 24/7

Delivers configuration of VPN connectivity solutions, provides 2nd level support. Technical Support also provide the out of hours support for P1 issues.





Conclusion

This document is designed to provide an initial overview of the Wireless Logic solutions, infrastructure, network coverage and management tools. I hope this proposal has met and addressed the requirements discussed in our recent meeting.

We would recommend that for such new project implementations that Wireless Logic work with SSCL to provide trial SIM's & infrastructure so that the connectivity, management platforms and services can be fully tested and APN connectivity approved.

I would appreciate any feedback and would be happy to answer any questions and to follow up with discussions as to how Wireless Logic can tailor our Private APN solutions to best fit SSCL going forward.

[Redacted]
Account Manager

[Redacted]
Web: www.wirelesslogic.co.uk



UK

Wireless Logic Group Ltd
Horizon
Honey Lane
Hurley
Berkshire
SL6 6RL UK
0330 056 3300

China

Wireless Logic China Ltd
华建美通(常州)通信技术有限公司
Office (Changzhou)
No.82 Hehai Middle Road
Xinbei District
Changzhou
Jiangsu Province
China, ZIP 213025
4008718400

Wireless Logic China Ltd
(Sales Office)
华建美通(常州)通信技术有限公司
Building B
Qingdao Huanggang Industry Park
Jingyi Road, Chengyang District
Qingdao Province
China, ZIP 266000
4008718400

Denmark

Wireless Logic Nordic
Vejdemarkshøj 11
DK-4600 Køge
Denmark
70 22 20 45

France

Wireless Logic France
Parc de la Duranne
255, Avenue Galilée
13657 Aix-en-Provence
Cedex 3
France

04 42 16 60 17

Matooma

La Liner
ZAC de l'Aéroport
Montpellier Méditerranée
Entrée 2 SIS
2630 Avenue Georges Frêche
34470 Pérols
France

