

Privacy Policy:

This Agreement is made between:

(1) **Roam Communication Limited**, a company with its principal address at _71-75 Shelton Street, Covent Garden, London WC2H 9JQ -Registered in England number 16116903

(2) _____ a company with its principal address at

_____ **(the Partner)**.

Roam Communication Ltd,

Welcome to Roam Communication Ltd. Your privacy is important to us. This privacy policy explains how we collect, use, and protect your personal information when you visit our website.

This privacy policy aims to provide you with information on how Roam collects and processes your data through this website and platform, including any data you may provide when you sign up for our services, purchase a product or service, or participate in a promotion.

We do not sell or rent your personal information. We may share your data with service providers who assist us in operating our website and conducting our business, or with legal authorities if required by law.

We implement appropriate security measures to protect your data from unauthorized access and disclosure.

We may update this policy occasionally. We'll let you know of any significant changes by posting the new policy on our website.

If you have any questions or concerns about this privacy policy, please contact us at Support@roamcommunication.com

Terms and Conditions

("Top up") are provided by Roam Communication Limited ("Roam") 71-75 Shelton Street, Covent Garden, London WC2H 9JQ.

Registered in England number 16116903 to Partners for the purposes of applying mobile top-up credit to customers' mobile SIMs.

Roam provides to Partners via a web portal. If Roam supplies top-up services to Partner via any form of API these will be subject to additional terms.

By using Top up, Partner accepts these Terms and Conditions

1) Roam shall use reasonable endeavours to:

a) provide Partners with access to the C-Top web portal ("Payment Portal") and top-up account ("Partner Account") with an administrator log-in and password enabling Partner to log-in to the Partner Account using the Payment Portal and create non-administrative user accounts and passwords (the administrator user and other users being "Partner Users"

b) enable the Partner Users to top-up the SIM accounts of third parties (each such top-up being a "Transaction").

2) Partner is responsible for:

a) all Transactions made on the Partner Account, irrespective of fraud or error.

b) keeping secure all Partner User account logins and passwords.

c) providing its own internet access and connectivity to the Payment Portal.

d) providing, managing and keeping secure and virus-free its systems and terminals used in connection with the Partner Account, Payment Portal and Transactions and immediately notifying Roam if it knows or suspects of compromise of the same.

e) selling top-ups at face-value (always provided this shall not prevent Partner from adding a customer transparent administrative charge);

f) providing customer top-up receipts in format specified by Roam.

g) not retaining or using any PINs supplied for end user use.

h) preventing fraudulent or improper use of the Partner Account and/ or payment Portal.

i) at all times acting properly and in good faith.

j) providing Roam with all such information and assistance as may be required by Roam, its suppliers and/or the mobile networks.

k) indemnifying Roam against any breach of these Terms and/or claims made by its suppliers and/or the mobile networks; and

l) If VAT-registered, entering and complying with a VAT self-billing agreement to enable the netting of Payment Commission against sums due to Roam.

3) Roam may suspend and/or terminate Partner's access to the Payment Portal if:

a) Partner breaches any provisions of this Agreement (including failure to make advance payment or comply with credit requirements);

b) If Roam reasonably suspects fraud or misuse; and/or

c) If so, directed by its suppliers and/or mobile network operators

4) If Roam has agreed to pay Partner commission on top-ups made through the portal, this commission will be paid at the agreed rate,

5) If Partner wishes to raise a dispute in relation to any Transaction, it shall do so in writing within 7 seven days setting out all relevant information. Roam shall investigate in good faith and communicate its resolution to Partner. Roam's resolution of the dispute shall be final.

eSim platform: Terms and conditions

By using our platform application, you are entering into a legally binding agreement with Roam. These Terms and Conditions outline the terms of your access and usage of our application. We encourage you to carefully review these terms to ensure a mutual understanding between us.

