

Service description and additional terms & conditions

IoT Creators Access

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Disclaimer

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1 Introduction

IoT Creators Access is a Software-as-a-Service provided by Telekom, to enable a data connection between Internet of Things (IoT) devices and software applications using mobile connectivity, which allows the management of devices and interfaces via GUI (IoT Creators Portal) and API. The internet connection needed to use the IoT Creators portal and the equipment (hardware and software) to use IoT Creators Access are not part of IoT Creators Access.

2 Functionality

IoT Creators Access comprises the following functions and attributes:

2.1 IoT Creators Portal

2.1.1 Access

Access to the IoT Creators Portal via a graphical user interface (GUI) to manage device connections and application programming interfaces (APIs) is provided encrypted over the internet at <https://portal.iotcreators.com>.

An IoT Creators account has to be created to use the service and is used for authentication.

2.1.2 IoT Creators Access Tiers

Different IoT Creators Access subscription tiers with their respective device connections are available in the IoT Creators Portal, where the Customer can also upgrade or downgrade existing subscriptions and manage their respective device connections and interfaces. The available tiers are listed below with their respective characteristics:

	Starter	Pilot	Grow	Scale
Device connections	1	10	100	300
Additional device connections available	No	Yes	Yes	Yes
Max. number of messages per day	120	120	120	120
Included SIM cards	1 standard SIM (1FF-2FF-3FF-4FF)	-	-	-
API access	Yes	Yes	Yes	Yes
Message-broker for mobile connectivity	Yes	Yes	Yes	Yes
UDP, MQTT, LwM2M, Neul protocol support	Yes	Yes	Yes	Yes
Beta features	Yes	Yes	Yes	Yes
Forum & Email support	Yes	Yes	Yes	Yes
Multi-user project management	No	Yes	Yes	Yes
Optional features				
LoRaWAN Server	No	Yes	Yes	Yes
Limitations	6 months trial period	No	No	No

2.1.3 Device and Interface Management

The device management lists all registered devices with their connection details and allows devices to be added and removed.

Access to registered devices is provided via the IoT Creators API as well with the necessary API credentials available in the IoT Creators Portal.

Data of registered devices can be forwarded via a webhook to a configurable URL.

2.1.4 Account Management

In account management customer data and password can be managed and edited with name and email being mandatory information and it is possible to opt in and out of marketing communication. Teams can be created to share access to device management of specific devices with other IoT Creators Access customers.

2.2 IoT Creators API

The IoT Creators API enables device management for applications without the IoT Creators Portal GUI and supports sending downlink messages directly to registered devices. The API functionality is detailed at <https://docs.iotcreators.com/docs/using-the-api>.

2.3 Device Connections

Device connections are bi-directional connections between the IoT Creators Access service and registered devices based on mobile connectivity or optionally LoRaWAN connectivity, if the LoRaWAN network server option was ordered by the Customer.

Telekom reserves the right to deactivate device connections until the end of the monthly billing cycle if the maximum allowed messages of a device is exceeded.

SIM cards from the IoT Creators Portal are a prerequisite in order to assign device connections to devices.

2.4 Optional Features

2.4.1 LoRaWAN Network Server

Customers receive access to a LoRaWAN server of Telekom to register and manage LoRaWAN devices using the IoT Creators Access service in the IoT Creators Portal analogous to devices with mobile connectivity.

2.4.2 Beta Features

Telekom reserves the right to make new features as „beta features“ before they are fully released. Beta features are functionally ready to be used by the Customer, but have not been fully tested and validated yet. Therefore, beta features can contain errors in functioning and are only available for testing purposes; beta features are not provided for use in production environments and are excluded from any warranties and/or liabilities. A Customer's use of beta features means that it is understood that any use comes at the Customer's own risk.

Beta features' availability may be interrupted by unscheduled maintenances, updates, and-/or system or network errors at any time and may be discontinued without notice.

Telekom excludes all liability for damages and data loss caused by the use of beta features by the Customer.

2.5 Service

2.5.1 Documentation

A documentation for the IoT Creators Access service including, tips, manuals, and API specifications is available at <https://docs.iotcreators.com> in English.

2.5.2 Forum

A forum for questions, suggestions, and exchanges with other customers is available at <https://forum.iotcreators.com>. Use of the forum requires an IoT Creators Account.

3 Services provided by Telekom

3.1 Provisioning

The IoT Creators Access service is provisioned after the successful registration of the Customer at iotcreators.com using email address provided by the Customer and a double-opt-in process.