04 88 36 07 40

Germany

Wireless Logic GmbH
Technopark
Am Hochacker 4
85630 Grasbrunn
Germany

089 55 06 21 39

mdex GmbH

Bäckerberg 6
22889 Tangstedt
Germany

04109 55 54 44

Netherlands

M2MBlue BV
Jasink Maatsweg 43
7545 PS Enschede
The Netherlands
0850 160 666

SMPPoint

Esp 237
5633 AD, Eindhoven
The Netherlands
040 8 489 489

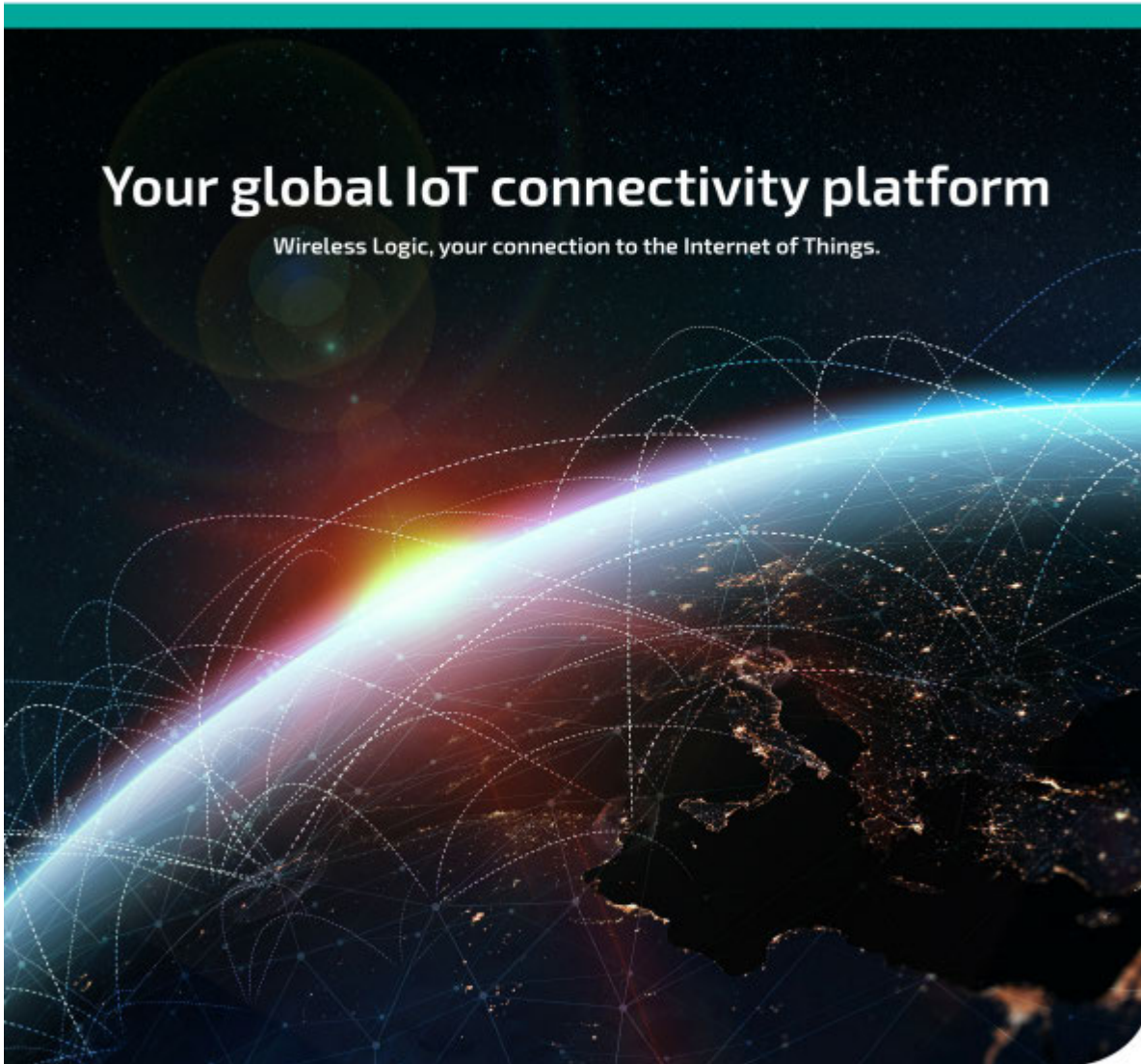
Spain

Wireless Logic SL
C/ Jose Luis Goyaga 32
Edificio Miray, Oficina 3
48950 Erandio (Bizkaia)
Spain
34 944 043 962



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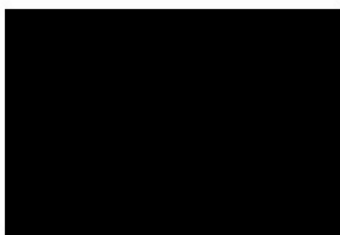


