

Oneasy SaaS Service Agreement

Last Updated: July 28, 2026

Effective Date: July 28, 2026

This Oneasy SaaS Service Agreement (the "Agreement") is a legally binding contract between you (an individual, legal person, or other organization, referred to as the "User" or "you") and **GloryScience International Limited**, a company incorporated in Hong Kong with its registered address at NEW TREND CTR, NO. 704 PRINCE EDWARD RD EAST, SAN PO KONG, HONG KONG, Business Registration No. 80032746 (referred to as "GloryScience," "we," "us," or "our"), concerning your access to and use of the cloud-based intelligent operations and maintenance software-as-a-service (SaaS) platform operated by GloryScience under the "Oneasy" brand (the "Service").

GloryScience International Limited is the operating entity, contracting entity, payment collection entity, and service provider for Oneasy. "Oneasy" is the brand name of the SaaS product, platform, and services operated by GloryScience and is not an independent legal entity, contracting entity, payment collection entity, or entity assuming liability. Unless the context expressly indicates otherwise, references to "Oneasy" in this Agreement refer only to the Oneasy brand, Oneasy platform, Oneasy product, Oneasy service features, Oneasy official website, Oneasy backend, Oneasy Agent, Oneasy Connector, or related technical components.

Before registering for, accessing, or using the Service, you must carefully read, understand, and agree to all provisions of this Agreement, particularly the following provisions prominently highlighted in bold: Accounts, Permissions, and Security (Article 2), Agent / VPN / Remote Access Security Obligations (Section 2.4), High-Risk Network Operations and Production Network Changes (Section 2.5), Special Terms for Artificial Intelligence (AI) Features (Article 4), Data Protection, Privacy, and Security (Article 7), Fees, Payment, and Taxes (Article 8), Limitation of Liability (Article 9), Indemnification (Article 10), Governing Law and Dispute Resolution (Article 12), Term and Termination (Article 13), and Amendments to the Agreement (Section 14.2). These provisions will materially affect your legal rights and obligations, including by limiting our liability, requiring you to assume indemnification obligations, and specifying the manner and venue for resolving disputes.

If you do not agree to any part of this Agreement, or if the laws of your jurisdiction prohibit you from accepting an agreement of this kind, do not register for, access, or use the Service. If you agree to this Agreement on behalf of an organizational entity (such as a company, government agency, or other organization), you represent and warrant that: (i) you have full lawful authority to bind that organization to this Agreement; and (ii) that organization has authorized you to act as its representative.

By clicking "Agree," ticking a confirmation box, completing the registration process, submitting an order, completing payment, renewing a subscription, or accessing or using the Service in any manner, you acknowledge that you have read, understood, and agreed to be bound by this Agreement and all applicable policies and documents expressly incorporated into this Agreement by reference. By agreeing to this Agreement and enabling, configuring, submitting, uploading, providing credentials for, or requesting related services, the User authorizes GloryScience to carry out the corresponding access and processing to the extent reasonably necessary to provide the Service or fulfill the purposes agreed by the parties.

Article 1 Detailed Definitions

In this Agreement, unless the context otherwise requires, the following terms shall have the meanings set forth below:

1.1 Service

"Service" means the cloud-based intelligent operations and maintenance platform owned and operated by GloryScience under the "Oneasy" brand and delivered through a software-as-a-service (SaaS) model, including front-end web interfaces, mobile applications, application programming interfaces (APIs), command-line tools, backend consoles, data interfaces, Agents, Connectors, automated tasks, AI-assisted features, and other related features provided by GloryScience from time to time. The specific features, specifications, capacity, usage limitations, and service levels (if any) shall be as set forth in the order, product page, service description, or document confirmed in writing by both parties at the time of subscription.

Descriptions on the Oneasy official website or in marketing materials, demonstration materials, sales presentations, roadmaps, or other non-contractual documents are for reference only, may be updated at any time, and do not constitute binding contractual warranties, performance commitments, feature-delivery commitments, or commitments regarding service outcomes.

The features of the Service may include, without limitation, multi-vendor network device access, configuration management, performance monitoring, fault diagnosis, automated operations and maintenance, AI-assisted analysis, RCA, report presentation, visual analytics, task orchestration, remote access assistance, and other network OAM support capabilities.

1.2 Tenant

"Tenant" means a logically isolated, independent work environment (a "Tenant Space") established upon completion of the registration process or subscription process, or created by GloryScience through the Oneasy platform backend. Each Tenant Space corresponds to one unique customer organization and serves as the basic unit for managing Authorized Users, permissions, data, configurations, devices, and subscription relationships.

1.3 Authorized User

"Authorized User" means a specific natural person lawfully created, invited, or authorized by the Tenant administrator and granted the corresponding permissions to access and use the Service within that Tenant Space. The role-based permissions model is defined by the Oneasy platform and generally includes administrators, operations and maintenance engineers, observers, or other roles. Specific role names, scopes of permission, and feature configurations may be updated according to the product version.

1.4 Applicable Law

"Applicable Law" means any law, regulation, regulatory rule, mandatory regulatory requirement, court order, arbitral award, governmental authority requirement, or mandatory industry requirement applicable in the relevant circumstances to GloryScience, the Service, the User, User Content, the processing of Personal Data, the processing of Customer Network Data, payment, taxation, export controls, sanctions, anti-bribery, remote access, cybersecurity, AI use, or other related matters, including, without limitation, the laws of the Hong Kong Special Administrative Region and, to the extent applicable, the laws of the jurisdiction where the User is located, where the data subject is located, where the Service is used, where payment is made, or that is otherwise involved in the relevant transaction.

1.5 AI-Generated Content (AIGC)

"AI-Generated Content" or "AIGC" means any output automatically or semi-automatically generated by the Service through any integrated or invoked artificial intelligence (AI), machine learning (ML), large language model (LLM), automated script, algorithm, RAG, Agent, analytics engine, or similar technology, based on User inputs, system data, Customer Network Data, Telecommunications O&M Data, or any combination of the foregoing, including, without limitation, text, code, analytical reports, configuration recommendations, optimization strategies, predictions, root-cause inferences, diagnostic conclusions, task recommendations, operational recommendations, visual charts, and other machine-generated content.

1.6 User Content

"User Content" means any data, information, file, configuration, script, command, log, document, image, code, prompt, instruction, or other material that the User or its Authorized Users actively upload, enter, submit, store, transmit, or process through the Service while using the Service.

1.7 Platform Operational Data

"Platform Operational Data" means data separable from specific User Content that is automatically generated, collected, or recorded during operation of the Service, including, without limitation, aggregated usage metrics, performance statistics, diagnostic information, anonymized or de-identified logs, service telemetry data, security incident records, system operation records, feature-usage records, and aggregated, anonymized, or de-identified analytical results generated to improve service performance, security, stability, and user experience.

1.8 Personal Data

"Personal Data" means any information relating to an identified or identifiable natural person, the definition and scope of which shall be governed by the data protection laws applicable to the relevant data subject, User, or processing activity, including, without limitation, the European Union General Data Protection Regulation (GDPR), the United Kingdom General Data Protection Regulation (UK GDPR), the Hong Kong Personal Data (Privacy) Ordinance (PDPO), the Singapore Personal Data Protection Act (PDPA), the Brazil General Data Protection Law (LGPD), and other data protection laws that may apply.

1.9 Data Controller and Data Processor

"Data Controller" and "Data Processor" shall have the meanings prescribed by Applicable Data Protection Law. The parties expressly agree that:

1. With respect to Personal Data provided to GloryScience by the User for the purpose of managing Authorized Users, using the Service, or configuring business processes, the User generally acts as the Data Controller, data user, or a

similar responsible party under Applicable Law, and GloryScience generally acts as the Data Processor, data processing service provider, or a similar role under Applicable Law acting on behalf of the User.