3.2 Operations

3.2.1 Service Location

IoT Creators Access services are operated in data centers in Germany and the Netherlands. Device connections are available in certain countries as stated in the lists available at <https://docs.iotcreators.com/docs/roaming-mobile-iot-networks-in-europe>.

3.2.2 Support

Telekom Support is the central point of contact for Customer inquiries. The Telekom Support is available Monday through Friday from 8:00 am to 5:00 pm (CET) with the exception of German federal holidays.

The Telekom Support can be contacted via email at:
support@iotcreators.com

Reports of service disruptions will result in an analysis of the disruption and the Customer will receive a status report via email. If necessary, Customers might be contacted to assist in the troubleshooting process.

3.2.3 Service-Level Agreement (SLA)

3.2.3.1 Availability

The average availability of the IoT Creators Access service is at least 97.5% in a calendar year. Availability is calculated as the difference between “maximum available uptime” and “total downtime” divided by the “maximum available uptime.”

Maximum available uptime – is the total accumulated minutes during a calendar year that the service can be available (formula: 60 minutes * 24 hours * days in the calendar year)

Total downtime – is the total accumulated minutes that are part of maximum available uptime during which the service is not reachable, excluding the following events:

- Maintenance including but not limited to deployment of patches and software updates

- Disruptions, outages, and malfunctions caused by the customer or individuals and applications with customer access
- Outages, caused by third-parties (e.g. DDoS attacks)

3.2.3.2 Limitations

This service level agreement does not apply to any performance or availability issues that result from the use of services, hardware, or software not provided by Telekom, including, but not limited to, issues resulting from inadequate bandwidth or related to third-party software or services.

3.2.4 Patch-/Release Management & Maintenance

As part of its patch management, Telekom will regularly install security patches and as part of its release management, update software components. The following provisions apply:

- Telekom regularly conducts maintenance, which can result in service disruptions. In cases when disruptions are expected, Customers will be informed ahead of the maintenance.
- Telekom will use commercially reasonable efforts to reduce the impact of maintenance. Maintenance does not count towards the total downtime, consequently, maintenance times are excluded from availability calculations.

3.3 Device Connections

3.3.1 Mobile Connectivity

The IoT Creators Access service comprises the cellular connectivity services required to transmit data between devices and the IoT Creators Access service („mobile connectivity“). Mobile connectivity is available in Germany and selected countries with a current list of supported countries available at <https://docs.iotcreators.com/docs/roaming-mobile-iot-networks-in-europe>. The preferred radio technology used for IoT Creators Access mobile connectivity is Narrowband IoT (NB-IoT). Devices with a multimode modem can also use the 2G (GSM) network when NB-IoT coverage is not available.

The communication between the IoT Creators Access service and registered devices requires sufficient coverage with mobile connectivity. Telekom reserves the right to freely choose the network technology to provide its services. All statements about a chosen technology in contract documents, this service description, or on specific websites are only provided for informational purposes only and do not constitute a contractual obligation.

3.3.2 SIM Cards

SIM cards are required for device connections and delivered to any address within the European Union as provided by the Customer during the order process. Ordered SIM cards are shown in an

overview in the IoT Creators Portal and preconfigured to connect devices to the IoT Creators Access Service. Customers may only use the SIM cards for connecting their registered devices with the IoT Creators Access service.

Telekom reserves the right to replace SIM cards due to technical changes.

3.4 Optional Services

3.4.1 LoRaWAN Server

Telekom provides the LoRaWAN Server service to support device connections via LoRaWAN connectivity and is operating a LoRaWAN network server to provide the service. The use of a public LoRaWAN network or other third-party LoRaWAN network is not supported.

The registration of LoRaWAN gateways, which are necessary to connect LoRaWAN devices with the IoT Creators Access service in the IoT Creators Portal is provided by the Telekom Support with a guide available at <https://docs.iotcreators.com/docs/integrate-lowawan-devices#introduction>. The LoRaWAN Server service is currently a beta feature, Therefore, the beta feature limitations as stipulated in 2.4.2 apply.