 **Connect**  **Control**  **Secure**

Enterprise Support - SIM Assist & Conexa Solution

Network Coverage Details

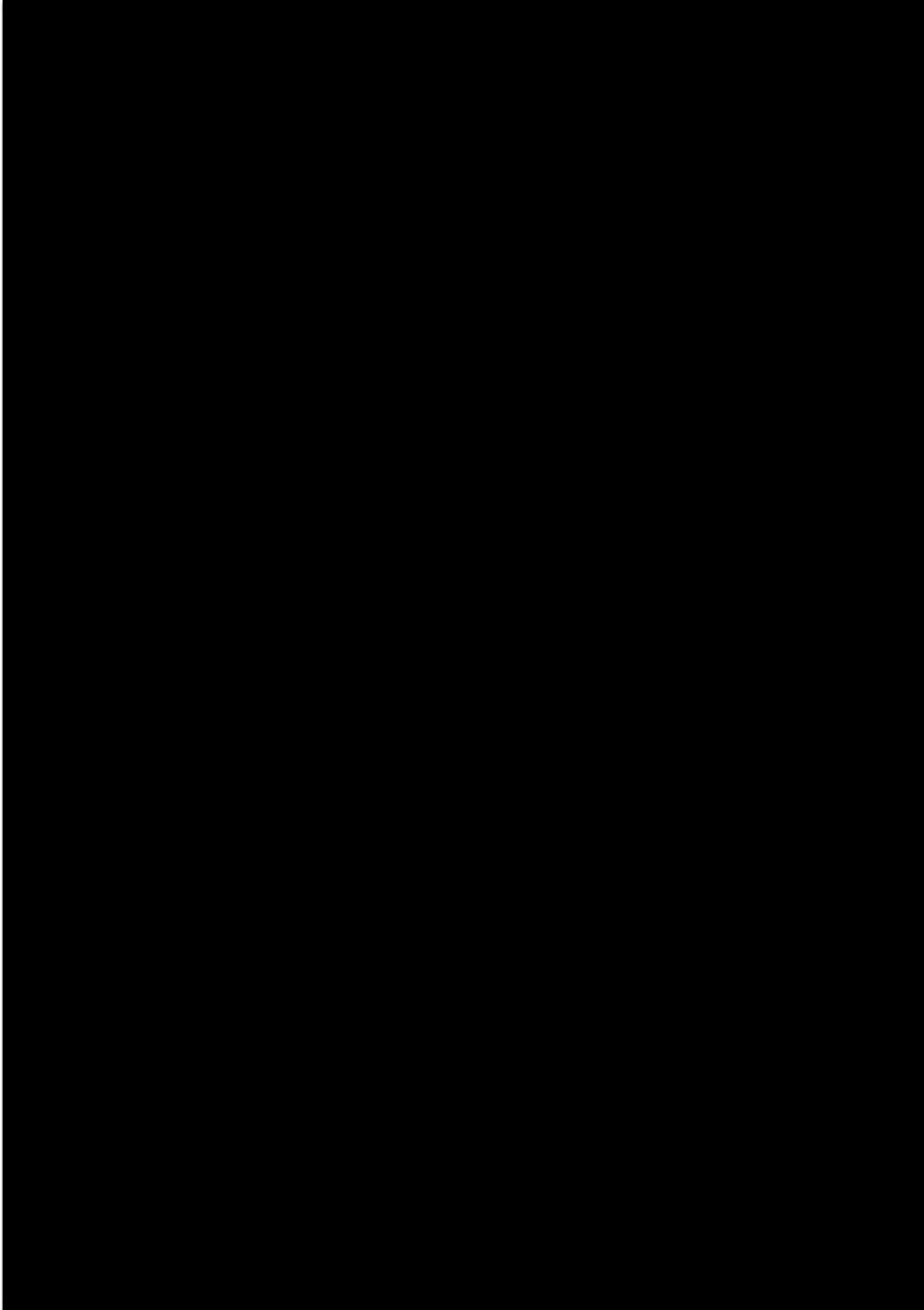
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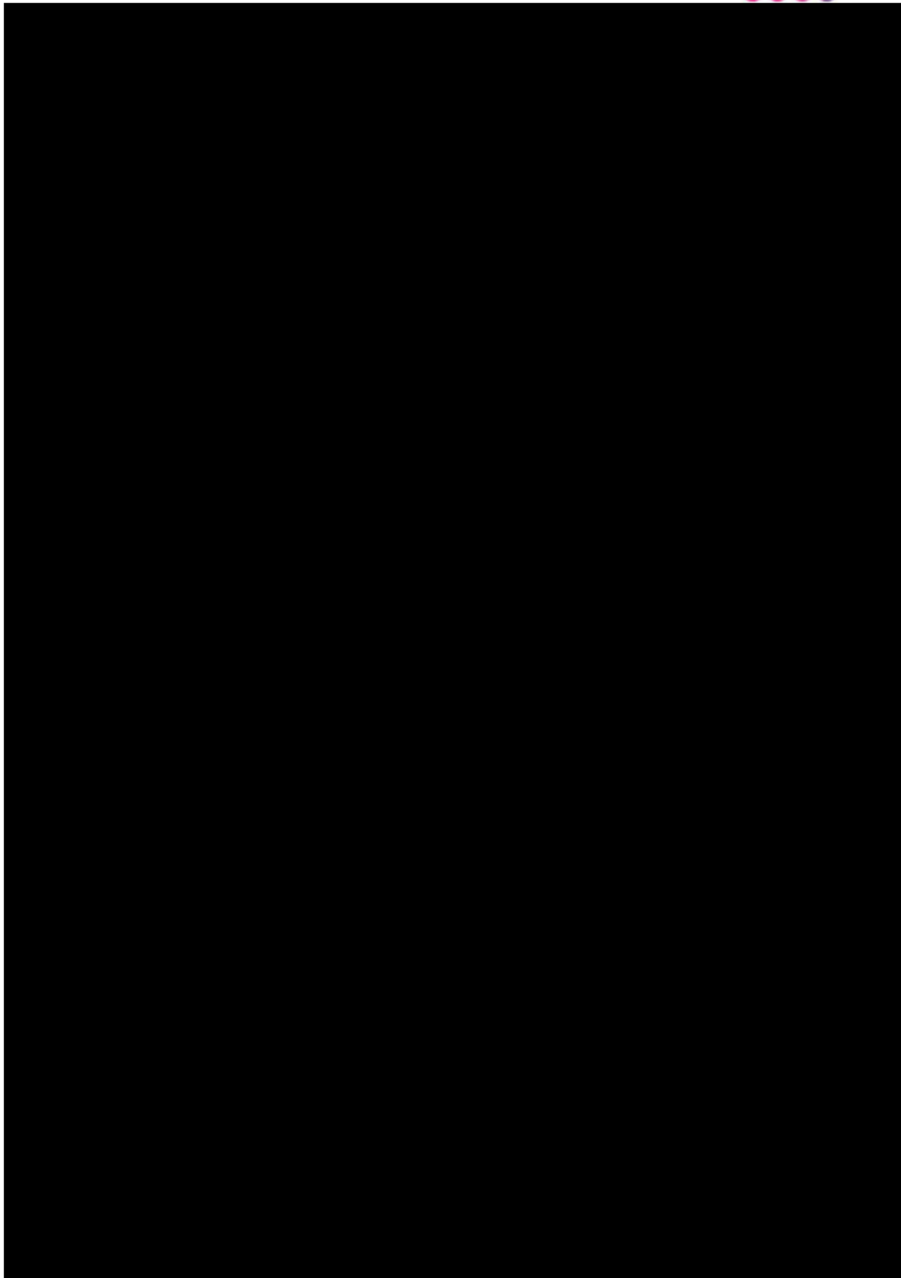