2. With respect to Platform Operational Data, account administration data, billing data, service security data, aggregated data, de-identified data, product improvement data, and data for which GloryScience independently determines the purposes and means of processing in order to provide, maintain, protect, or improve the Service or fulfill legal obligations, GloryScience may act as an independent Data Controller, data user, or a similar role under Applicable Law.
3. The specific data roles may vary depending on the data type, purpose of processing, location of the User, location of the data subject, Applicable Law, order arrangements, and the provisions of the DPA. If the parties execute or are otherwise subject to a DPA, matters concerning the processing of Personal Data shall be governed by the DPA.

1.10 Subscription Period

"Subscription Period" means the fixed period for which the User prepays fees or commits to purchase the Service, such as one month, one quarter, one year, or another period specified in the order.

1.11 Service Unavailability

"Service Unavailability" means a state in which the core features of the Service are completely inaccessible or unusable by the User during a specified period, as recorded and confirmed by GloryScience through the Oneasy platform monitoring system. This definition generally excludes scheduled maintenance, unavailability caused by the User, failures of third-party service dependencies, failures of the User's local network or devices, Internet transmission issues, Force Majeure Events, Beta / Trial / Free feature limitations, and other circumstances not covered by an applicable SLA.

1.12 Service Level Agreement (SLA)

"Service Level Agreement" or "SLA" means any written document that GloryScience may publish separately or execute in writing with the User, containing specific commitments regarding availability or other performance metrics of the Service and specifying corresponding remedies. Unless otherwise expressly agreed in writing by both parties, this Agreement itself does not include any SLA.

1.13 Material Breach

"Material Breach" includes, without limitation, any of the following conduct:

1. Failure to make payment for more than thirty (30) days after the due date;
2. Violation of the prohibited conduct set forth in Section 5.2 or the prohibited uses of AI set forth in Section 4.4;
3. Violation of core obligations under data protection law resulting in a material data breach or regulatory risk;
4. Unauthorized access to, testing of, attacks on, circumvention of, interference with, or destruction of the Service;
5. Misuse of any Agent, VPN, Connector, API Token, or other remote access capability;
6. Providing, uploading, requesting the use of, or processing third-party technical materials of unknown origin, materials that the User has no right to disclose or sublicense, materials subject to third-party confidentiality obligations or device-vendor licensing restrictions, or materials that may infringe third-party rights;
7. Use of the Service for unlawful conduct, fraud, sanctions evasion, export-control violations, cyberattacks, malicious automation, spam, phishing, infringement of third-party rights, or other high-risk activities;
8. Any conduct that causes GloryScience or any of its affiliates to incur material liability, become subject to a regulatory investigation, have a service provider terminate its cooperation, suffer reputational harm, or face security risks.

1.14 Customer Network Data

"Customer Network Data" means data relating to the User's network, devices, systems, user environment, or operations and maintenance activities that is uploaded, accessed, transmitted, generated, displayed, or processed by the User or its Authorized Users through the Service, including, without limitation, network topologies, device inventories, OLT / ONU / CPE information, port information, configuration parameters, alarms, performance metrics, diagnostic logs, Syslog, SNMP data, TR-069 data, CLI output, remote access records, task execution records, change records, support records, network operating status, subscriber-related identifiers, and other network operations and maintenance data.

1.15 Telecommunications O&M Data

"Telecommunications O&M Data" means Customer Network Data relating to ISPs, broadband access networks, optical access networks, OLT / ONU management, network operations and maintenance, fault diagnosis, performance monitoring, configuration changes, remote access, or customer terminal services. Telecommunications O&M Data may constitute Personal Data, communications-related data, regulated data, or commercially sensitive information in certain jurisdictions, and its legal characterization shall be determined based on the content of the data, the use scenario, and Applicable Law.

1.16 Third-Party Technical Materials

"Third-Party Technical Materials" means any device, network, protocol, interface, or vendor materials provided to GloryScience by the User, any affiliate of the User, channel partner, device vendor, agent, system integrator, supplier, or

other third party, or uploaded, transmitted, displayed, disclosed, referenced, or requested to be used in the Service through the Oneasy platform, including, without limitation, MIB files, OID tables, SNMP walk results, CLI / API documentation, command manuals, private interface descriptions, OMCI materials, TR-069 / TR-369 / TR-181 data models, ACS / NMS interface documentation, firmware descriptions, configuration templates, scripts, packet-capture files, log samples, vendor support materials, device test reports, compatibility lists, supplier confidential materials, or other materials that may be protected by intellectual property rights, trade secrets, contractual restrictions, or confidentiality obligations.

For the avoidance of doubt, publicly released standard protocols, public standards texts, public data models, public technical specifications, or other publicly available materials shall not automatically be deemed confidential materials, private materials, or materials that the User has no right to provide merely because their names are mentioned in this Agreement; however, the reproduction, distribution, adaptation, commercial use, or integrated use of such public materials must still comply with the applicable license terms of their publisher, standards organization, or relevant rights holder.

Third-Party Technical Materials constitute a specific category of User Content, Customer Network Data, or other third-party materials. The provisions of this Agreement relating to User Content, Customer Network Data, confidentiality, authorization, prohibited conduct, deletion, suspension, limitation of liability, and indemnification shall apply together to the extent relevant to Third-Party Technical Materials.

Article 2 Accounts, Permissions, and Security

2.1 Customer Authorization and Permission to Access the Service

By agreeing to this Agreement, submitting an order, activating a trial, participating in a POC, creating a Tenant, configuring an Agent / VPN / Connector, providing access credentials, adding devices, enabling remote access, uploading materials, submitting a support ticket, requesting technical support, or otherwise requesting that GloryScience provide deployment, trial, verification, technical support, fault diagnosis, device adaptation, compatibility testing, operations and maintenance assistance, or work related to the Service, the User authorizes GloryScience, to the extent reasonably necessary to provide the Service or perform the work agreed by the parties, to access, connect to, read, collect, transmit, store, process, analyze, display, assist in operating, or generate data and information relating to the networks, devices, systems, data environments, User Content, Customer Network Data, Telecommunications O&M Data, and Third-Party Technical Materials designated by the User.

The foregoing authorization includes, without limitation, necessary access through the Oneasy Agent, VPN, Connector, API Token, SSH, SNMP, TR-069, TR-369, CLI, Syslog, ACS / NMS interfaces, remote meetings, temporary accounts, access credentials, or other means designated by the User; provided, however, that such access shall be limited to the extent reasonably necessary to provide the Service, POC, trial, deployment, technical support, fault diagnosis, maintenance, security protection, device adaptation, compatibility verification, or purposes agreed by the parties in writing.

The User represents and warrants that it owns or has obtained all necessary internal authorizations, administrative authorizations, network access authorizations, device operation authorizations, third-party authorizations, vendor licenses, contractual authorizations, waivers of confidentiality obligations, regulatory approvals, end-user notices or consents, lawful bases for data processing, and other necessary permissions to enable GloryScience to carry out the foregoing access, connection, reading, collection, processing, analysis, operational assistance, and use of materials in accordance with this Agreement and the User's instructions.

2.2 Registration and Accuracy of Information

The User must provide true, accurate, complete, and up-to-date registration information, including, without limitation, company name, administrator contact details, billing information, tax information, payment information, and other information reasonably requested by GloryScience. GloryScience reserves the right to verify User information and refuse to provide services for any registration that is false, incomplete, misleading, abnormal, high-risk, or suspicious.

Each Tenant must designate at least one administrator with full permissions. The User shall ensure that the administrator has sufficient authority to manage accounts, subscriptions, Authorized Users, permissions, data, devices, remote access, payments, and related matters on behalf of the User.

