<p align="center">**Service Level Agreement**</p>
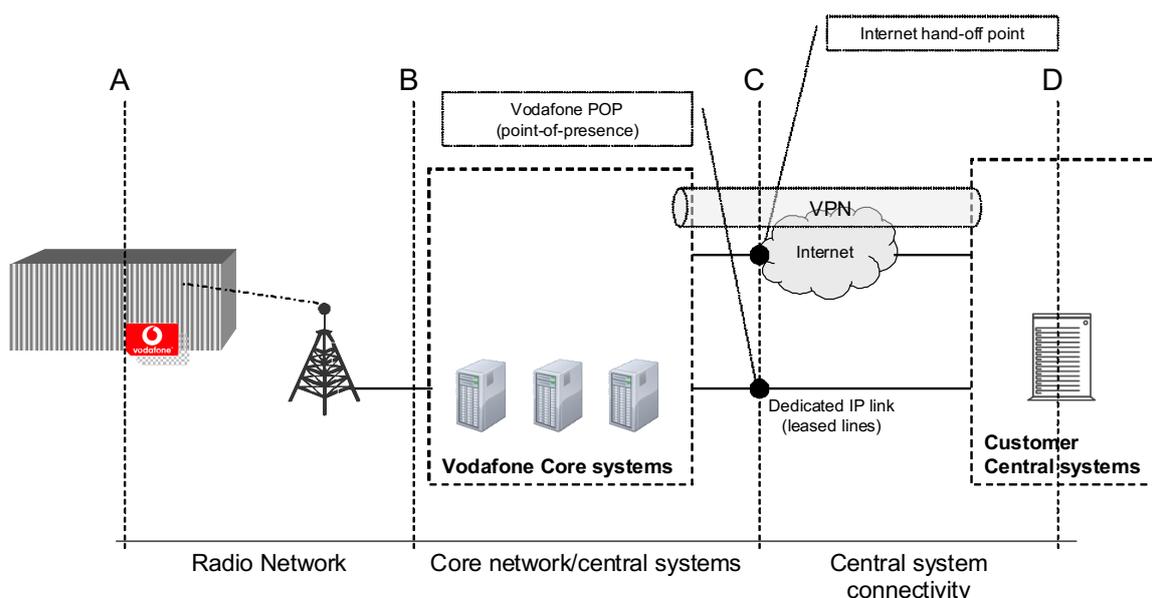
1   Service Levels (SLA)

This SLA is based upon Service Level Assurance offered by Vodafone

1.1   Coverage

Radio network coverage in the Territories is provided on a "best endeavours" basis and is not guaranteed. Gridteq does not commit to providing coverage to a specific extent, and Gridteq shall have no liability for lack of coverage.

1.2   Service Availability

The delivered service, in terms of availability of connection, throughput and latencies, are defined based on three

individual parts from the device in the container, through to the information processing systems, see figure below.

Figure 1 – Individual sections of end-to-end service level

Radio Network (A - B)

Gridteq does not commit to a specific performance level for the radio network parts of the Service, and this part of the Service is not covered by any SLA. Radio network performance is provided on a "best endeavours" basis. Expected performance levels, based on historic performance data are summarized below:

2G (GPRS, EDGE)	3G (UMTS, HSPA)
PDP Context Activation success ratio (first attempt)	
better than 96%	better than 96%
Latency (TCP RTT)	
below 1000 ms	below 500 ms

Core network Service Levels (B– C)

The core network service level includes the following components:
- M2M platform services
- Connections to Internet and connectivity to Vodafone POP (point-of-presence)

The availability of the core network is 99% uptime per month excluding planned maintenance.

Central System Connectivity Service Levels (C – D)

The service levels provided for IP connectivity between Vodafone and the Gridteq's central system(s) depend on the type of connectivity option that is chosen. Typical connectivity options are (i) VPN using IPSec over Internet (the option which the Services currently employ and upon which the pricing is based) or (ii) dedicated IP links.

(i) For the VPN over Internet option, the following service levels apply:
- Connectivity to Internet on the Vodafone side is a part of the core network service level (see above).
- Connectivity across Internet is provided at best effort
- Connectivity to Internet on the Customer side is the responsibility of the Customer, and not covered by the SLA.

1.3 Throughput

Achieved throughput depends on the availability and load of the radio network used for any specific communication instance. Thus, Gridteq does not provide a committed level of throughput and throughput is not a part of Gridteq's SLA to the Customer.

Throughput is provided according to best effort and an average throughput for the offered services is expected to be around 24 Kilobits per second which equates to over 10MegaBytes per hour.

1.4 Failure of any SLA

Where a SLA is missed for 3 consecutive months, the Customer may request in writing to Gridteq that they provide a suitable report that addresses the reasons for the SLA not being met.

Where Gridteq produces the report, Gridteq and the Customer will then meet to discuss the report and any relevant issues with a view to reaching an agreement on how the SLA will be met in the future. This may include the creation of a plan to amend and track specific SLAs ("Service Improvement Plan").

Where Gridteq and the Customer reach an agreement on how SLAs will be met in the future under a Service Improvement Plan, that agreement will be documented in writing and each party shall use its reasonable endeavours to meet the Service Improvement Plan.

No failure to meet any SLA or Service Improvement Plan shall be considered a material breach of the Agreement.