1. Definitions

All capitalized terms used in these Special Terms and Conditions/Product Terms (“STC”) shall have the meaning described in the GTC except where the context of these STC require otherwise.

Capitalized terms shall have the meaning as defined in bold letters when first used herein.

2. Scope

This Special Terms and Conditions (STC) relates to:

- ABB Plug & Play Connectivity Service for mobile data to be used for ABB Ability™ branded services.

3. Product/Service description

Certain Services require continuous machine/sensor data collection through the following ABB Devices: e.g. ABB Ability™ Smart Sensors Generation 2 with Cassia gateway, NETA-21 and the ABB Drive Connectivity Panel (which include an embedded SIM card). In order to establish continuous machine/sensor data collection it is required to establish a connectivity solution to ensure that information transmission is enabled. ABB Plug & Play Connectivity Service (“Plug&Play”) is an optional machine-to-machine (“M2M”) cellular connectivity service provided by ABB to allow information transmission from ABB Devices to the Platform connected to Services and Plug&Play is supported by a central ABB team.

Plug&Play enables a cellular connection between the ABB Devices and the Services, independent of any existing Operational Technology (OT) and IT networks.

The Service offered includes a stand-alone M2M 3 in 1-SIM card (three different form factors mini, micro and nano) and a paid-up dataplan (2 years subscription), with options of extension. Alternatively Plug&Play can also be provided as a kit together with an ABB selected and supported modem.

Plug&Play is intended for ABB Services only and cannot be used for any other purpose nor can it be resold.
Plug&Play is available in the following set-ups (the applicable set-up selected by the Customer is specified in Order):

- **Plug&Play Connectivity Service - General purpose**
  This set-up includes:
  - A global SIM card to connect an ABB Device.
  - A fully paid-up M2M data subscription and plan which requires activation using QR-code and a built-in safety policy which deactivates SIM card in case of fraud.

- **Plug&Play Connectivity Kit**
  This set-up includes:
  - An ABB selected modem.
  - A global SIM card to connect an ABB Device.
  - A fully paid-up M2M data subscription and plan which requires activation using QR-code and a built-in safety policy which deactivates SIM card in case of fraud.
  - The modem is pre-configured and ready to be used.
  - The modem is remotely supported by the Customer’s ABB local contact in case of any connectivity issues.

- **Plug&Play Connectivity Service – embedded solution**
  This set-up includes:
  - A global eSIM card soldered inside ABB Device (not removable).
  - A fully paid-up M2M data subscription and plan which is factory activated.

4. **Service Levels**

The availability of Plug&Play depends on local legislation, ABB policies, mobile network availability and capacity and radio technology conditions in the Customer location. Disruption of transmission quality due to atmospheric or similar conditions cannot be ruled out. The availability may also be temporarily disrupted or restricted because of maintenance work or force majeure.

5. **Support**

For questions and queries in relation to the Services, please contact ABB support team for Plug & Play Connectivity: support.motion@abb.com.

6. **Preconditions**

- Plug&Play can only be used to connect an ABB Device or asset in connection with a Service that requires the use of an ABB Device.
- Plug & Play requires mobile network coverage and an ABB approved modem.
• The SIM cards use cryptographic procedures subject to national and supranational export restrictions and may therefore only be exported to/imported by countries that are not subject to these restrictions.

7. Customer obligations

• Customer will only use Plug&Play with Services that require the use of ABB Devices and not for any other purpose, including for personal use in a PC or mobile phone.
• The Customer needs to have confirmation by local authorities that permanent data roaming and data export is allowed in the location in which Customer intends to deploy Plug & Play. Customer is solely responsible for fulfilling regulatory obligations of telecommunication law in this regard.
• Customer needs to inform ABB in case of a lost or defective SIM card as soon as reasonable possible.
• Plug & Play is only to be used by Customer and not by any third party.

8. Exclusions and disclaimers

Plug & Play does not include:

- ABB Device registration costs and/or subscription costs in relation to ABB Services.
- Equipment not included in the scope of the Agreement.
- Anything else that has not been explicitly specified in the Agreement.

• Plug&Play cannot be used for emergency calls or connections to emergency services.
• The ownership of the SIM cards and dataplan remains with ABB and Customer cannot resell the SIM cards and/or dataplans.
• ABB may suspend or terminate the Plug&Play service in whole or in part, without owing Customer any compensation, if ABB determines that Customer’s use of Plug & Play (i) poses a security risk to the Services, the Platform and/or the Portal and/or any third party; (ii) may adversely impact the performance of the Services, the Platform and/or the Portal; (iii) is in violation of the Contract; is in violation of any law or poses a risk that ABB is or will be in violation of a law; (iv) may subject ABB or any third party to liability. Unless ABB believes an immediate suspension is required and appropriate, ABB will use commercially reasonable efforts to provide reasonable notice before suspending/terminating the Plug&Play service.
• Misuse of Plug&Play by the Customer may lead to Customer’s liability for damages, payments and fees in connection with said misuse.