2.3 Permission Model and Internal Management Responsibilities

1. The Oneasy platform provides role-based access control (RBAC). Administrators have the highest level of permission and may manage member accounts within the Tenant Space, assign roles, configure system settings, manage subscriptions and payments, authorize remote access, trigger tasks, or perform other authorized operations. Permissions for other roles are preset by the Oneasy platform or assigned by the administrator within the preset scope.
2. The User, acting through its administrator, bears ultimate management and legal responsibility for all activities occurring within its Tenant Space, including, without limitation, the addition and deletion of Authorized Users, allocation of permissions, data operations, device access, task execution, configuration changes, data exports, remote access authorizations, and payment administration.

3. GloryScience will treat the actions of administrators and Authorized Users within the Tenant Space as organizational acts of the User and shall not be liable for any resulting internal dispute of the User, misallocation of permissions, accidental deletion of data, erroneous operation, security incident, or business impact, except where directly caused by GloryScience's willful misconduct or gross negligence.
4. The User shall ensure that all of its Authorized Users are aware of and comply with this Agreement. The User shall be responsible for any breach of this Agreement by its Authorized Users.

2.4 Account Security Obligations

1. The User must implement security measures commensurate with its business risks to protect the confidentiality of its account credentials, usernames, passwords, API keys, access tokens, certificates, SSH Keys, VPN credentials, Agent keys, and other access credentials.
2. The User shall not share, lend, lease, transfer, or otherwise permit any third party that has not been expressly authorized to use an account or access credentials.
3. Upon discovering or suspecting any unauthorized use of an account, credential compromise, abnormal login, abnormal API call, violation of security requirements, or other security risk, the User must immediately notify GloryScience or notify us through a channel designated by the Oneasy platform.
4. If GloryScience has reasonable grounds to believe that a User account presents a security risk, including, without limitation, credential compromise, abnormal login, malicious activity, suspicious traffic, sanctions or export-control risk, a violation of this Agreement, or conduct that may affect the security or stability of the Service, we may immediately suspend, restrict, or discontinue access to the relevant account, Tenant, API, Agent, VPN, Connector, or other feature without incurring liability for breach of contract as a result of such protective security measures.
5. The User shall bear all consequences and costs arising from any security incident, data breach, network interruption, loss, regulatory investigation, or third-party claim resulting from the User's failure to comply with this Section 2.3.

2.5 Agent / VPN / Remote Access Security Obligations

1. To provide the Service, carry out deployment, provide technical support, perform fault diagnosis or maintenance, provide security protection, or fulfill another purpose separately agreed by the parties, GloryScience may access the networks, devices, systems, or data environments designated by the User through the Oneasy Agent, VPN, Connector, API Token, SSH, SNMP, TR-069, CLI, Syslog, ACS / NMS interfaces, or other means authorized by the User.
2. The User acknowledges and warrants that it has obtained all necessary internal authorizations, third-party authorizations, regulatory approvals, network access permissions, end-user notices or consents, and other lawful bases enabling GloryScience to access, connect to, read, process, or assist in operating the relevant networks, devices, systems, data, and Third-Party Technical Materials in accordance with this Agreement.
3. Unless otherwise agreed in writing by the parties, any remote access shall be limited to the extent reasonably necessary to provide the Service and shall follow the principles of purpose limitation, least privilege, revocable authorization, necessary duration, access control, logging, and audit trails.
4. The User shall be responsible for configuring its firewalls, allowlists, VPN policies, access controls, account permissions, network segmentation, credential management, local security policies, and endpoint security measures.
5. The User shall not reverse engineer, tamper with, forge, circumvent, make unauthorized copies of, redistribute, or use for any unauthorized purpose any Agent, VPN, Connector, script, interface component, or other remote access tool provided by GloryScience or the Oneasy platform.
6. The User shall promptly install security updates, patches, or version upgrades in accordance with notices from GloryScience or the Oneasy platform. The User shall be solely responsible for any security incident, network interruption, data breach, lateral-movement attack, or third-party claim resulting from the User's failure to update promptly, incorrect deployment, misconfiguration, insufficient customer-side security controls, or defects in the local environment.
7. Unless otherwise expressly agreed in writing by the parties, GloryScience does not control, operate, or own the User's production network, OLTs, ONUs, CPEs, NMS, ACS, business systems, or end-user services. The User at all times retains and bears ultimate control over and responsibility for its networks, devices, configurations, service activation, quality of service, regulatory compliance, and end-user services.
8. GloryScience may immediately suspend, restrict, block, or revoke the relevant remote access or operational permissions, without incurring liability for breach of contract as a result of such protective security measures, if it reasonably believes that there is unauthorized access, credential compromise, malicious activity, abnormal traffic, a material security risk, regulatory risk, sanctions or export-control risk, customer breach, third-party cloud-service risk, or other risk to a customer system.

2.6 High-Risk Network Operations and Production Network Changes

1. The User acknowledges that operations involving OLTs, ONUs, CPEs, ports, VLANs, QoS, ACLs, authentication, routing, service templates, batch activation, batch configuration, script execution, automated tasks, firmware operations, remote command execution, or other operations that may affect the User's production network, end-user services, business continuity, or network security constitute High-Risk Network Operations.

2. Unless otherwise expressly agreed in writing by the parties, GloryScience provides services through the Oneasy platform solely as a SaaS platform, network operations and maintenance assistance tool, process support tool, analytical tool, or configuration recommendation tool and does not assume responsibility for the ultimate operational decisions concerning the User's production network.
 3. Before performing any High-Risk Network Operation, the User shall independently complete all necessary internal approvals, change reviews, testing and verification, configuration backups, maintenance-window arrangements, rollback plans, on-site safeguards, end-user notices, and regulatory compliance reviews.
 4. The User shall bear full responsibility for any network operation initiated, confirmed, approved, or executed through the Service by its administrators, Authorized Users, or other personnel.
 5. The User shall not directly apply to a production network environment any AI recommendation, automation recommendation, configuration recommendation, root-cause analysis conclusion, or task-orchestration result that may affect the production network unless it has first been reviewed and confirmed by personnel with the corresponding qualifications or authority.
 6. Unless otherwise set forth in a written agreement approved by GloryScience management, GloryScience does not warrant that any configuration recommendation, AI output, automated task, or fault-diagnosis result will prevent network interruptions, service failures, configuration errors, deterioration in service quality, or regulatory risks.
 7. Depending on product capabilities, GloryScience may record relevant operation logs, approval records, execution records, failure records, and rollback records through the Oneasy platform; however, such records do not relieve the User of responsibility for its network operations, internal approvals, on-site implementation, and regulatory compliance.
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Article 3 Service Description, Availability, and Changes

3.1 Nature of the Service

The Service is provided through an online-hosted, on-demand subscription SaaS model. GloryScience will continuously improve the Service and therefore reserves the right to update features, modify the user interface, adjust the technical architecture, replace third-party dependencies, modify non-core features, or suspend non-core features at any time, and will use commercially reasonable efforts to notify Users of material changes through announcements, in-platform notices, email, or other reasonable means.

3.2 Availability Disclaimer

1. **"As Is" Basis.** The Service is provided on an "as is" and "as available" basis. To the maximum extent permitted by law, GloryScience and its suppliers expressly disclaim all express or implied warranties, including, without limitation, any warranties of merchantability, fitness for a particular purpose, accuracy, completeness, non-infringement, continuous availability, security, or freedom from errors.
2. **No Commitments.** Unless otherwise expressly agreed in writing by the parties, we do not warrant that:
 - the Service will be uninterrupted, error-free, or completely secure;
 - any result obtained through the Service will be accurate, reliable, or suitable for the User's particular purpose;
 - the Service will be fully compatible with all of the User's hardware, software, systems, devices, firmware, private MIBs, private OIDs, CLI / API documentation, Third-Party Technical Materials, third-party services, or local environments;
 - the Service will prevent network interruptions, service failures, configuration errors, security incidents, or regulatory risks.
3. **Scheduled Maintenance.** To safeguard the stability and security of the Service, GloryScience may perform necessary scheduled maintenance and will provide advance notice whenever practicable. Such maintenance may cause temporary interruptions to the Service.