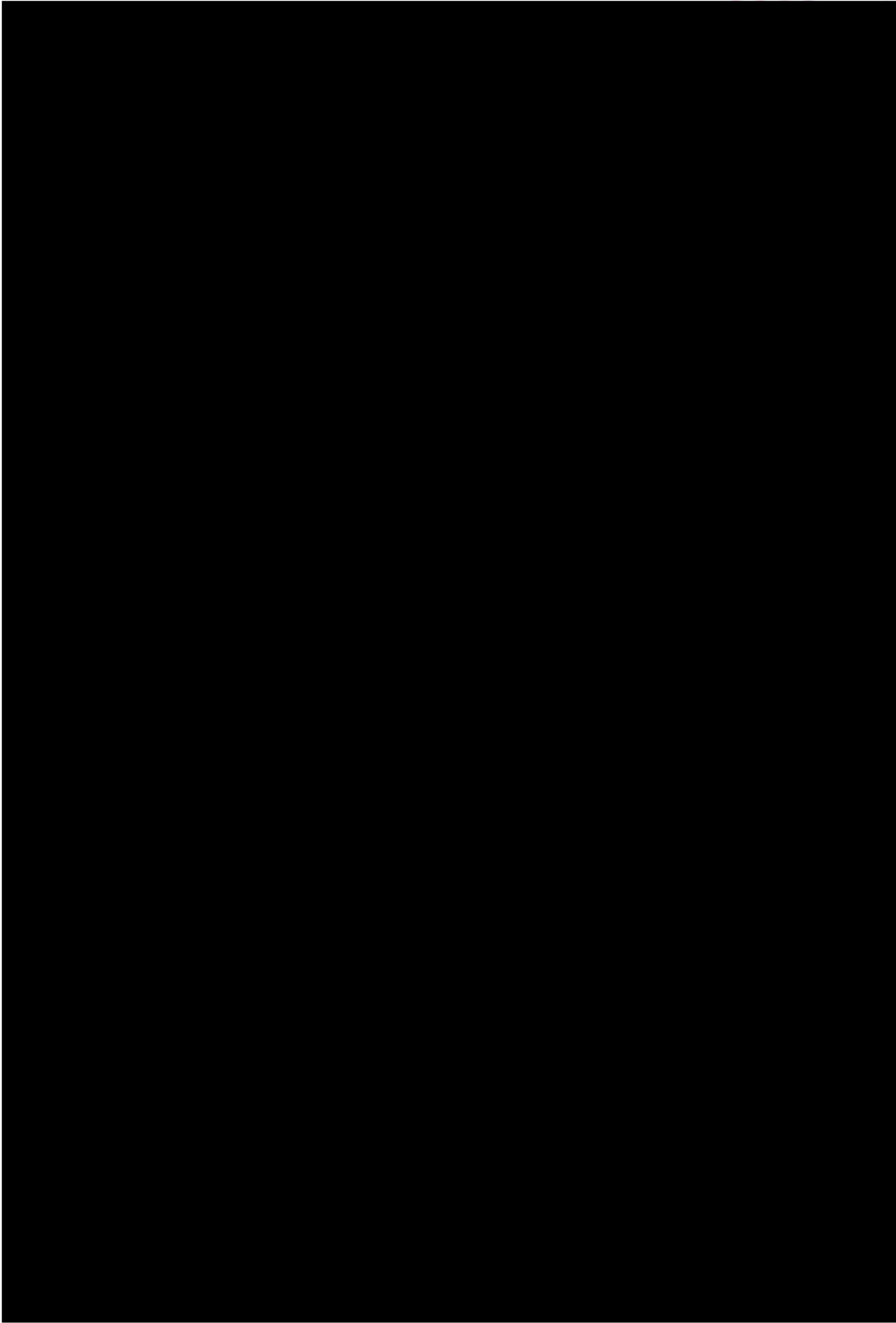


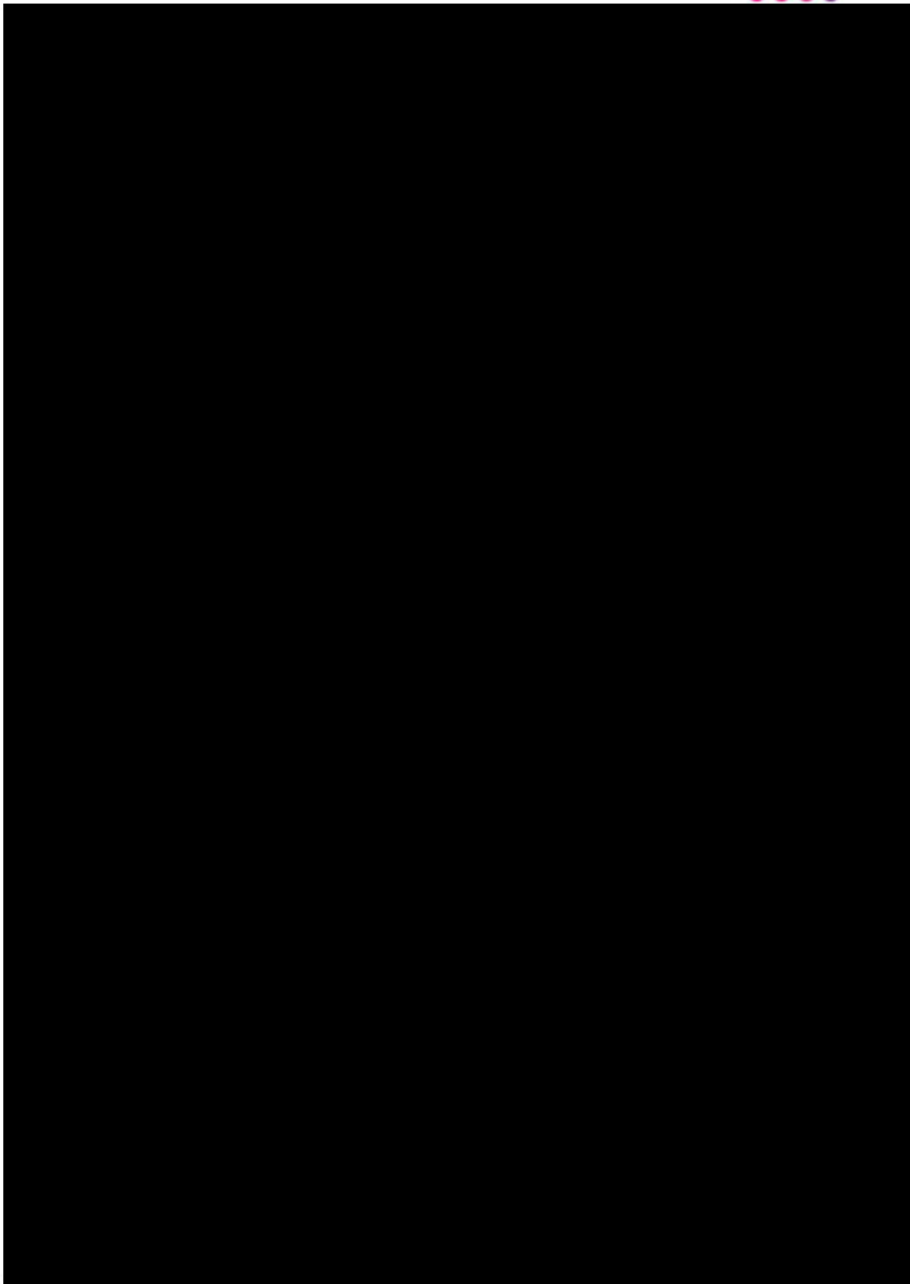
