

By this instrument, on the one hand, hereinafter referred to as CONTRACTOR, G3 TELECOM EIRELI, a legal entity governed by private law, registered with the C.N.P.J. under no. 13.133.062/0001-13, headquartered at Rua Júlio Mendes, no. 50, Bairro de Fátima, Teresina-PI, contato@g3pi.com.br and, on the other hand, an individual or legal entity, hereinafter referred to as CONTRACTING PARTY, as per identified in the TERM OF ADHESION TO THE MULTIMEDIA COMMUNICATION SERVICE PROVISION AGREEMENT - SCM signed between the parties, duly informed of the binding to this contract, by free will, sign this contractual commitment that will be governed by the following clauses:

By this particular instrument as Parties, by their legal representatives named at the end, they are sure and adjusted to this Service Provision Agreement, according to the following clauses and conditions:

CLAUSE ONE - SERVICE AVAILABILITY

I.1 The contracted service will be available 24 (twenty-four) hours a day, 7 (seven) days a week, subject to the exceptions provided for in this contract;

I.2 The CONTRACTOR will not be responsible for failures, delays or delays in the provision of its services, caused by: acts of God, force majeure, restrictions imposed by any of the state entities or service providers of 21communications authorized by Anatel interconnected to its Network, technical maintenance of equipment; and/or operational that requires the temporary shutdown of the data transmission system, as well as the lack of electricity, misuse of the service by the CONTRACTING PARTY, third party action or any other act beyond its control and duly protected.

Single paragraph. The interruption in the PROVISION OF SERVICES, for the reasons listed above, which precede a time greater than 72 (seventy-two) consecutive hours, implies a refund to the CONTRACTING PARTY in the form of a credit in its monthly fee for the month following the stoppage, in an amount proportional to the number of consecutive hours of interruption.

1.3. The CONTRACTING PARTY is responsible for all the necessary infrastructure at the site where the equipment is installed to provide the service, and must provide an adequate location and power point, and the CONTRACTOR is not responsible for making any improvements at the site where the service is provided. If the company uses the infrastructure as a courtesy, it will not have any responsibility.

CLAUSE TWO - PRICES AND PAYMENT CONDITIONS

2.1 For the provision of the MULTIMEDIA COMMUNICATION SERVICE - SCM, the CONTRACTING PARTY will pay the CONTRACTOR the amounts corresponding to the installation fee and the monthly subscription, hereinafter referred to as Monthly Fee, in accordance with the amounts protected in the ADMISSION TERM and its amendments.

..2 The payment of the installation fee mentioned in the item above will be made by the CONTRACTING PARTY to the CONTRACTOR upon activation of the contracted service, in a single installment;

2.3 The payment of the monthly fee for the MULTIMEDIA COMMUNICATION SERVICE - SCM, mentioned in the previous item, will be made by the CONTRACTING PARTY to the

CONTRACTED PARTY, on the due date and in the form of the option made in the ADMISSION TERM;

Single paragraph. Failure to receive said billing document, whether due to loss, loss or any other reason, will not serve as a justification for non-payment of the contracted service, and the CONTRACTING PARTY must request a duplicate of the document from the CONTRACTED PARTY;

2.5 Failure to pay the monthly fee for the service contracted by the CONTRACTING PARTY, by the due date, will result in the CONTRACTOR charging a fine of 2% (two percent) on the amount of the debt, plus interest of 1% (one percent) per month and monetary restatement by the IGPM until the actual payment date;

2.6 After 7 (seven) days of default, in addition to late payment charges, the CONTRACTING PARTY will be subject to the total blocking of the MULTIMEDIA COMMUNICATION SERVICE - SCM contracted, without prejudice to the enforceability of debts and other contractual charges, with the resumption of the service conditioned to (s) payment(s) of the amount(s) of the monthly fee(s) in arrears, plus the fine(s), monetary restatement and default interest.

2.7 The conditions mentioned in items 2.5 and 2.6 above also apply to late payment of installation and reinstallation fees.

2.8 Non-payment of monthly fees, for a period exceeding 30 days (thirty days), subject the CONTRACTING PARTY to the inclusion of its name in credit protection registers (SPC, SERASA);

2.9 The monthly fees for the contracted services will be due from the date of installation and activation of the service contracted by the CONTRACTED PARTY, at the address indicated by the CONTRACTING PARTY.

CLAUSE THREE - USE OF THE MULTIMEDIA COMMUNICATION SERVICE - SCM

3.1 The MULTIMEDIA COMMUNICATION SERVICE - SCM will be available for use by the CONTRACTING PARTY, after installation and activation of the equipment, during the term of this Agreement;

3.2 The CONTRACTING PARTY will only receive (1) a SUBSCRIBER CODE and (1) a PASSWORD for private use, used in its identification with the CONTRACTOR, undertaking not to disclose it to third parties.

3.3 The CONTRACTING PARTY will assume all responsibility for its acts and conduct as a user of the MULTIMEDIA COMMUNICATION SERVICE - SCM, also being responsible for the acts that third parties perform on its behalf, through the use of its SUBSCRIBER CODE and PASSWORD.