3.3 Third-Party Dependencies

Certain features of the Service may depend on third-party services, including, without limitation, cloud infrastructure, payment gateways, model services, map services, telecommunications protocol stacks, email services, SMS services, security services, analytics services, device-vendor interfaces, third-party APIs, or other external systems.

The User understands and agrees that the performance, availability, security, terms of service, data processing practices, pricing, access restrictions, and policy changes of such third-party services are the responsibility of the relevant third parties. Unless otherwise required by Applicable Law or unless GloryScience has engaged in willful misconduct or gross negligence, GloryScience shall not be liable for any issue caused by an interruption, failure, policy change, interface restriction, fee adjustment, security vulnerability, or data processing practice of any third-party service, but may provide assistance within commercially reasonable limits to help diagnose the issue.

3.4 Disclaimer for User System Dependencies

The User acknowledges that the effective operation of the Service depends on the proper operation of the hardware devices, network connectivity, power supply, device firmware, vendor interfaces, MIBs, OIDs, NMS / ACS systems, business systems, Third-Party Technical Materials, third-party software, and local security environment maintained by the User.

Except where directly caused by GloryScience's willful misconduct or gross negligence, GloryScience shall not be liable for any degradation in service experience, loss of data, network interruption, configuration error, or business loss caused by any failure, misconfiguration, inadequate performance, interruption, interface restriction, difference in private MIBs, difference in private OIDs, difference in CLI / API, error or incompleteness in Third-Party Technical Materials, firmware difference, or defect in the User's environment or any third-party dependency system. The User is solely responsible for system compatibility, configuration backups, business continuity, and disaster recovery.

3.5 Device Compatibility Boundaries and No Official Certification

Oneasy's support for devices is limited to the specific device brands, models, firmware versions, protocol capabilities, functional scope, and test conditions confirmed by the parties or published by GloryScience through the Oneasy official website, product documentation, compatibility lists, orders, SOWs, release notes, or other official channels. Any statement such as "Supported," "Compatible," "Oneasy Compatible," or a similar expression means only that GloryScience has completed internal compatibility verification under specified test conditions and does not constitute official certification, authorization, licensing, cooperation, endorsement, quality assurance, after-sales commitment, or permission to use materials from the relevant device vendor.

Unless expressly agreed by the parties in an order, SOW, compatibility list, or other written document, GloryScience does not warrant that the Service supports every model, every firmware version, every protocol capability, every CLI / API command, every MIB / OID, every OMCI or TR-069 / TR-369 / TR-181 data model, every vendor-private interface, or every use case for any device. Before using the Service in production, the User shall complete compatibility verification, testing, approvals, backups, and rollback arrangements in light of the versions of the equipment deployed on site, interface availability, vendor licensing conditions, network topology, service configuration, and security requirements.

The Service shall not be construed as a replacement for a device vendor's native network management system, original-vendor maintenance services, device warranties, vendor support channels, vendor upgrade services, or device-vendor compliance requirements. The User shall continue to maintain its device licenses, maintenance relationships, vendor support relationships, and operational permissions in accordance with the device-vendor terms, device licenses, and on-site network requirements.

Article 4 Special Terms for Artificial Intelligence (AI) Features

4.1 Assistive Nature

AIGC is solely an assistive tool intended to enhance operations and maintenance efficiency and cannot replace the judgment, decisions, or actions of professional engineers, network operations and maintenance personnel, security personnel, management personnel, or the User itself.

AIGC does not constitute binding technical advice, a service commitment, a performance warranty, legal advice, regulatory advice, a security guarantee, or professional advice provided by GloryScience. The User bears full responsibility for any final decision, approval, execution, configuration change, or other action it takes based on AIGC.

Unless expressly authorized by the User in writing, GloryScience will not use identifiable User data to train general-purpose artificial intelligence models.

4.2 Responsibility for User Inputs

The User warrants that all data, prompts, commands, logs, configurations, scripts, network data, Third-Party Technical Materials, or other content that it inputs, submits, or instructs the AI features of the Service to process:

1. are lawfully owned by the User or are subject to sufficient authorization;
2. if they contain Personal Data, are processed on a lawful basis and in compliance with Applicable Data Protection Law;
3. do not infringe any third party's intellectual property rights, trade secrets, privacy rights, contractual rights, or other lawful rights and interests;
4. do not contain content that is illegal, obscene, defamatory, harassing, discriminatory, harmful, malicious, offensive, or otherwise in violation of Applicable Law;
5. do not contain sensitive information, regulated data, or third-party confidential information that the User has no right to submit to GloryScience or a third-party model service provider for processing.

4.3 Inherent Risks and Disclaimer of Liability

The User acknowledges that AIGC is output generated on the basis of probabilistic models, algorithms, training data, contextual inputs, and system rules and is inherently subject to uncertainty, unreliability, time lag, misjudgment, omissions, hallucinations, reasoning errors, configuration errors, or incompleteness.

GloryScience makes no representation or warranty regarding the accuracy, completeness, timeliness, non-infringement, merchantability, fitness for a particular purpose, suitability for a network environment, regulatory applicability, configuration security, or executability in a production environment of AIGC.

The User shall independently verify all AIGC and bears full responsibility for any consequence arising from its reliance on, approval, execution, or application of AIGC. To the maximum extent permitted by law, GloryScience disclaims all liability in this regard. This limitation of liability is a precondition to the User's use of the AI features.

The User shall not directly apply AI-Generated Content, configuration recommendations, RCA conclusions, automation recommendations, task-orchestration results, or other AI outputs to a production network environment without human review and confirmation. GloryScience shall not be liable for any network interruption, configuration error, service failure, end-user complaint, regulatory risk, or other loss resulting from the User's direct execution of AI output, except where directly caused by GloryScience's willful misconduct or gross negligence.

4.4 Prohibited Uses

The User is strictly prohibited from using the AI features of the Service to engage in any of the following activities:

1. generating, disseminating, or assisting in the dissemination of illegal, fraudulent, hateful, violent, child sexual abuse material, pornographic content, or other unlawful content;
2. developing, optimizing, generating, or executing code, instructions, or strategies intended for cyberattacks, system destruction, circumvention of security controls, credential theft, dissemination of malware, or infringement of another person's security;
3. carrying out large-scale automated abuse, including, without limitation, generating spam, phishing messages, social engineering content, false identity materials, or malicious automation scripts;
4. analyzing, inferring, or attempting to identify, without authorization, sensitive attributes of natural persons, including, without limitation, race, political opinions, religious beliefs, health status, sex life, biometric characteristics, or other protected attributes;
5. infringing another person's intellectual property rights, trade secrets, privacy rights, contractual rights, or other lawful rights and interests;
6. circumventing sanctions, export controls, cybersecurity, data protection, or other requirements of Applicable Law;
7. using AI output directly in a high-risk, safety-critical, or personal-safety-related scenario, unless GloryScience has provided express written consent and adequate human review, redundancy, safeguards, and mechanisms for allocating responsibility have been implemented.

4.5 Third-Party AI Services

Certain AI features of the Service may integrate large language models, model APIs, AI platforms, vector databases, embedding models, or other AI services provided by third parties. The User acknowledges and agrees that the availability, output content, use policies, data processing practices, fees, rate limits, and technical limitations of such third-party services are independently controlled by those third parties.

GloryScience is not responsible for any change, interruption, degradation, erroneous output, rate limit, data processing practice, or change in terms of service of a third-party AI service, but may, within commercially reasonable limits, replace, suspend, restrict, remove, or adjust features involving a specific third-party AI service.

4.6 AI Agent Service Governance and Use Rules

A User that enables, accesses, or uses Oneasy AI Agent capabilities shall also comply with the then-applicable **Oneasy Customer-Side AI Agent Service Governance and Use Rules** (the "AI Agent Rules").

Once the AI Agent Rules are expressly incorporated by reference through an order, subscription page, administration backend, in-product checkbox, AI Agent feature-enablement process, or other recordable means, and validly accepted by the User or its authorized representative, they form an integral part of this Agreement.

