

# **Rules for the provision of services for the reception, processing and transmission of electronic messages**

## **Definitions**

"**subscriber**" is a user of telematic communication services, with whom a paid agreement on the provision of telematic communication services with the identification of a unique identification code

"**subscriber terminal**" - a set of technical and software tools used by subscriber and/or a user when using telematic communication services for transmission, reception and display of electronic messages and (or) formation, storage and processing information contained in the information system "information system" is a set of information contained in databases and providing its processing of information technologies and technical means

"**M2M server**" is a software and hardware complex consisting of a server, a database and software, developed by the company "STEC.COM"

"Telematic electronic message" means one or more telecommunication messages, the information structured in accordance with the protocol of exchange, Supported by the interactive information system and the subscriber terminal

"**user telematics services**" - a person who orders and (or) uses telematic communication services

## **1. Description of the Service.**

1.1. The service for receiving, processing and transmitting an electronic message is to receive, processing and transmission of telematic electronic messages through interaction with information system of the Operator (hereinafter referred to as the "Service").

1.2. The Operator Information System is an M2M server with two modes work:

- the mode of "transparent" exchange of electronic messages between the subscriber terminal and application process of the central computing system of the Subscriber.

The "transparent" mode can be defined as the direct access mode of the subscriber terminal to the central computing system of the Subscriber

- the mode of "translation and transformation" of electronic messages into the format of messages (communication protocols) supported by the central application process of the Subscriber's computer system

1.3. The service for receiving, processing and transmitting an electronic message uses the mode

"Transparent" exchange of electronic messages M2M of the server of the Operator.

1.4. Exchange of electronic messages between the subscriber terminal, M2M server of Operator and application process of the central computer system of the Subscriber is carried out via an IP socket or by e-mail or by using another subscriber terminal.

1.5. Outgoing e-mail from the subscriber terminal should not exceed 340/1960 bytes, depending on the type of subscriber terminal used. Incoming calls message to the subscriber terminal - no more than 270/1890 bytes depending on the type used by the subscriber terminal.

1.6. The subscriber terminal must support the SBD (Short Burst Data) protocol.

1.7. The user interface used is RS-232 (TIA / EIA-232).

1.8. To exchange electronic messages, the Subscriber needs to define a number of exchange parameters:

- Serial number of the SIM card (ICCID) of the subscriber terminal (optional)
- International electronic subscriber terminal identifier (IMEI)
- IP socket or e-mail address of the central computing system of the Subscriber (the total number of IP sockets and e-mail addresses should not exceed 5 values)
- Filter (MT-filter) for sending electronic messages to the subscriber terminal (general

The number of IP addresses, e-mail addresses and domain names should not exceed 10 values)

- notification of the subscriber terminal (Ring Alert) about the presence of an incoming queue electronic messages for him
- requests (Mailbox Check) of the subscriber terminal for reading the incoming queue messages for him

- inclusion of latitude and longitude coordinates (GeoData) values for the possibility detection of the subscriber terminal when Ring Alert is sent to it
- acknowledgment of receipt of the M2M message by the Operator's server (MO ACK)

## 2. Tariffication Services. Structure and procedure of charging.

3.1. The financial period is a calendar month.

3.2. When connecting the Subscriber to the Service, a one-time connection fee is charged.

3.3. The tariff provides a subscription fee for a month.

3.4. The included traffic per monthly fee decreases in proportion to the share active days of the financial period.

3.5. The amount of traffic that exceeds the included traffic at a certain rate, is calculated at the cost of exceeding the included traffic.

3.6. The subscription fee includes a certain number of kilobytes. 1 kilobyte is equal to 1000 bytes.

3.7. A subscriber terminal can be activated and then temporarily deactivated by the Subscriber's request, but not more than once a month and not on the same day. For each the subsequent deactivation of the subscriber terminal within a month starting from the second) a one-time fee is charged (see Tariffs)

3.8. During the deactivated service, another subscription fee is also withdrawn, in proportion to the proportion of inactive days in the financial period.

3.9. Activation day is considered an active day, and day of deactivation is inactive.

3.10. The total traffic of all electronic messages with non-zero size - incoming and outgoing.

3.11. Messages of type mailbox check are rated in units of hits for reading queue of incoming messages.

3.12. A message less than a certain minimum value is rounded to it, but longer messages are not rounded.

3.13. Information about the traffic of electronic messages per day comes on the next day and is charged. In the accounts for the financial period only electronic

messages that were calculated by the Operator's billing in this period in according to the date of calculation (and not the date of the message).

4. Qualitative characteristics of the Service.

4.1. The service is provided 24 (twenty-four) hours a day, 7 (seven) days a week.

4.2. Technical support and elimination of errors / accidents is in accordance with categories indicated in the table:

Failure category	Initial time Initial time response	Working hours
<b>HIGH</b> Functional failure, accident or loss of data	<b>4 hours</b>	09:00 to 18:00  (Moscow time)  at Working days
<b>AVERAGE</b> Minor loss of functions or other problem while in general operational system	<b>1 working day</b>	
<b>Minor</b> Cosmetic problem not affecting	<b>2 working days</b>	

5. Breaks in the provision of Services.

5.1. STEC.COM reserves the right to interrupt the provision of the Services for the planned maintenance of equipment used to provide the Services, including working days according to the current legislation of the Russian Federation. Such cases will not be considered as interruptions in the provision of the Services, if STEC.COM, respectively will notify the Customer for 24 (twenty-four) hours by posting on the official website

STEC.COM on the Internet about the planned maintenance with the indication of a period of time for such a service.

Operator

Subscriber

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