

## eSIM Test Profile Service

**Service Description and Service Levels, complementing Terms and Conditions for Managed IT Services of COMPRION GmbH**  
(version May 22<sup>nd</sup> 2021)

### 1. Service Description

The eSIM Test Profile Service consists of the following service elements:

1. Online service documentation
2. Test profile repository
3. SM-DP+ service
4. SM-DP+ self-service portal
5. Customer eSIM test profile template provisioning
6. Service desk
7. Service backend

#### 1.1 Online Service documentation

All features, functions, support types etc. are explained in the service's online documentation which a customer can access here: <https://www.comprion.com/index.php?id=660>

The Support Web page of this online documentation also provides access to all support functions in relation to this service.

#### 1.2 Test profile repository

The Service provides a repository of different eSIM Test Profiles from which the Customer can choose. The repository covers eSIM test profiles from standardization / industry bodies, COMPRION and Customer-specific profiles. The up-to-date list can be obtained from the online Service documentation.

#### 1.3 SM-DP+ service

The service provides the ES8+ and ES9+ interfaces to test devices / eUICCs of the customer according to the GSMA Remote SIM Provisioning specification for consumer devices (SGP.21 and SGP.22 Version 2.2.2). A test device can download an eSIM test profile via these interfaces.

Please note:

if / what type of eSIM test profile can be downloaded and installed by a specific device depends on:

- Appropriate selection of the type of a test profile
- Appropriate configuration of the settings of the device

As this depends on the specific device under test, which is controlled by the Customer, the Customer is responsible for this.

#### 1.4 SM-DP+ self-service portal

This portal provides the following capabilities to the customer:

- Overview over all provisioned personalized eSIM test profiles, including ICCID, profile template, state, activation / QR code, transaction history
- “Ordering” of profiles, i.e. transfer of an eSIM test profile from the “Available” to the “Released” state

## 1.5 Customer eSIM test profile template provisioning

Provisioning of a custom eSIM test profile template into the customer’s account on the SM-DP+ component according to the pre-requisites, rules and process documented in the online service documentation.

## 1.6 Service Desk

The service desk provides the following capabilities:

- Request to make use of additional profile templates
- Request for additional personalized profiles
- Re-set a personalized profile from Error / Downloaded state
- Cancellation of personalized profiles
- Information about planned maintenance and known incidents
- Ability to report a suspected incident / malfunction
- Change of email address of customer’s point of contact for all business processes
- Request new password for self-service portal account

All capabilities can be accessed via the Support page of the service’s online product documentation.

## 1.7 Service Backend

The service backend implements all processes of the before mentioned service desk. In addition to this, it covers:

- Customer provisioning to the service, including its self-service portal
- Service Credit balance management
- Accounting of service usage, calculation of respective Service Credit consumption and provisioning of such information to the customer.

## 2. Service Level Agreement

Availability of all service components is provided according to commercial reasonable effort.

All support processes are conducted according to commercial reasonable effort during German business days and business hours.

## 3. Processing of personal data

### 3.1 Involved data

| Data items | Affected persons | Type of data processing |
|------------|------------------|-------------------------|
|------------|------------------|-------------------------|

|                                                                               |                                                                |                                                                                                                                                                                       |
|-------------------------------------------------------------------------------|----------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Name, company, business email, business phone number, business office address | Customer staff member: main point of contact for service usage | Used in the context of execution of all operational processes related to the service. Usage for all necessary communication. Usage in the context of the self-service portal account. |
|-------------------------------------------------------------------------------|----------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Note: all data related to a device / eUICC under test, e.g. MSISDN, EID, ICCID, is assumed to not represent personal data as it belongs to a non-personal test device / eUICC.

### 3.2 Sub-processors of personal data

| Company                       | Address                                          | Type of data processing                                                                                                                                                                                                                    | Location of data processing                                                    |
|-------------------------------|--------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------|
| Truphone Limited              | 25 Canada Square, London E14 5LQ, United Kingdom | Storing of personal data in relationship to a customer's account of the service's self-service portal.                                                                                                                                     | Amsterdam (Netherlands), with back-up in case of unavailability in London (UK) |
| Amazon Web Services EMEA SARL | 38 Avenue John F. Kennedy, L-1855, Luxembourg    | Storing of personal data; data accessed by COMPRION staff via a user interface for the purpose of conducting service related operational processes; data used to send emails customer's point of contact in the relation to the processes. | Frankfurt (Germany)                                                            |

## 4. Technical and organizational measures (TOM)

Complementing the respective section in COMPRIONS general terms & conditions for managed IT services, the following measures apply for this service:

- For all backend services, the TOM of Amazon Web Services apply
- The SM-DP+ and the SM-DP+ self-service portal components are delivered in accordance with:
  - GSMA eSIM compliance programme (as amended and updated from time to time), as agreed by GSMA and its members and published on the GSMA eSIM website at <https://www.gsma.com/esim/compliance/>; and
  - GSMA Security Accreditation Scheme ("SAS") and its corresponding standards and specifications, including achieving compliance with the relevant security requirements by maintaining at all times an active GSMA Security Accreditation Scheme for Subscription Manager Role ("SAS-SM") accreditation, as set out at <https://www.gsma.com/sas>; including the technical and organizational security measures as set out in document FS.17 SAS Consolidated Security Requirements, Version 4.0, 25 July 2019.

## 5. Language

Contract language is German. An English version is provided. With various language versions solely the German text of these Terms and Conditions shall be decisive.