The specific applicable AI Agents, scope of features, models or third-party services, subscription entitlements, regions, product versions, role permissions, knowledge bases, interfaces, and service status shall be determined by the User's order, official product descriptions, release notes, service configuration, and actual enablement status. AI Agent names, brand architecture, demonstrations, marketing materials, conceptual descriptions, or roadmaps do not constitute commitments regarding the delivery, performance, compatibility, accuracy, service outcomes, or continued availability of features that have not been released, ordered, or enabled.

The AI Agent Rules supplement this Agreement with respect to specific matters including User inputs, human review, data and permission management, knowledge bases, third-party connections, external execution, High-Risk Network Operations, prohibited uses, and collaboration in connection with AI Agent-related incidents.

Matters concerning fees, payments, refunds, general intellectual property rights, general limitations of liability, indemnification, termination, governing law, and dispute resolution shall be governed by this Agreement and the corresponding specific documents; matters concerning the processing of Personal Data shall be governed by the applicable DPA; and matters concerning security controls, remote access, or security-incident response shall be governed by the applicable Security Addendum.

The User bears control responsibility for its final business decisions, internal approvals, and production network changes; however, this allocation of responsibility does not exclude or limit any obligation that GloryScience must assume under this Agreement, the applicable DPA, the Security Addendum, another written document, or mandatory law.

Article 5 User Conduct Rules and Responsibility for Content

5.1 Compliance Commitment

The User undertakes that its use of the Service will at all times:

1. comply with this Agreement and all applicable documents;
2. comply with all Applicable Laws, regulations, rules, and mandatory regulatory requirements;
3. comply with applicable export-control, sanctions, anti-money laundering, anti-bribery, data protection, cybersecurity, and telecommunications regulatory requirements;
4. not prejudice the lawful rights and interests of GloryScience, other Users, third-party service providers, or any other third party.

5.2 Prohibited Conduct

The User shall not, and shall not permit, assist, authorize, instigate, or acquiesce in any Authorized User, affiliate, channel partner, agent, system integrator, supplier, or other third party acting on its behalf using the Service to engage in any of the following activities:

1. **Compromising Security:** Accessing, probing, scanning, or testing, without authorization, vulnerabilities in GloryScience, the Oneasy platform, or any third-party system; launching denial-of-service (DoS / DDoS) attacks; or distributing malware, viruses, worms, logic bombs, or ransomware.
2. **System Abuse:** Engaging in activities that may unreasonably impair system performance, stability, or availability or interfere with the normal use of other Users, including, without limitation, excessive requests, crawler abuse, resource exhaustion, abnormal batch tasks, or malicious automation.
3. **Infringement of Rights:** Infringing another person's intellectual property rights, trademark rights, patent rights, trade secrets, privacy rights, portrait rights, reputation rights, contractual rights, or other lawful rights.
4. **Illegal Activities:** Engaging in any fraud, money laundering, terrorist financing, dissemination of illegal information, drug trafficking, human trafficking, sanctions evasion, export-control violation, or other criminal activity.
5. **Circumvention of Restrictions:** Attempting to circumvent any access control, technological protection measure, usage limitation, billing mechanism, security control, audit mechanism, or compliance restriction of the Service.
6. **High-Risk Applications:** Directly or indirectly performing through the Service, without sufficient authorization, human review, change approval, testing and verification, configuration backup, maintenance-window arrangements, a rollback plan, or necessary on-site safeguards, any high-risk operation on the User's production network, OLTs, ONUs, CPEs, ports, VLANs, QoS, ACLs, authentication, routing, service templates, Agents, VPNs, remote access components, or other critical network resources that may affect business continuity, network security, end-user services, or device stability, including, without limitation, restarting, shutting down, disabling, deleting, batch configuration, batch activation, batch suspension, configuration deployment, configuration rollback, script execution, firmware upgrades, permission changes, remote command execution, or triggering automated tasks.
7. **Remote Access Abuse:** Using, sharing, copying, circumventing, tampering with, or misusing, without authorization, any Agent, VPN, Connector, API Token, credential, script, or other remote access tool.
8. **Improper Production Network Operations:** Directly performing, without the necessary approvals, testing, backups, maintenance window, or rollback plan, any high-risk operation that may affect the User's production network, end-user services, or regulatory compliance.
9. **Unlawful or Unauthorized Technical Materials:** Providing to GloryScience, or uploading, submitting, referencing, or requesting the processing through the Oneasy platform of, any MIB, OID, SNMP walk, CLI / API, OMCI, TR-069 / TR-369 / TR-181, ACS / NMS, firmware materials, configuration templates, scripts, packet captures, log samples, or other Third-Party Technical Materials that are of unknown origin, that the User has no right to disclose, copy, or sublicense, that are subject to third-party confidentiality obligations or device-vendor licensing restrictions, or that may infringe third-party rights.

10. **Circumvention of Vendor Protections:** Requesting, inducing, or assisting GloryScience or any third party to decompile, crack, circumvent technological protection measures, bypass access controls, extract, copy, or reconstruct a device vendor's non-public MIBs, private OIDs, CLI / API documentation, firmware materials, proprietary protocol materials, or other protected technical materials.
11. **Misleading Promotion of Vendor Relationships:** Promoting the Service, the Oneasy platform, or GloryScience as an officially certified product, official cooperative product, authorized product, endorsed product, or part of a vendor's quality / after-sales commitment in relation to Huawei, ZTE, FiberHome, Nokia, or any other device vendor, unless GloryScience has provided express written authorization and the relevant vendor has also given valid authorization.
12. **Promotion of Embedded Private Materials:** Promoting, implying, or promising that the Oneasy platform has embedded or preinstalled, or may distribute or sublicense, any device vendor's non-public MIB library, private OID library, CLI / API documentation, firmware materials, network-management interface materials, proprietary protocol materials, or other protected technical materials, unless the relevant rights holder has provided express written authorization.
13. **Promotion as a Replacement for Original-Vendor Network Management:** Promoting the Service as a solution that can completely replace a device vendor's native network management system, original-vendor maintenance services, device warranties, vendor support channels, vendor upgrade services, or vendor compliance requirements.
14. **Exclusive Tying or Misleading Compatibility Promotion:** Tying the Service to any single device vendor as an exclusive solution, or promoting device support, compatibility, or adaptation capabilities in a manner exceeding the scope confirmed by the parties, compatibility lists, test conditions, firmware versions, protocol capabilities, or functional boundaries.
15. **Infringement of Third-Party Rights and Confidentiality of Communications:** Using the Service to infringe third-party intellectual property rights, trade secrets, contractual rights, device licensing terms, confidentiality-of-communications obligations, data protection rights and interests, or other lawful rights and interests.

5.3 Responsibility for User Content

The User bears full responsibility for its User Content. The User represents and warrants that:

1. it possesses all necessary rights, title, licenses, consents, and authorizations in and to the User Content;
2. the User Content and its processing through the Service do not violate this Agreement, Applicable Law, or third-party rights;
3. the User Content does not contain malicious code, unlawful content, content infringing third-party rights, or data that the User has no right to submit to GloryScience for processing;
4. the User has obtained all necessary authorizations, notices, consents, or other lawful bases with respect to any Personal Data, Customer Network Data, Telecommunications O&M Data, Third-Party Technical Materials, or third-party data contained in the User Content.

5.4 Third-Party Technical Materials and Device-Vendor Materials

If the User provides any Third-Party Technical Materials to GloryScience, or uploads, submits, transmits, displays, references, requests access to, or requests the use of such materials for the Service through the Oneasy platform, the User represents and warrants that it has sufficient rights to lawfully obtain, disclose, submit, authorize the use of, and permit GloryScience to process such materials in order to provide the Service, and that it has obtained all necessary third-party licenses, contractual authorizations, waivers of confidentiality obligations, data-subject authorizations, regulatory approvals, or other lawful bases.

The User shall not provide GloryScience with, or upload, submit, transmit, display, reference, request access to, or request the use through the Oneasy platform of, materials that are of unknown origin, that the User has no right to disclose, copy, or sublicense, that are subject to third-party confidentiality obligations or device-vendor licensing restrictions, that violate device licensing terms, or that may infringe third-party intellectual property rights, trade secrets, contractual rights, confidentiality-of-communications obligations, data protection rights and interests, or other lawful rights and interests.

GloryScience may refuse to receive, delete, isolate, cease using, or require the User to supplement evidence of lawful origin, authorization, vendor licensing, a waiver of confidentiality obligations, or other proof of compliance. Where a reasonable risk exists, GloryScience may suspend the relevant device access, feature, account, Tenant, or Service without constituting a breach of contract.

Unless the relevant rights holder has provided express written authorization, GloryScience will not, and has no obligation to, provide, copy, distribute, sublicense, or embed for the User any third-party device vendor's non-public MIBs, private OIDs, CLI / API documentation, firmware materials, network-management interface materials, proprietary protocol materials, or other protected technical materials. Support by the Service for a specific device shall not be construed to mean that GloryScience has obtained official authorization, certification, endorsement, cooperation, quality assurance, an after-sales commitment, or permission to use materials from the relevant device vendor.

The User understands that it is responsible for confirming the lawfulness, accuracy, completeness, version applicability, authorization boundaries, and suitability for the User's on-site environment of Third-Party Technical Materials. Any adaptation, parsing, conversion, configuration-template generation, compatibility testing, diagnostic assistance, or other

service performed by GloryScience on the basis of Third-Party Technical Materials does not constitute confirmation or a warranty by GloryScience regarding the lawfulness of the source, accuracy, completeness, or third-party rights status of such materials.

GloryScience may process Third-Party Technical Materials within the scope of the User's authorization for purposes of operating, troubleshooting, adapting, verifying the compatibility of, and conducting security audits for the Service; however, unless otherwise agreed in writing by the parties, GloryScience has no obligation to obtain for the User any license to device-vendor materials, official certification, authorization to open interfaces, original-vendor support, or exemption from a device license.

5.5 Handling of Violations

If GloryScience discovers or reasonably suspects that the User has violated this Agreement, Applicable Law, third-party terms of service, security requirements, payment obligations, or other compliance requirements, we may, to the extent permitted by Applicable Law, elect in our sole discretion to take one or more of the following measures without prior notice and without incurring liability for breach of contract:

1. suspend, restrict, or terminate the User's access to the Service;
 2. suspend, restrict, or revoke APIs, Agents, VPNs, Connectors, automated tasks, AI features, or other related features;
 3. delete, isolate, cease using, block, or restrict access to the relevant User Content, Third-Party Technical Materials, or Customer Network Data;
 4. with respect to Third-Party Technical Materials of unknown origin, with unclear rights status, that may infringe third-party rights, or that may violate device-vendor licensing restrictions, refuse to receive, delete, isolate, or cease using the materials; suspend the relevant device access, feature, account, Tenant, or Service; or require the User to supplement evidence of lawful origin and authorization;
 5. report suspicious activities to law enforcement, regulatory authorities, payment institutions, cloud service providers, affected third parties, or other necessary entities;
 6. preserve relevant evidence, logs, and operation records;
 7. take other necessary legal, security, compliance, or technical measures.
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Article 6 Intellectual Property

6.1 GloryScience's Rights

GloryScience and its licensors own and retain all worldwide intellectual property rights, title, and related interests in and to the Service and all of its components, including, without limitation, software, platform architecture, algorithms, user interfaces, designs, graphics, trademarks, logos, documentation, data models, prompts, templates, configuration methods, interface adaptation methods, AI workflows, automation rules, operations and maintenance rules, product improvements, modifications, and derivative works.

This Agreement grants the User only a limited right to access and use the Service during the Subscription Period in accordance with this Agreement and the order and does not constitute a transfer of any intellectual property right, ownership interest, or other right or interest.

6.2 License to User Content

1. The User retains the intellectual property rights in its User Content.
2. To the extent necessary to provide, operate, maintain, protect, troubleshoot, and improve the Service and perform this Agreement, the User grants GloryScience a non-exclusive, limited license during the term of the Service, as necessary to provide and operate the Service, to reproduce, store, process, modify solely for technical adaptation purposes, transmit, display, and use User Content.
3. Unless required by law, necessary to provide the Service, or separately consented to by the User in writing, this license does not authorize GloryScience to use identifiable User Content for marketing or other commercial purposes unrelated to providing the Service.

6.3 Feedback

Any non-confidential suggestion, opinion, requirement, issue, improvement proposal, or other feedback regarding the Service provided by the User ("Feedback") may be freely used by GloryScience. The User hereby irrevocably grants GloryScience a perpetual, worldwide, royalty-free license to use, reproduce, modify, license, commercialize, or otherwise exploit such Feedback without paying any fee to the User or assuming any obligation to the User.

6.4 Prohibited Conduct

Without GloryScience's express written permission, the User shall not:

1. copy, modify, distribute, sell, lease, sublicense, or publicly display any part of the Service;

2. decompile, disassemble, reverse engineer, or attempt to obtain the source code of any software, platform, Agent, Connector, API, model interface, script, or other component;
3. remove, obscure, or modify any proprietary notice, trademark, or patent marking;
4. create any product, service, model, interface, platform, or feature that competes with the Service;
5. use the Service for unauthorized commercial resale, managed services, outsourced services, or the provision of unauthorized services to third parties.

6.5 Third-Party Intellectual Property

If any final judicial decision determines that the Service infringes a valid intellectual property right of a third party, GloryScience may, at its option and expense, take any one of the following measures:

1. obtain for the User a lawful license to continue using the Service;
2. modify or replace the relevant part of the Service so that it is no longer infringing without materially affecting the core features;
3. if neither of the foregoing options is feasible, terminate the affected Service and refund any unexpired fees paid by the User for that part of the Service.

This Section, together with Article 9, constitutes GloryScience's entire liability for intellectual property infringement. This Section 6.5 does not apply to claims arising from User Content, Third-Party Technical Materials, User devices, the User environment, User instructions, third-party services, unauthorized modification of the Service by the User, or the User's combination of the Service with materials, devices, software, services, or processes not provided by GloryScience; such circumstances are governed by Article 10 and the other provisions of this Agreement allocating responsibility.

6.6 Ownership of Third-Party Technical Materials and Adaptation Results

Third-Party Technical Materials, original device-vendor materials, and the intellectual property rights, trade secrets, contractual rights, or other rights and interests therein remain with the respective rights holders. The User's provision of such materials to GloryScience or submission of such materials through the Oneasy platform does not constitute a transfer of ownership to GloryScience or the User and does not indicate that GloryScience has obtained official authorization, certification, endorsement, or permission to use materials from the relevant device vendor.

Provided that they do not contain or disclose identifiable User Content, Customer Network Data, the Third-Party Technical Materials themselves, or third-party confidential information, all general adaptation experience, abstract data models, interface adaptation methods, field-mapping methods, parsing rules, automated processes, testing methods, compatibility-verification methods, platform-configuration methods, product improvements, algorithms, code, documentation, and other general technical results developed by GloryScience in the course of providing the Service are the intellectual property of GloryScience or its licensors.

If the User needs to restrict the scope of GloryScience's use of specific Third-Party Technical Materials, their retention period, or personnel access to them, the parties shall expressly agree to such restrictions through an Order Form, SOW, DPA, Security Addendum, or other written document before the User provides those materials; otherwise, GloryScience may process those materials, to the extent permitted by this Agreement, the order, and Applicable Law, for purposes necessary to provide, maintain, protect, troubleshoot, adapt, and improve the Service.

Article 7 Data Protection, Privacy, and Security

7.1 Privacy Policy

GloryScience's practices concerning the collection, use, and processing of Personal Data are governed by the separate **Oneasy Privacy Policy** (the "Privacy Policy"), which forms an integral part of this Agreement.

GloryScience will not sell, lease, or commercially disclose User data to third parties unless necessary to provide the Service, separately authorized by the User, permitted by applicable documents, or required by law.

7.2 Data Roles and Responsibilities

1. The parties agree that the User generally acts as the Data Controller, data user, business-responsible party, or a similar responsible party under Applicable Law with respect to its User Content, Customer Network Data, Telecommunications O&M Data, Third-Party Technical Materials, Personal Data of Authorized Users, and data relating to its end users, and is responsible for determining the purposes and means of processing, lawful bases, notices, consents, authorizations, regulatory filings, cross-border transfer assessments, and other compliance matters relating to such data.
2. To the extent that GloryScience processes Personal Data solely on behalf of the User and in accordance with this Agreement, an order, the DPA, product features, or the User's lawful instructions, GloryScience generally acts as the Data Processor, data processing service provider, or a similar role under Applicable Law.
3. With respect to Platform Operational Data, account administration data, billing data, service security data, aggregated data, de-identified data, product improvement data, and data for which GloryScience independently determines the

purposes and means of processing in order to provide, maintain, protect, or improve the Service or fulfill legal obligations, GloryScience may act as an independent Data Controller, data user, or a similar role under Applicable Law.

4. Data roles may vary according to the data type, purpose of processing, location of the customer, location of the data subject, Applicable Law, and specific order arrangements. If the parties execute or are otherwise subject to a DPA, matters concerning the processing of Personal Data shall be governed by the DPA. If the DPA conflicts with this Agreement, the DPA shall prevail with respect to matters concerning the processing of Personal Data.

7.3 Data Processing Terms and DPA

To the extent Applicable Data Protection Law requires the parties to execute a data processing agreement, data protection addendum, standard contractual clauses, or another data processing document, the parties shall apply the **Oneasy Data Processing Addendum (DPA)** or another data processing document separately executed by the parties.

The DPA shall further specify matters including the scope and purposes of processing, data types, categories of data subjects, processor obligations, subprocessors, cross-border transfer mechanisms, assistance with data-subject requests, security measures, security-incident notification, deletion or return, and audit assistance.

Article 7 of this Agreement is intended to establish the general principles governing the parties' data protection responsibilities and does not replace the specific provisions concerning the processing of Personal Data in the DPA.

7.4 Regional Compliance

To the extent Applicable Data Protection Law requires GloryScience, in its role as a Data Processor, data processing service provider, or similar role under Applicable Law, to assume specific obligations, GloryScience will fulfill the obligations expressly applicable to its role under such law.

7.5 Cross-Border Data Transfers

The User expressly acknowledges and agrees that the Oneasy Service is operated by GloryScience International Limited. By default, Oneasy's principal cloud-hosting, primary data-processing, and primary storage region is the Alibaba Cloud International Singapore region. Hong Kong is the place of incorporation and location of the contracting entity of GloryScience International Limited and the relevant jurisdiction for dispute resolution; it is not necessarily the principal data-storage region for the Oneasy Service. To improve service availability, access performance, disaster recovery, security protection, technical support, regional access, or compliance, GloryScience may use secondary nodes, disaster-recovery nodes, edge nodes, logging nodes, cache nodes, backup nodes, or subprocessor processing locations in other countries or regions. The specific data regions, secondary nodes, subprocessors, and processing locations shall be as set forth in the applicable Order Form, DPA, Security Addendum, service configuration, subprocessor list, or written agreement between the parties. To provide the Service, the User's User Content, Customer Network Data, Telecommunications O&M Data, Third-Party Technical Materials, and any Personal Data they may contain may need to be transferred across borders from the User's location to the foregoing regions and to relevant jurisdictions used by GloryScience or its service providers to operate the Service.

The parties agree to jointly comply with Applicable Data Protection Law:

1. The User, as the Data Controller, data user, or authorized representative, warrants that it has established all necessary lawful bases for such cross-border transfers and fulfilled all applicable notice, consent, authorization, filing, assessment, or other obligations.
2. GloryScience, as the Data Processor, data processing service provider, or a similar role under Applicable Law, will take reasonable measures to safeguard the security of cross-border transfers and, where required by Applicable Law and within commercially reasonable limits, cooperate with the User in completing the applicable cross-border data-transfer compliance procedures.

7.6 Cross-Border Data Transfer Compliance Mechanisms

7.6.1 Compliance Mechanisms

Where required by Applicable Data Protection Law, GloryScience may provide appropriate cross-border data-transfer mechanisms, including the European Commission Standard Contractual Clauses (SCCs), the United Kingdom International Data Transfer Addendum (UK IDTA Addendum), or other legally recognized cross-border data-transfer mechanisms (collectively, the "Transfer Mechanisms").

7.6.2 GloryScience's Obligations

GloryScience shall:

1. implement reasonable technical and organizational security measures according to the nature of the data processing activities;
2. cooperate with the User, to the extent reasonably necessary, in satisfying applicable cross-border data-transfer compliance requirements;

3. provide the relevant Transfer Mechanisms or necessary compliance documents where required by law and commercially applicable.

7.6.3 User Obligations

The User, as the Data Controller or relevant responsible party for data uploaded, stored, processed, or transmitted through the Service, shall be responsible for:

1. ensuring that its processing and cross-border transfer of the relevant data have a lawful basis;
2. fulfilling all necessary notification, notice, consent, authorization, filing, or assessment obligations where applicable;
3. completing any transfer impact assessment (TIA) or other compliance assessment that it is legally required to conduct;
4. ensuring that its use of the Service complies with the Applicable Laws and regulations of its jurisdiction.

7.6.4 Allocation of Responsibility

Each party shall be separately responsible for its own compliance obligations under Applicable Data Protection Law.

If any regulatory investigation, administrative penalty, third-party claim, or loss is directly caused by a party's breach of its obligations under this Section, that party shall bear the corresponding liability in accordance with law.

If the relevant loss is caused by the joint fault of both parties, the parties shall bear liability in proportion to their respective degrees of fault.

7.7 Security Measures

GloryScience will implement technical and organizational security measures consistent with generally accepted industry security practices, or technical and organizational security measures meeting equivalent industry standards, to protect User data against security incidents. A summary of the specific security controls may be provided to the User subject to confidentiality obligations.

7.8 Security Incident Notification

If GloryScience confirms a security incident that may have a material adverse effect on the security of User Content, Customer Network Data, Third-Party Technical Materials, Personal Data, account credentials, network topology information, device configurations, or the remote access environment, GloryScience will notify the User without undue delay in accordance with the requirements of the DPA, the Security Addendum, and Applicable Law.

Where reasonably practicable and preliminary confirmed information is available, GloryScience will generally issue an initial notification to the User within seventy-two (72) hours after confirming a material security incident and may provide supplemental information in stages as the investigation progresses, including the nature of the incident, the categories of affected data, measures taken or proposed, mitigation recommendations, and security measures the User may take.

The foregoing notification shall not be construed as an admission by GloryScience of any liability, fault, loss, regulatory conclusion, or indemnification obligation. If disclosure is restricted by law, a regulatory authority, a law-enforcement authority, a security investigation, a confidentiality obligation, or third-party platform rules, GloryScience may delay, limit, or adjust the content of the notification to the extent permitted by law.

Article 8 Fees, Payment, and Taxes

8.1 Subscription Fees

The User shall pay subscription fees at the rates set forth in the order, payment page, quotation, or otherwise confirmed in writing by the parties. Fees are generally payable in advance in U.S. dollars or the currency specified in the order, unless otherwise provided in the order or applicable payment terms.

8.2 Payment and Overdue Amounts

The User shall pay all amounts due in accordance with the order, payment page, invoice, this Agreement, and the applicable **Oneasy Payment and Refund Terms** (the "Payment Terms").