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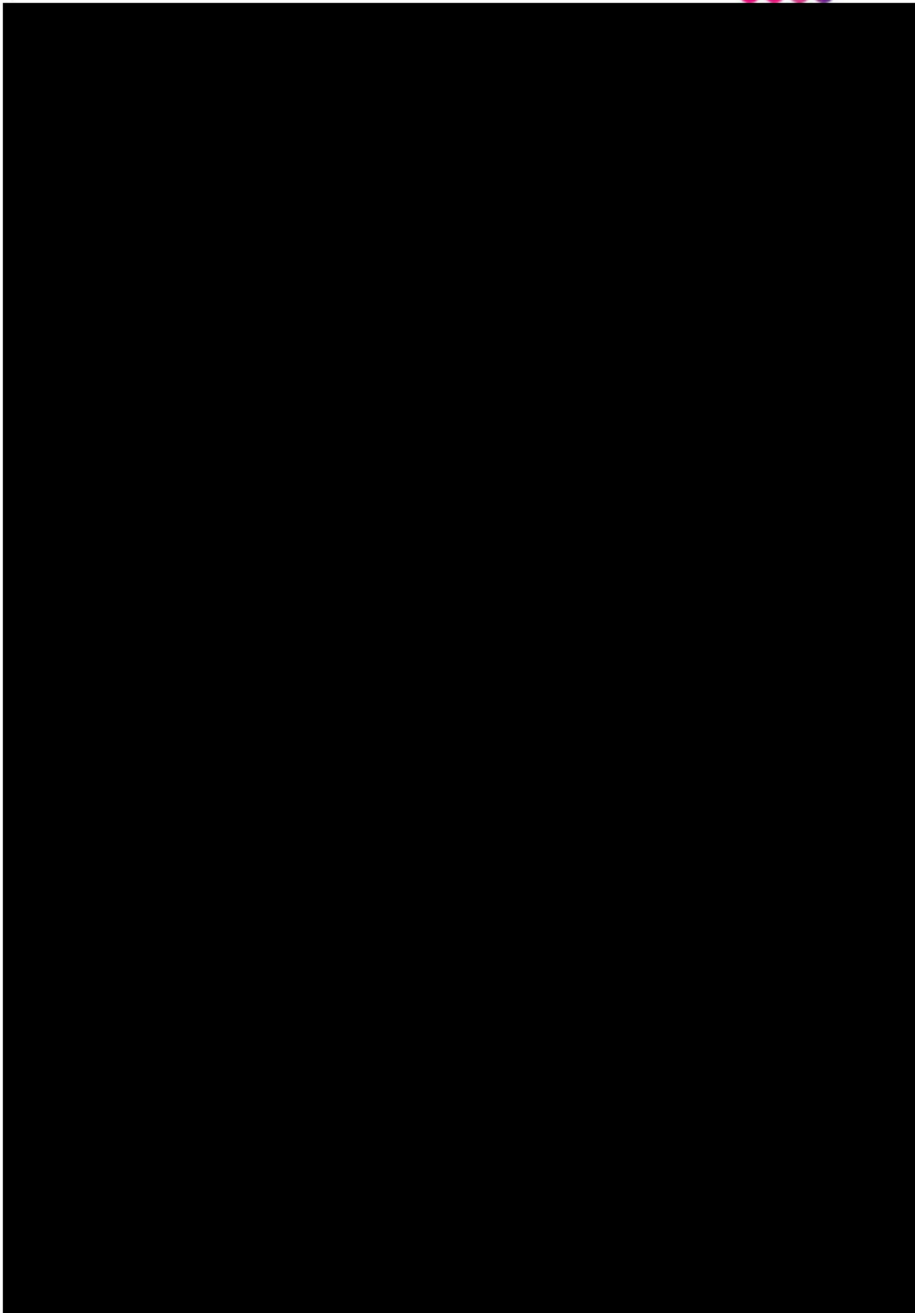
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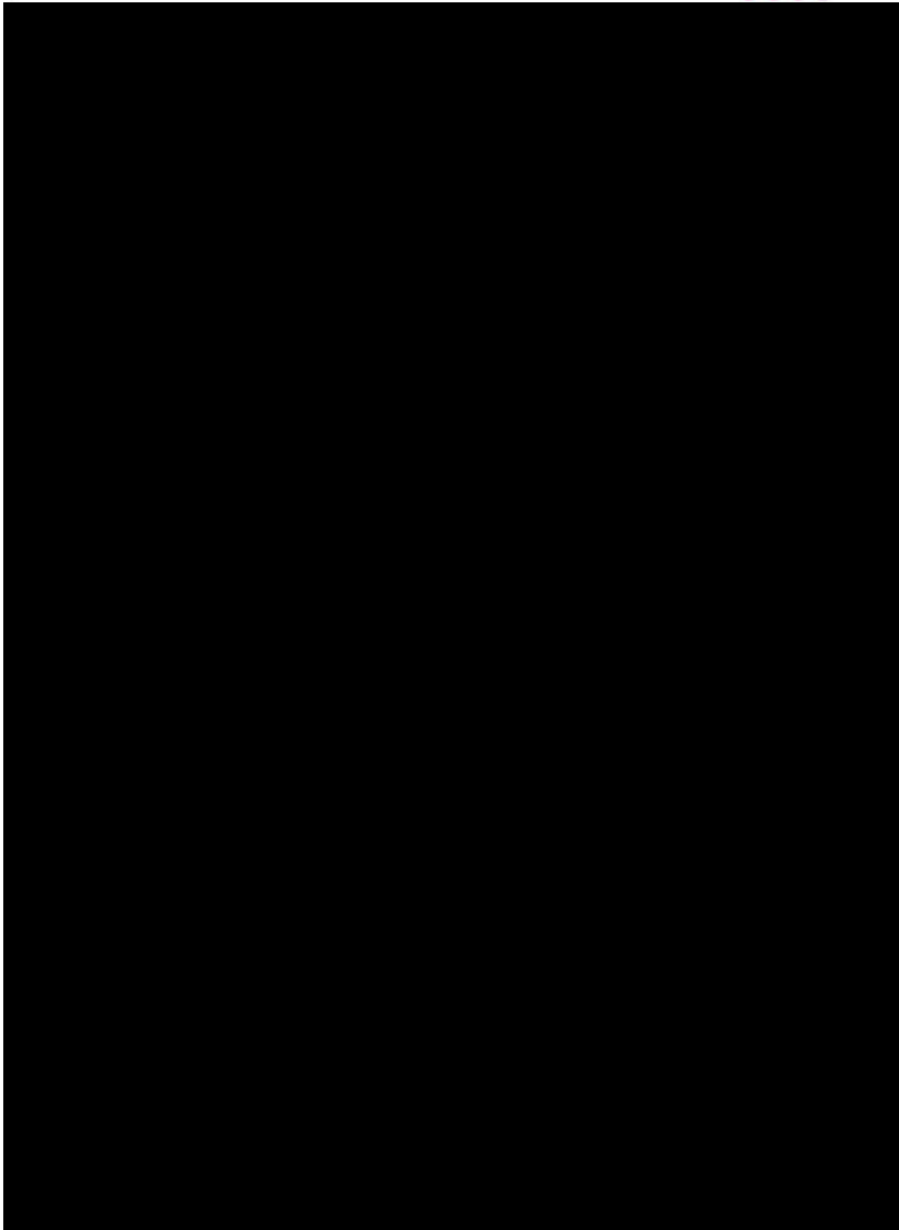