To access the Application, it is essential that you acknowledge and accept our Terms and Conditions of Use. By doing so, you demonstrate your understanding and agreement with these terms. However, if you disagree with any of these conditions, we kindly request that you refrain from using the application and discontinue its use promptly.

To ensure transparency and clarity, we want to inform you that there may be additional terms and conditions or documents that are periodically shared on the Application. These supplemental materials are just as important as the Terms and Conditions mentioned above and should be considered as an integral part of your agreement with us.

Rest assured that we have the ultimate authority to make changes or updates to these Terms and Conditions. This gives us the flexibility and adaptability to ensure our policies are in line with any evolving circumstances or reasons that may arise. Rest assured, we will keep you informed about any modifications to these Terms and Conditions. By simply updating the "Last updated" date, you will be promptly notified of any changes. You can rely on this method instead of expecting specific notices for each alteration.

Ensuring that you are up-to-date with any updates to the Terms and Conditions is crucial, and it falls under your responsibility. It's important to regularly review these terms so that you stay informed and aware of any changes that may affect you.

By continuing to use the Application after revised Terms and Conditions are posted, you will be automatically subjected to and considered fully informed about any changes that have been made. It is important to note that your acceptance of these changes is implied

Our top priority is to ensure that our service complies with all applicable laws and regulations. Therefore, it is crucial to note that the use of our application is strictly intended for individuals and entities in jurisdictions or countries where it aligns with the legal requirements. We strongly advise against using our service in any jurisdiction or country where it would be considered unlawful or against regulations.

By accessing the Application from different locations, individuals take their own initiative and are fully accountable for complying with relevant local laws, if and when they apply.

eSIM service

<https://partners.roamcommunication.com> (Roam) sells prepaid eSIM with data service plans based on eSIM technology (the "Service"). Roam may be reselling the Service through a Partner or an Agent.

Terms of service

Registration

Registering for our Service has never been difficult!! Customers have multiple options to choose from when signing up. They can conveniently register through our user-friendly website, access our Roam Platform, or even register with the help of other trusted partners or agents. We aim to provide a seamless and hassle-free registration process for all of our valued customers.

To fully enjoy the benefits of registration, customers are kindly asked to provide essential details. This includes their First and Last name, as well as a verifiable email address. Rest assured, providing this information is entirely voluntary and helps us tailor our services to meet your unique needs.

To register for the service, customers must accept both the General Terms and Conditions, as well as the Privacy Policies. By doing so, customers ensure that they are fully informed about their rights and responsibilities, while also maintaining their privacy and data security.

2.2. Purchase and Activation

2.2.1. Roam may limit the availability of plans to specific countries. Rest assured, our website, Roam app, and trusted partners and agents are all equipped with easy-to-use search and purchase functionalities. This gives you the freedom to explore, select, and buy the perfect plan that suits your needs without any hassle.

2.2.2. When customers choose to purchase our Service, they are confirming that they already possess an unlocked and eSIM-compatible device, as this is a necessary requirement to fully enjoy the benefits of our Service.

2.2.3. After making a purchase, it is important for customers to download the eSIM onto their device. This step ensures that the data plans are properly configured according to your order specifications. The best part is that once downloaded, the eSIM remains on your device even after your credit has been used up or your plan has expired.

Customers have the flexibility to remove the eSIM in their phone settings whenever they please. However, we highly recommend that customers refrain from removing the eSIM until their plan has been fully utilized or expired. This will ensure a seamless and uninterrupted experience throughout their plan duration.

2.2.4. In order to enjoy our services, customers are required to follow a simple process. Firstly, they need to download the eSIM onto their device. Once that's done, activating the data plan attached to the eSIM will initiate the service. It's worth noting that a stable internet connection is essential for a smooth downloading and activation experience. Rest assured; we are here to assist you every step of the way

This Agreement has been signed by the Parties in two (2) identical copies of which the Parties have taken one (1) each.

Place:

Place:

Date:

Date:

Signature

Signature

Name:

Name:

Title:

Title:

