

Code of Commercial Practices

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I.- INTRODUCCIÓN.

a).- Purpose of this Code of Commercial Practices.

The purpose of this Code of Commercial Practices is to inform users of the manner and conditions in which services will be provided, the commercial practices for contracting services, and the procedure for submitting complaints and attending to users. Accordingly, this Code of Commercial Practices, approved by the Federal Telecommunications Institute, will be available to users at SERVITRON's commercial offices and on its website.

This Code has been approved in accordance with the regulations of the Digital Transformation and Telecommunications Agency (ATDT), successor to the Federal Telecommunications Institute (IFT) under the Law on Telematic Media and Broadcasting (LMTR). (Regulatory reference updated.)

b).- Concession granted to Servicios Troncalizados, S.A. de C.V. (SERVITRON)

SERVICIOS TRONCALIZADOS, S.A. DE C.V. (hereinafter "SERVITRON") is a 100% Mexican company, legally established, authorized and licensed by the Federal Telecommunications Institute (hereinafter "IFT") to install, operate and exploit a public telecommunications network to commercially provide the Specialized Fleet Mobile Radiocommunication Service, technically known as "Trunking" or "Troncalizadas", in the main cities within the Coverage Areas in the National Territory.

Additionally, SERVITRON offers Advisory, Development, Integration and Design of Telecommunications Systems, to meet the most demanding Security and communications requirements, with reliable standards in Data Transmission through Wireless Networks.

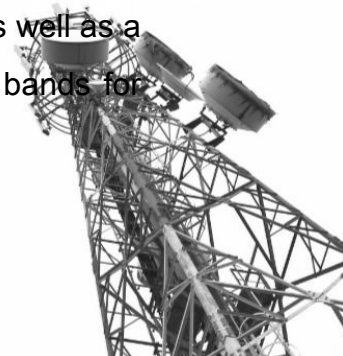


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Historical background: The company was incorporated in Mexico City in June 1990 with the firm purpose of providing the Specialized Fleet Mobile Radiocommunication Service "Trunking" with a high degree of efficiency. On August 23, 1991, the Ministry of Communications and Transportation (SCT) granted Fonotransportes Nacionales S.A. de C.V. a Concession Title to install, operate and exploit a public telecommunications network to provide the Specialized Fleet Mobile Radiocommunication Service in the 400 MHz frequency band in various cities and interstate routes within national territory. On February 2, 1993, the SCT also granted Sistemas de Comunicaciones Troncales, S.A. a Concession Title for the same purpose in the 400 MHz frequency band. On September 8, 2003, the SCT authorized the assignment of all rights and obligations of said concessions in favor of SERVITRON.

On May 16, 2013, the SCT granted SERVITRON the Extension and Modification of said Concessions to install, operate and exploit a public telecommunications network, and the Concessions to use, exploit and operate radio spectrum frequency bands for specific uses in the 410-430 MHz frequency range.

On November 28, 2000, the SCT granted Telecomunicaciones Profesionales del Sur, S.A. de C.V. a concession to install, operate and exploit a public telecommunications network, valid for 15 (fifteen) years and expiring November 28, 2015. On August 13, 2012, the SCT authorized Telecomunicaciones Profesionales del Sur, S.A. de C.V. to assign the rights and obligations of the Concession to SERVICIOS TRONCALIZADOS, S.A. de C.V. On April 8, 2016, the IFT granted SERVITRON a Single Concession Title for Commercial Use to provide public telecommunications and broadcasting services with national coverage, as well as a Concession Title to use, exploit and operate radio spectrum frequency bands for



commercial use, to provide the Specialized Fleet Radiocommunication Service (Trunking).

c).- Description of the Specialized Fleet Mobile Radiocommunication Service (SMREF).

The Specialized Fleet Radiocommunication Service (Trunking) is a licensed public radiocommunication service through which brief voice and data messages are transmitted by radio among members of a work group, such as delivery fleets, courier services, service groups, security groups, etc. Messages are sent and received through fixed and/or mobile radiocommunication units, which can be directed to a single specific user or to a group of users simultaneously.

For this purpose, a transmission center operated by SERVITRON receives subscribers' messages, converts them to another frequency and transmits them at higher power, thereby allowing a weak signal to achieve greater range.

d).- Required equipment.

The equipment required for the provision of the Trunking service is the following:

- Central transmitter/receiver equipment consisting of a signal receiver, a high-power transmitter and one or more transmission and reception antennas.
- User radiocommunication equipment. SERVITRON will activate this equipment provided it meets the homologation requirements issued by the IFT and proof of ownership is evidenced by an invoice expressing its legal introduction in the country.



Terminal equipment definitions:

- Fixed or base terminal equipment: A radio installed at an office or any other establishment, used for fleet control purposes.
- Mobile terminal equipment: Equipment installed in vehicles such as automobiles, trucks, motorcycles, tractors, etc.
- Portable or handheld terminal equipment: A radio that can be transported, carried and operated by hand.

e).- Service coverage.

The service coverage is the geographical area authorized by the SCT and the IFT to SERVITRON, which guarantees efficient signal and message transmission and reception to the user in accordance with the contracted area.

f).- Types of communication

- Fleet: Transmission directed to all terminal equipment members of the user's fleet.
- Sub-fleet: A call directed only to a portion of the terminal equipment members of the user's fleet.
- Individual: Transmission from one terminal equipment unit directed to another terminal equipment unit.

g).- Types of services provided.

Within the scope of the services authorized under its Concession Titles, SERVITRON additionally provides the following services:

- Radiocomunicación con diversas tecnologías de punta.
- Data transmission in any of its modalities
- Access to public telecommunications networks.



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- Commercialization of network capacity
- Value-added services, including Internet in its various modalities
- Automatic vehicle location.

II.- COMMERCIAL CONDITIONS.

a).- Service agreement.

In order for the user to be able to receive the services, it is necessary to enter into an adhesion contract prepared by SERVITRON, which sets out the parties' agreement based on the client's service needs, and which is authorized by the IFT and registered with the Federal Consumer Protection Agency (PROFECO).

b) Billing and payment.

SERVITRON will provide the user with a detailed invoice for each and every one of the contracted services, specifying the number of radios.

The user shall pay SERVITRON at the address or bank indicated, the amount of the invoices for the Contracted Services presented by SERVITRON with the charges in accordance with the terms described in the service agreement, within the first ten calendar days of each month.

Failure by the user to pay within the 10 calendar days of the month will result in immediate suspension of the contracted services, without prejudice to SERVITRON's right to claim the outstanding amount and any resulting liabilities.

Once the debt is settled to SERVITRON's satisfaction, within 48 hours following the suspension date, services may be reinstated at the user's request upon payment of the reconnection fee in force at that time.



All credits for service failures will be applied within the 2 (two) billing periods following the reported incident.

SERVITRON will send the user the invoice or account statement at least 10 (ten) calendar days before the payment due date, pursuant to sections 3.6 and 5.2.26 of NOM-184.

c).- Term of the service agreement.

The term of the service agreement shall be agreed upon between the user and SERVITRON. The rights covered by the service agreement may only be assigned by the user with prior authorization from SERVITRON.

d).- Guarantees.

In order to guarantee timely payment of all amounts owed to SERVITRON under the service agreement, the user may provide SERVITRON with any of the following guarantees:

- Credit instruments.
- Surety bond (annually renewable)
- Pledge (excluding legal tender).
- Guaranty
- Cash deposit.

The aforementioned guarantees may be enforced if the user fails to timely pay any of the charges owed under the service agreement and any accrued default interest. These guarantees shall be deemed granted when formalized in a document executed in accordance with applicable law.



e).- Grounds for termination of the service agreement.

The following are grounds for termination of the service agreement:

- Non-payment by the user, in accordance with clause four of the service agreement.
- SERVITRON's non-compliance with the regulations, provisions, conditions and terms for the provision of services, as stipulated in clause one of the service agreement.
- Non-compliance with SERVITRON's operating rules, which the user acknowledges at the time of signing the service agreement.
- Assignment of the rights covered by the service agreement without SERVITRON's consent.

f).- Service suspension.