4 Customer Responsibilities

4.1 Introduction

The Customer shall fulfill its responsibilities required in order for Telekom to be able to render its services, including but not limited to the following, free of charge, on time, and in scope:

4.2 General Responsibilities

- a. The Customer provides all necessary information to Telekom, in particular those information mentioned below. The Customer ensures that all information is correct, up-to-date, and that the Customer is entitled to provide such information.
- b. The Customer is required to appoint a qualified and authorized contact person and ensure respective availability.
- c. The Customer agrees to correspondence via email and will provide a working email address. The Customer is aware that crucial information for rendering the services, like credentials and information pertaining to changes of the service functionality, as well as legal terms, will be transmitted via email.
- d. The Customer is required to support the resolution of service disruptions. Before submitting a support ticket, the Customer is required to ensure that the cause of the issue does not lie within their responsibility. Telekom has to be informed about disruptions, malfunctions, and damages to its property immediately by the Customer with a problem description and any relevant information needed for troubleshooting.

- e. The Customer will immediately inform Telekom in case they cannot fulfill their responsibilities as agreed or circumstances arise, which will make it difficult for or prohibit Telekom from rendering its services.
- f. With the termination of services all access for Customers to the affected services will be deactivated and Customer data will be deleted. The Customer is responsible for backing up data before terminating a service.

4.3 IT Services

- a. The Customer ensures that its use of the services does not harm or interfere with third-parties or Telekom equipment and services. In the event of this happening (e.g. DDoS attack), Telekom reserves the right to deactivate affected services immediately until the problems is resolved, without contacting the Customer beforehand. Any downtime caused by these interventions will not count towards total downtime. A Customer will be informed about interventions in this regard.
- b. The Customer immediately informs Telekom about any security incident that affect Telekom property and services.
- c. Telekom recommends a stable broadband internet connection (> 1 MB/s) and the use of a modern updated web browser.
- d. The Customer contacts Telekom's technical support only with requests related to services within the responsibility of Telekom.
- e. Problems arising from faulty configurations set by the Customer and user error on the Customer's side have to be resolved by the Customer.

4.4 IoT Services, Hardware

- a. The SIM cards required to activate and use device connections have to be obtained by the Customer in the IoT Creators Portal.
- b. The Customer is responsible for using hardware and software that is certified for use in Telekom's cellular network, regularly updated, in working order, protected from unauthorized access, and in compliance with the "No Harm to Network" guidelines. The most recent version of the "No Harm to Network" guidelines is available at <https://iotcreators.com/no-harm-to-network> and a list of hardware certified for use in Telekom's cellular network is available at <https://dt.iotsolutionoptimizer.com/Learn/UserGuides> under the „Certification Process & Certified Hardware“ section. Non-compliance can result in services being blocked for the Customer until compliance is achieved and Telekom has been informed about it by the Customer. Financial obligations remain unaffected.

4.5 Optional Services

4.5.1 LoRaWAN Server

The communication between the IoT Access service and registered LoRaWAN devices requires sufficient LoRaWAN coverage or the connection to a LoRaWAN gateway.

The Customer is responsible for using only those LoRaWAN devices and LoRaWAN gateway that are compatible with each other. A list of supported LoRaWAN gateways is available at <https://docs.iotcreators.com/docs/integrate-lowawan-devices#supported-lorawan-gateways>. Telekom recommends that the LoRaWAN gateway and its connection are configured to limit usage when using mobile connectivity for the LoRaWAN gateway in order to prevent excessive data consumption. Telekom reserves itself the right to limit mobile connectivity where this recommendation is not followed and data consumption becomes excessive.

5 Termination/Minimum Term

5.1 Contract Duration

This contract comes into effect by a Customer ordering the IoT Creators Access service and does not have a minimum term or expiration date.

Both Parties may terminate the contract with at least 30 days' notice prior to the end of a monthly billing period. Terminations have to be submitted in textform via email to support@iotcreators.com and include relevant information (e.g. name, contract number). The Customer's account and any other existing accounts belonging to the affected contract will be deleted upon termination.

Customers can also terminate their plans in the IoT Creators Portal with the same 30 days' notice prior to the end of a monthly billing period, with the exception of the Starter plan, which has a 60 days trial period, after which it will automatically expire. The Customer account and this contract remain in effect ("partial termination") when only dedicated subscription tiers are to be terminated.

6 Miscellaneous

Additional functionality provided beyond the scope as detailed in this service description does not constitute a contractual obligation to continue to provide this functionality in the future. Telekom reserves the right to terminate or change this functionality at any time.

7 Commercial Terms

Prices and Payment Terms as stated in the IoT Creators Access Price List (www.iotcreators.com/pricelist) apply.