3.4 Simultaneous connections using the same SUBSCRIBER CODE and the same private PASSWORD to access the services will not be allowed.

3.5 In the event of a request to change the Router PASSWORD, a fee will be charged, the amount of which can be found in the ADMISSION TERM of this contract.

3.6 In the event of a request to change the address of the SCM MULTIMEDIA COMMUNICATION SERVICE facilities, the service will be conditioned to technical feasibility studies and the availability of the CONTRACTOR in relation to the infrastructure to which the

new address is linked, as well as, to payment, by the CONTRACTING PARTY, of the resettlement fee provided for in the ADMISSION TERM.

FOURTH CLAUSE - TERM

4.1 The minimum term of validity of this contract is 12 (twelve) months, counted from the installation and activation of the equipment necessary for the provision of the MULTIMEDIA COMMUNICATION SERVICE - SCM, except in the contracts of Legal Entities whose minimum term of validity will be the stipulated in the term of adhesion, which may be longer than 12 (twelve) months;

4.2 The minimum period of validity is conditioned to the signature of the contract of permanence, otherwise there will be no loyalty, and the parties may terminate the contract at any time, as long as requested.

4.3 After the term, the contract will remain in force for an indefinite period, except in case of new loyalty;

CLAUSE FIVE - RESPONSIBILITIES

5.1 The CONTRACTOR is responsible for the correct provision of the MULTIMEDIA COMMUNICATION SERVICE - SCM, ensuring its operation and maintenance, subject to the provisions of this Agreement;

5.2 All activities carried out by the CONTRACTING PARTY, in the use of the contracted service, are its sole responsibility, the CONTRACTOR not having any responsibility for data security, damage caused by viruses or hackers, content of the information exchanged, sent and/or received by the CONTRACTING PARTY in the use of the MULTIMEDIA COMMUNICATION SERVICE - SCM, nor by any supervision or censorship;

5.3 The CONTRACTING PARTY expressly and formally exempts the CONTRACTED PARTY from any responsibility regarding access to the Internet, operations and transactions carried out through the use of the SCM MULTIMEDIA COMMUNICATION SERVICE, and from any responsibility regarding the eventual inadequacy of the use of the contracted service for the purposes targeted by the CONTRACTING PARTY, being certain that under no circumstances will the CONTRACTOR be liable for direct or indirect losses or damages;

5.4 The CONTRACTING PARTY will also keep the CONTRACTED PARTY safe from any lawsuits or claims of any nature, involving the connection, operations and transactions carried out by him through the use of the MULTIMEDIA COMMUNICATION SERVICE - SCM, assuming, therefore, all the obligations arising from such claims, such as fines, damages, court costs and attorney's fees.

SIXTH CLAUSE - TERMINATION OF THE AGREEMENT AND PENALTIES

6.1 This Agreement may be terminated, regardless of written notice, in the event of:

- a) Non-compliance or irregular compliance with the clauses and conditions established in this Agreement;
- b) Technical impossibility of continuing to provide the MULTIMEDIA COMMUNICATION SERVICE - SCM;

- c) Judicial, legal or regulatory determination that prevents the provision of the MULTIMEDIA COMMUNICATION SERVICE - SCM;
- d) Dissolution, insolvency, concordata or bankruptcy enacted or required by the CONTRACTOR;
- e) assignment, resale or commercialization of the MULTIMEDIA COMMUNICATION SERVICE - SCM by the CONTRACTING PARTY to third parties, in any form or manner, for any reason, including free of charge, except in cases of contracting the Dedicated Link service by a legal entity specialized in the segment.

6.2 If the CONTRACTING PARTY uses the MULTIMEDIA COMMUNICATION SERVICE - SCM in an inappropriate, inadequate or irregular manner, violating the legislation in force in the country, this Agreement may be terminated by the CONTRACTOR, at any time, for just cause, including:

- a) Transgress the laws of copyright, intellectual property, as well as the national code of ethics;
- b) Carry out espionage and sabotage in any form;
- c) Appropriating passwords and private data of others;
- d) Modify files or assume the identity of another Contractor, without authorization, invade the privacy of other Contractors;
- e) Cause damage to other Internet users through the development or use of viral programs, unauthorized access to computers and alterations to files, programs and data residing on that network;
- f) Transmit material classified as "inappropriate" over the Internet, with explicit reference to child pornography;
- g) Transgress international norms for controlling the dissemination of material about sex;
- h) Encourage the practice of illegal conduct, as well as discriminatory acts of a sexual, racial, religious or any other nature.

6.3 The hypotheses of contractual termination provided for in item 6.2 above, as well as in item "e" of item 6.1, imply a fine in the amount of BRL 1.000,000 (thousand reais), to be paid by the CONTRACTING PARTY to CONTRACTOR, without prejudice to the determination of any losses and damages resulting from the infraction.

Sole Paragraph - If the termination occurs before the end of the minimum period of validity of the contract (item 4.I), if the CONTRACTING PARTY has signed a permanence contract in exchange for benefits, the CONTRACTING PARTY is obliged to pay the CONTRACTED PARTY, in addition to the overdue installments, fine proportional to the remaining months to end the contract, under the terms of the stay contract.

6.4 The CONTRACTOR may terminate this contract regardless of any judicial or extrajudicial notice or notification, after 60 (sixty) days, counted from the due date of the contracted and unpaid amounts, without prejudice to the enforceability of outstanding debts, as well as the application of other applicable penalties.

6.5 In any of the cases of termination of the provision of the MULTIMEDIA COMMUNICATION SERVICE - SCM, the CONTRACTED PARTY may remove the equipment owned by it, assigned in lending according to the LENDING AGREEMENT and which are installed at the CONTRACTING

PARTY's address, being the CONTRACTING PARTY's obligation to return it in good condition and use.

CLAUSE SEVEN - DATA PROTECTION

7.1. The CONTRACTING PARTY (Holder) agrees to the processing of their personal data for a specific purpose, in accordance with Law No. 13,709 — General Law for the Protection of Personal Data (LGPD).

7.2. The CONTRACTING PARTY, Holder, consents and agrees that G3 TELECOM EIRFLLI, hereinafter referred to as Controller, perform the processing of such data, involving operations such as those referring to the collection, production, reception, classification, use, processing, storage and elimination, by the maximum period of 5 (five) years after the end of the contract;

7.3. The Controller is authorized to process the following personal data of the Holder: 1) Full name; 2) Official Identity Number; 3) CPF; 4) Address; 5) Phone numbers, 6) WhatsApp; 7) Email addresses; 8) IP 9) Mother's name; 10) Date of birth.

7.4. The processing of the personal data listed in this contract has the following purposes:

7.4.1. Enable the Controller to use such data to maintain a customer database in order to enable the provision of the contracted service, to facilitate contact with the holder, whether referring to the provision of services or to offer products and services, even after the end of the contract;

7.4.2. The Controller is responsible for maintaining security, technical and administrative measures capable of protecting personal data from unauthorized access and accidental or unlawful situations of destruction, loss, alteration, communication or any form of inappropriate or unlawful treatment.

7.4.3. Pursuant to art. 48 of Law No. 13,709, the Controller will notify the Holder and the National Data Protection Authority (ANPD) of the occurrence of a security incident that may entail significant risk or damage to the Holder.

7.5. This consent may be revoked by the Holder at any time upon request to the Controller.

CLAUSE EIGHT - GENERAL CONDITIONS

8.1 Notifications, communications or information between the PARTIES must be made in writing and addressed to the address indicated in the preamble and in the Internet installation Service Order;

8.2 The CONTRACTOR will not be liable for damages, loss of profits, consequential damage or commercial failures arising from failures in the service object of this Agreement;

8.3 The equipment installed by the CONTRACTOR is delivered through the LENDING system under the terms of the contract signed between the parties;

8.4 This Agreement must be fully complied with by the parties and their successors;

8.5 This Agreement represents the integrity of the understandings between the parties, succeeding and superseding any previous agreements, written or not, on the same matter;

Single paragraph. Any modification to this Agreement will only be made by mutual agreement of the parties, in writing, in the form of an amendment, which must be part of this Agreement for all legal purposes;

8.6 The CONTRACTOR may migrate the MULTIMEDIA COMMUNICATION SERVICE - SCM object of this Agreement, in cases of obsolescence, to another technology, in order to guarantee and safeguard the good performance of the service provided.

8.7 The lack of manifestation, by either party, regarding non-compliance or irregular compliance with any provisions of this Agreement, will be considered simple tolerance, not implying in novation, remission or any modification of this written agreement, as well as, it will not affect the exercise of the same right at a later time, nor will it serve as a precedent for repeating the tolerated act.

8.8 All terms and conditions of this contract expire regardless of notice or judicial or extrajudicial interpellation.

8.9 If any of the clauses or conditions provided for in this contract becomes ineffective or unenforceable, this fact will not affect the effectiveness or enforceability of the others, which must be fulfilled faithfully to the provisions of this contract. CLAUSE NINE - ANNEXES INTEGRAL TO THIS AGREEMENT, INITIALIZED BY THE PARTIES:

9. I The following documents form part of this AGREEMENT for all purposes and effects, as if it were transcribed therein:

TERM OF ADHERENCE TO THE MULTIMEDIA COMMUNICATION SERVICE PROVISION
AGREEMENT - SCM CLAUSE TEN - JURISDICTION

10. 1 This Agreement will be governed by Brazilian law;

10.2 The CONTRACTING PARTY acknowledges and declares that it has read and that it is aware of and in full agreement with all the terms and conditions of this contract;

10.3 - In order to resolve any and all demands involving this contract and its object, the jurisdiction of residence of the contracting party included in the Adhesion Term is elected, with express waiver of any other, however special it may be. As they are thus fair and contracted, they sign this instrument, in two copies of equal content.

G3 TELECOM EIRELLI

CONTRACTOR

Teresina (PI), August 31, 2021.