

Express M2M™ by MCA

Express M2M Service Policies

Please refer to <https://lte.callmc.com/> for the latest updates. Terms and Conditions of our Master Services Agreement guide these policies.

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Master Services Agreement (MSA)

A Master Services Agreement (MSA) is required prior to new line(s) of service being activated. The MSA defines MCA’s legal terms of service for our Express M2M service.

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Just-In-Time Activation

- A line's billing period and contract term commences when the unit invoices to customer. Invoicing generally occurs when the unit is ready to ship to the customer. In some instances invoices may generate in advance of shipping. Examples of this may include if the unit is delayed by customer request, if the unit is being integrated into another assembly, if the unit needs to be active while waiting on certain customer requested testing.
- Units will be provisioned with customer provided templates. If no template is provided customer may request company to design a template (for a cost) or use default settings.

Subscriber Service Authorization

Every line you activate on Express M2M requires your express authorization.

- When you wish to add a new line of Express M2M service, your MCA sales representative will provide you with an estimate and/or a Subscriber Service Authorization (SSA) which lists the quantity and price of services you wish to add.
- To authorize this line of service, we require that you sign and return the authorization request or issue us a purchase order matching the information on the SSA.
- Alternately, new line(s) of service can be authorized by logging into your portal and selecting [Request New Service](#)

Device Password Management

- Each Express M2M Modem will have a unique alphanumeric password assigned to them unless otherwise specified by the customer.
- This password is provided with initial unit delivery and may be requested provided that customer has not changed the password upon receipt of modem.
- Customer provided post-deployment passwords will not be part of the password management program.

Device Provisioning

- Express M2M device to be authenticated on Network prior to shipment.
- Express M2M device loaded with customer provided template and passwords.
 - MCA cannot be responsible for incorrect templates, nor associated connection or data charges incurred by modem due to customer provided template.
 - Template design is not included. Template design services are available for an additional charge.

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Rate Plans

- Express M2M Plans may be activated for 12 or 24 month Line Terms or on a month-to-month basis unless otherwise specified.
- Connectivity is available on Verizon Wireless, US Cellular, or any of the other major mobile carrier networks operators in the United States, as applicable unless otherwise noted.
- Usage outside of the United States will result in out-of-network charges and may result in account suspension or termination.
- Express M2M discounts only apply to contracted plans \$34.99 or higher
- The Tier C (10GB and higher) High Use Share Plans are restricted to the Verizon Wireless network only; roaming is not available.
- Tier C Plans require a 1 year or greater contract term.

Standard Rates			
Data Package	Share Plans	Express M2M	Overage Per MB
25MB-Share	Tier A	\$ 29.99	\$ 5.00
50MB-Share	Tier A	\$ 39.99	\$ 5.00
500MB-Share	Tier B	\$ 49.99	\$ 0.06
1,000MB (1GB)-Share	Tier B	\$ 59.99	\$ 0.06
3,000MB (3GB)-Share	Tier B	\$ 79.99	\$ 0.06
6,000MB (6GB)-Share	Tier B	\$ 99.99	\$ 0.06
8,000MB (8GB)-Share	Tier B	\$ 149.99	\$ 0.06
10,000MB (10GB)-Share	Tier C	\$ 179.99	\$ 0.03
20,000MB (20GB)-Share	Tier C	\$ 279.99	\$ 0.03
30,000MB (30GB)-Share	Tier C	\$ 379.99	\$ 0.03
50,000MB (50GB)-Share	Tier C	\$ 549.99	\$ 0.03

Rate Plan Changes

- Rate plan changes must be submitted to em2msupport@callmc.com seven (7) days prior to the end of the current bill cycle.
- Upward Rate Plan Migrations: Customers can elect one upward rate plan change per line per bill cycle.
- Downward and Seasonal plan changes are made effective for the next bill cycle.

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Seasonal | Suspend Plans

- Lines on extended seasonal suspend plans may pass data during periods of seasonal suspension. This is necessary in order to maintain an active line during extended suspensions. Usage will not be billed during this time unless the line passes more than 5MB of service.
Lines can be suspended for 90 days. Unless otherwise noted, after 90 days suspended lines must resume an active rate plan.
Lines can be suspended for a maximum of 180 days over the course of a calendar year.

Data Shares

- Shared data plans provide a pool of data for Lines in the same sharing tier. Sharing among M2M lines is available only among lines active on plans in the same Sharing Tier.
- These lines share data up to the aggregate amount in available data. All usage will be aggregated at the end of the month across all lines and then rounded to the next whole MB.
- Amounts over the shared data amount bill out at the corresponding overage rate.
- Based on the International System of Units (SI) and the International Electrotechnical Commission (IEC), 1 gigabyte (GB) is 10^9 or 1,000,000,000 bytes and 1 megabyte (MB) is 10^6 or 1,000,000 bytes.

Standard Rates			
Data Package	Share Plans	Express M2M	Overage Per MB
25MB-Share	Tier A	\$ 29.99	\$ 5.00
50MB-Share	Tier A	\$ 39.99	\$ 5.00
500MB-Share	Tier B	\$ 49.99	\$ 0.06
1GB-Share	Tier B	\$ 59.99	\$ 0.06
3GB-Share	Tier B	\$ 79.99	\$ 0.06
6GB-Share	Tier B	\$ 99.99	\$ 0.06
8GB-Share	Tier B	\$ 149.99	\$ 0.06
10GB-Share	Tier C	\$ 179.99	\$ 0.03
20GB-Share	Tier C	\$ 279.99	\$ 0.03
30GB-Share	Tier C	\$ 379.99	\$ 0.03
50GB-Share	Tier C	\$ 549.99	\$ 0.03

Data Overage

- Data amounts over the amount available in a share group are billed at the overage rate for that share group.
- Overage charges are billed on a month-to-month basis.

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- MCA is not responsible for overage charges for any reason including but not limited to: incorrect modem settings, incorrect setup template, malfunctioning hardware devices, incorrect account sizing, or device monitoring settings.
- Proper setup of the modem is essential to reduce the potential for overage charges. MCA may make setup recommendations based on similar experiences, however, the customer must independently validate all settings of the modem and of connected equipment. Any usage charges incurred are the responsibility of the customer.
- Based on the International System of Units (SI) and the International Electrotechnical Commission (IEC), 1 gigabyte (GB) is 10^9 or 1,000,000,000 bytes and 1 megabyte (MB) is 10^6 or 1,000,000 bytes.

Share Plan Overage	
Share Tier	Cost Per MB
Tier A	\$5.00
	Cost Per MB
Tier B	\$0.06
	Cost Per MB
Tier C	\$0.03

SMS Messaging Service

- Devices may use SMS type of service for alerts and other brief device messaging. These data amounts are charged according to the table below.
- SMS charges are billed in arrears on a month-to-month basis.
- MCA is not responsible for any SMS charges including but not limited to unsolicited messages, automated messages, or carrier messages.
- **OPTION TO BLOCK:** The customer may elect to block SMS messages. To do so the customer must post a request in writing to Em2msupport@callmc.com stating the MTN (Mobile Telemetry Number of the Modem the block is being requested for) and the future start date of the block requested. The customer should not assume that the block is in place until they receive written confirmation from MCA. Blocks may not become effective until the bill cycle following the request.

SMS Usage	
Share Tier	Cost Per SMS Message
Tier A	\$0.30
Tier B	\$0.30
Tier C	\$0.30

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Network Bandwidth

- Express M2M is offered leveraging the 4G and 5G data networks of Verizon Wireless, US Cellular, and other major mobile carrier data networks operators in the United States.
- Network uptime is not guaranteed by the data network providers or by MCA.
- Data network operators strive to provide customers the best experience when using their networks, these are shared resources among tens of millions of customers. To help achieve this, if a customer uses an extraordinary amount of data and falls within the top 5% of data users the data network operator may reduce the user's data throughput speeds periodically for the remainder of the then current and immediately following billing cycle to ensure high quality network performance for other users at locations and times of peak demand.
- All data network bandwidth and performance are the sole responsibility of the respective network.

Equipment Location

- Equipment activated on M2M Lines at a fixed location must be located by Customer and End Users within the areas served by the data network's respective foot print.
- Equipment activated on M2M Lines which are mobile may roam on the networks of roaming partners but shall not be permanently located in the roaming area. Data service is not guaranteed on roaming networks.

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Roaming Charges

- Roaming occurs whenever your wireless device uses a transmission site outside your Coverage Area or uses another company's transmission site. Sometimes roaming happens even when you're within your Coverage Area. There may be higher rates and extra charges (including charges for long distance, tolls or calls that don't connect) for roaming calls, depending on your Plan.
- Tier 3 plans including the 10GB, 20GB, & 50GB High Use Share Plan are restricted to in network use only; roaming is not available.

Detailed Billing

- Billing reports are available with specify data usage.
- These reports are available at a cost of \$5 per line per month.
- Reports must be requested in advance of billing cycle.
- Billing detail requested after a billing cycle will be subject to a research charge.

Static IP

- Static IPs provide an unchanging public IP address for single active Express M2M Modem.
- Static IPs are available for a cost:
 - **Monthly Basis:** \$2 per month per device
 - **One-Time Fee:** \$500 for up to 500 static IPs
- Static IPs are only assigned at the time of activation of a modem or onto an existing Express M2M modem. Static IPs cannot be reserved in advance of use.
- If a Line of Service is deactivated, the assigned static IP may not be reserved or retained.

Porting

- Porting is not valid on Express M2M Mobile Telemetry Numbers.
- You cannot take or port your Express M2M MTN to another carrier.

Device Labeling

Asset Tagging of Express M2M Modem with printed labels.

- Printed labels affixed to devices can contain up to 4 fields of information
- Information for Asset Tag to be provided by customer

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Technical Support

MCA Technical support services provide customer support for the full suite of Express M2M services including the Express M2M modem, modem connectivity including cellular data connectivity, as well as static IP related issues.

MCA Support Specialists are available to assist all Express M2M clients. The MCA Support Team can be reached by:

Phone: (919) 942-4214 Extension 217

Email: em2msupport@callmc.com

Our Standard Support hours are Mon-Fri 8:00 AM - 5:30 PM EST

Express M2M accounts that are no longer active or accounts that are suspended for any reason are not eligible for Technical Support Services.

Express M2M Technical Support is a service and equipment troubleshooting service. Bundled support does not provide M2M modem setup, template design/redesign, installation support, or engineering services.