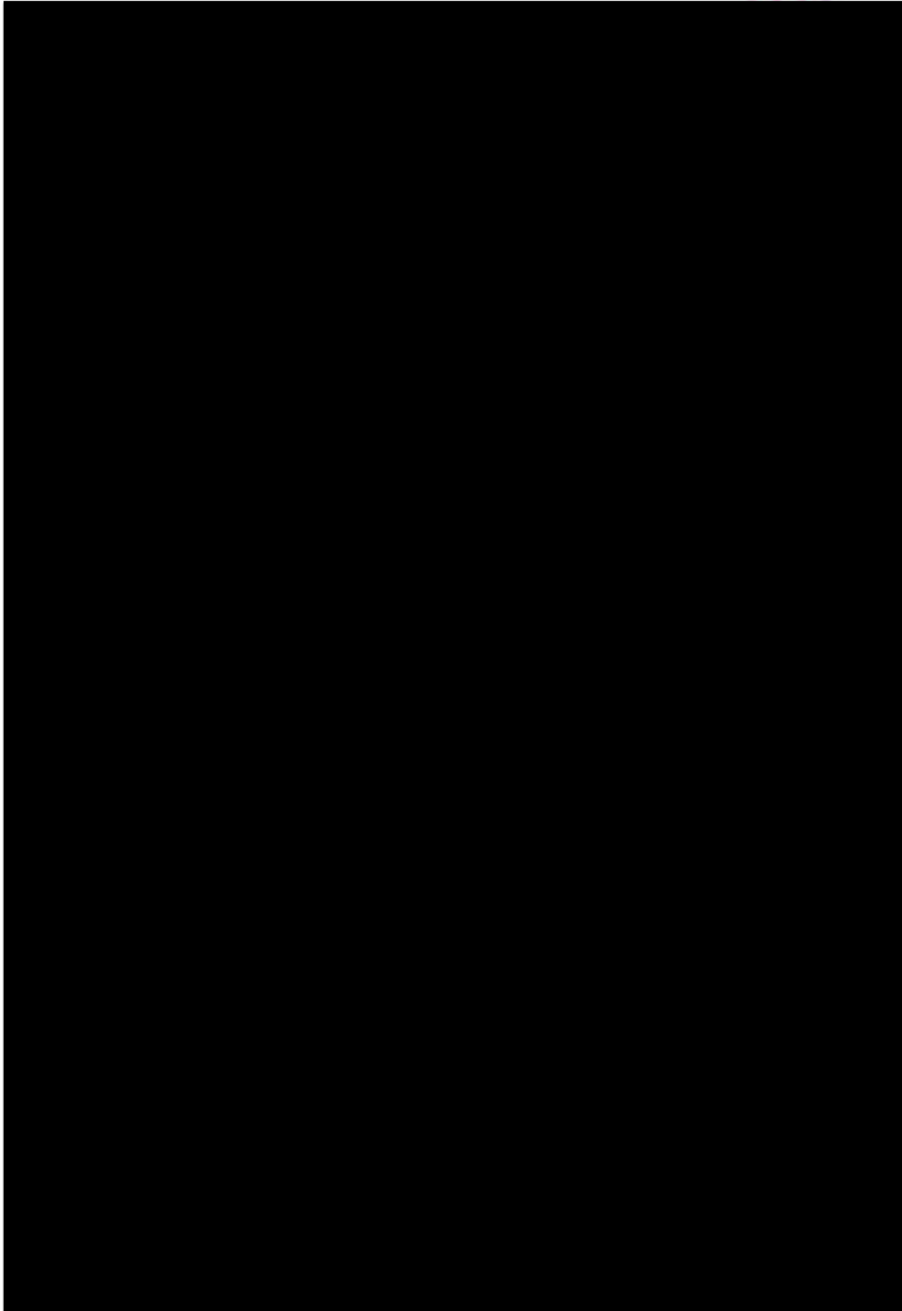


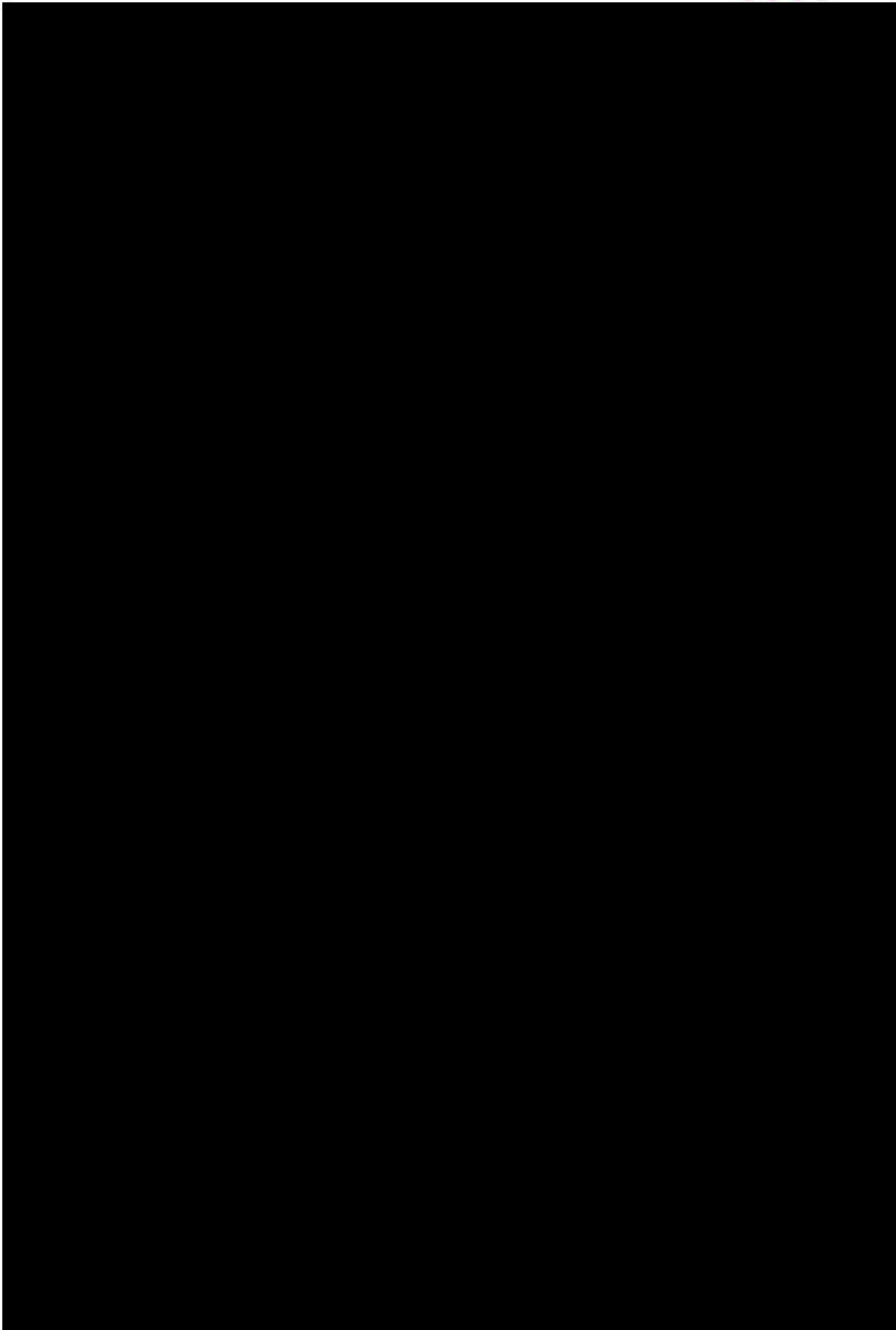


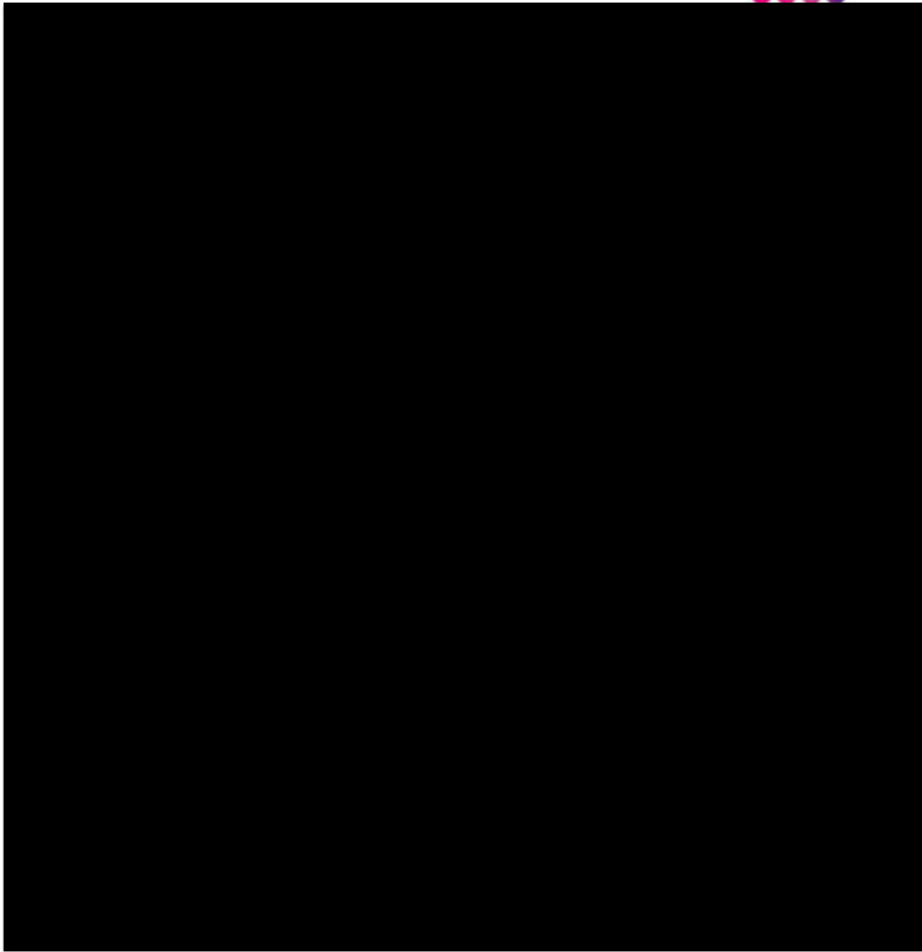














UK

Wireless Logic Group Ltd
Horizon
Money Lane
Hurley
Berkshire
SL6 6RJ UK
0330 056 3300

China

Wireless Logic China Ltd
华成集团(常州)通信技术有限公司
Office (Changzhou)
No.82 Hehai Middle Road
Xinbei District
Changzhou
Jiangsu Province
China, ZIP 213025
4008718400

Wireless Logic China Ltd
(Sales Office)
华成集团(常州)通信技术有限公司
Building B
Qingdao Huagang Industry Park
Jingri Road, Chengyang District
Qingdao Province
China, ZIP 266000
4008718400

Denmark

Wireless Logic Nordic
Valdemarskæb 11
DK-4600 Køge
Denmark
70 22 20 45

France

Wireless Logic France
Parc de la Duranne
250, Avenue Galilée
13657 Aix-en-Provence
Cedex 3
France
04 42 16 60 17

Matcooma

La Liner
ZAC de l'Aéroport
Montpellier Méditerranée
Entrée 2 SIS-
2630 Avenue Georges Frêche
34470 Pérols
France
04 88 36 07 40

Germany

Wireless Logic GmbH
Technopark
Am Hochacker 4
85630 Grasbrunn
Germany
089 55 06 21 39

Index GmbH
Bäckerberg 6
22889 Tangstedt
Germany
04 109 55 54 44

Netherlands

M2MBlue BV
Josink Maatsweg 43
7545 PS Enschede
The Netherlands
0650 160 666

SIMPoint

Esp 237
5633 AD, Eindhoven
The Netherlands
040 6 489 489

Spain

Wireless Logic SL
C/ Jose Luis Goycoaga 32
Edificio Miray, Office 10-3
48950 Grandio (Bizkaia)
Spain
34 944 04 3962