If services are suspended for a period of more than 72 consecutive hours due to causes attributable to SERVITRON, SERVITRON will credit the user an amount equivalent to the proportional rental for the interruption period, in direct proportion to the number of affected devices, provided the interruption is not due to force majeure or an act of God.

g).- User-owned terminal equipment.

In order for SERVITRON to be able to provide services to the user, the user must have the necessary radiocommunication terminal equipment. The user may acquire the terminal equipment from a supplier of their choice. SERVITRON will activate user-owned radiocommunication terminal equipment provided it meets the homologation requirements issued by the IFT, proof of ownership is evidenced by an invoice expressing its legal introduction in the country, and it is compatible with SERVITRON's signaling codes.



h).- Equipment and installation repairs.

Since one of SERVITRON's main objectives is to provide users with continuous service meeting established quality standards, SERVITRON has qualified technical personnel, backup equipment and the necessary mechanisms to ensure that, in the event of a failure in its equipment and/or installations, repairs are carried out in the shortest possible time, thus guaranteeing users continuous, high-quality service.

In the event of a malfunction in user-owned equipment, SERVITRON recommends verifying the validity period of the warranty provided by the supplier, as well as its claims conditions.

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i).- Aviso de privacidad.

The services provided by SERVITRON to the user are entirely confidential; at no time will SERVITRON disclose the user's data or information to third parties.

The handling of information will be carried out in accordance with the parameters established in our Privacy Notice published on our website www.servitron.net, as well as in accordance with the Federal Telecommunications and Broadcasting Law regarding "Cooperation with Justice" and the Federal Law on Protection of Personal Data Held by Private Parties.



j).- Insurance against theft of user-owned equipment.

SERVITRON, concerned with the value and protection of user-owned equipment, includes within its service plans an optional insurance policy covering theft with violence.

k).- Minimum Rights Charter for Users of Public Telecommunications Services of Servicios Troncalizados, S.A. de C.V. ("SERVITRON")

SERVITRON, committed to legality in harmony with respect for Human Rights, makes available to its clients the Minimum Rights Charter for Users of Public Telecommunications Services, published on its website www.servitron.net.

l).- User service procedure.

SERVITRON has a user service area within its organizational structure at each of its offices, staffed with qualified personnel to attend to user requirements and receive complaints regarding the Trunking service.

SERVITRON's user service area is responsible for guiding users on questions about the use of the Trunking service and its conditions, receiving user complaints and resolving them through the relevant departments, thereby satisfying user needs.

Users may attend any SERVITRON office and submit their questions and complaints at the user service area, or send an email to atencionclientes@servitron.net, or generate a ticket on the website <http://tickets.servitron.net>, where they will immediately be attended to by qualified personnel who must provide a solution to any query or complaint.



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Response times will depend on the nature of each issue, and SERVITRON's staff will make every effort to resolve user needs promptly and efficiently.

SERVITRON's user service system is available 24 hours a day, 365 days a year, pursuant to sections 3.3 and 6.1 of NOM-184. Wait times for telephone service with a SERVITRON representative shall not exceed 60 (sixty) seconds, except in cases of force majeure or act of God, pursuant to Guideline Eighteenth of the Mobile Service Quality Guidelines.

III.- APPLICABLE RATES FOR THE TRUNKING SERVICE.

The rates applicable to the Trunking service provided by SERVITRON are registered with the IFT prior to their entry into force.

Rates may be modified, subject to prior registration with the Federal Telecommunications Institute. SERVITRON will notify users of any modification at least 15 calendar days before it takes effect.

IV.- MEDIATION

PROFECO shall have jurisdiction to mediate and resolve any dispute regarding the interpretation and compliance of the service agreement.

For disputes related to the quality of telecommunications services or non-compliance with regulatory obligations, users may additionally file a complaint with the Digital Transformation and Telecommunications Agency (ATDT), within the scope of its authority.