Unless otherwise provided in the order or the Payment Terms, all fees shall be prepaid before the beginning of the Subscription Period and are non-refundable once paid, except as otherwise required by the Oneasy Payment and Refund Terms or Applicable Law.

If the User fails to pay any amount due on time, GloryScience may, to the extent permitted by law, take one or more measures, including:

1. suspending, restricting, or terminating the User's access to the Service;
2. suspending renewals, upgrades, support, APIs, Agent / VPN, or other related features;
3. charging late fees, interest, collection costs, or other overdue charges in accordance with the Payment Terms;

4. engaging a third-party payment institution, collection agency, or legal counsel to pursue collection;
5. exercising any other remedy available under this Agreement, the Payment Terms, or Applicable Law.

With respect to payment methods, automatic renewals, failed charges, taxes, refunds, disputed bills, chargebacks, failed debits, late fees, and collections, if this Agreement conflicts with the Payment Terms, the Payment Terms shall prevail.

8.3 Price Changes

GloryScience may change prices upon at least thirty (30) days' prior notice to the User. The new price will take effect at the beginning of the next Subscription Period. If the User does not agree to the new price, it may cancel renewal before the new price takes effect or terminate the Service in accordance with this Agreement.

8.4 Taxes

The User shall bear all taxes, duties, government charges, and similar fees relating to this Agreement, an order, payment, subscription, receipt, or use of the Service, including, without limitation, VAT, GST, sales tax, digital services tax, withholding tax, reverse-charge tax, bank fees, foreign-exchange fees, or similar charges, unless the quotation, order, or Applicable Law expressly provides that GloryScience shall bear them.

Article 9 Limitation of Liability

9.1 Exclusion of Indirect Damages

To the maximum extent permitted by law, neither GloryScience nor any of its affiliates, licensors, service providers, employees, agents, officers, or directors shall be liable for any indirect, consequential, incidental, special, punitive, or exemplary damages arising out of or relating to this Agreement or the Service, including, without limitation, loss of profits, loss of revenue, loss of business opportunity, loss of data, loss of goodwill, business interruption, or the cost of procuring substitute products / services, even if GloryScience has been advised of the possibility of such damages.

However, if the User's business interruption or permanent loss of data is directly caused by GloryScience's willful misconduct or gross negligence, this Section 9.1 does not exclude the User's resulting direct losses, but such direct losses do not include loss of profits, loss of revenue, loss of goodwill, loss of business opportunity, or other indirect losses.

9.2 Aggregate Liability Cap

For any claim arising out of this Agreement or the Service, the aggregate cumulative liability of GloryScience and its affiliates, licensors, service providers, employees, agents, officers, and directors shall in no event exceed the total service fees actually paid by the User to GloryScience for the Service giving rise to the liability during the twelve (12) months preceding the event giving rise to liability.

The foregoing liability cap does not apply to liability that may not be limited by law or to liability for personal injury or death directly caused by GloryScience's willful misconduct or gross negligence. No higher liability cap shall apply unless the parties expressly agree to a higher limit in an order or another written document signed by an authorized representative of GloryScience.

9.3 Exceptions

The limitations or exclusions of liability set forth in Sections 9.1 and 9.2 shall not apply in the following circumstances:

1. personal injury or death directly caused by GloryScience's willful misconduct or gross negligence;
 2. with respect to liability arising from GloryScience's breach of data-security, confidentiality, or Personal Data processing obligations under Applicable Data Protection Law, unless limitation is prohibited by Applicable Law, GloryScience's aggregate liability cap shall be the greater of:
 - the total service fees actually paid by the User for the Service giving rise to liability during the twelve (12) months preceding the event giving rise to liability; or
 - the specific data-protection liability cap expressly agreed by the parties in an order, DPA, or Security Addendum.
 3. to the extent Applicable Law prohibits the exclusion or limitation of liability.
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Article 10 Indemnification

10.1 User's Indemnification Obligations

The User agrees to indemnify, defend, and hold harmless GloryScience and its affiliates, officers, directors, employees, and agents from and against any and all claims, complaints, investigations, penalties, damages, liabilities, losses, costs, expenses, fines, settlement amounts, attorneys' fees, and reasonable enforcement costs arising out of or relating to:

1. infringement or misappropriation by the User's User Content of any third party's intellectual property rights, privacy rights, trade secrets, contractual rights, or other rights;
2. any Third-Party Technical Materials, device-vendor materials, MIB / OID, CLI / API, OMCI, firmware descriptions, scripts, configuration templates, devices, accounts, credentials, instructions, logs, data, or use scenarios provided to GloryScience by the User, any affiliate of the User, channel partner, agent, system integrator, device vendor, or other third party, or submitted, referenced, or requested to be used through the Oneasy platform, that infringe third-party rights, violate confidentiality obligations, violate contractual restrictions, violate device licenses, violate confidentiality-of-communications obligations, or result in a third party asserting any intellectual property, trade secret, confidentiality, breach-of-contract, unfair-competition, data-protection, confidentiality-of-communications, device-license, or other claim, complaint, investigation, penalty, or dispute, except where the dispute is directly caused by GloryScience's willful misconduct or gross negligence;
3. the User's use of the Service, including AIGC, in violation of any Applicable Law or regulation;
4. the User's breach of any provision of this Agreement, including, without limitation, the User Conduct Rules in Article 5 and the prohibited uses of AI in Section 4.4;
5. the User's breach, in its capacity as a Data Controller, data user, or relevant responsible party, of any obligation under Applicable Data Protection Law;
6. the input by the User or its Authorized Users of malicious instructions, erroneous configurations, or excessive requests into the Service, resulting in abnormal consumption of Oneasy platform system resources, impairment of service stability, or excessive third-party fees;
7. the User's breach of obligations relating to remote access, VPN / Agent, production network operations, export controls, sanctions, anti-bribery, or other compliance matters;
8. any third-party claim, regulatory investigation, fine, loss, or dispute resulting from the User's network, devices, configurations, personnel operations, insufficient approvals, insufficient rollback arrangements, insufficient end-user notices, or insufficient regulatory compliance.

10.2 Indemnification Procedure

GloryScience will promptly notify the User in writing of any such claim. The User may, at its own expense, control the defense of the claim and any settlement negotiations; however, without GloryScience's prior written consent, the User shall not make any admission or enter into any settlement that may prejudice GloryScience's rights or interests or cause GloryScience to assume any liability.

GloryScience may elect to participate in the defense and retain its own counsel at its own expense; however, if the User fails to reasonably fulfill its defense obligations, GloryScience may defend, settle, or otherwise handle the relevant claim itself and require the User to bear the corresponding reasonable costs.

Article 11 Service Levels and Support

11.1 Standard Support

GloryScience will provide the corresponding level of standard technical support based on the plan subscribed to by the User through the Oneasy platform, official website, backend support tickets, email, or other designated support channels. The specific channels, scope, response methods, and support boundaries shall be as set forth on the official website, in the order, in the support policy, or in another written agreement between the parties.

11.2 Applicability of an SLA

Unless the parties separately execute a written document for a specific service that is expressly identified as a "Service Level Agreement (SLA)," the Service does not include any warranty or commitment regarding availability, performance metrics, or incident response times.

Any service objective mentioned in marketing materials, on a website, in informal communications, in a sales demonstration, or in oral communications is for reference only and does not form part of this Agreement.

11.3 Service Status Without an SLA

Even if this Agreement does not include an SLA, GloryScience may maintain and publish a non-binding service-status page.

If the User disputes service availability, it shall raise the issue within seven (7) days after the event through a channel designated by the Oneasy platform or using contact details designated by GloryScience. The parties may discuss the issue in good faith based on the monitoring logs recorded by GloryScience through the Oneasy platform.

In the absence of clear and credible evidence to the contrary, GloryScience's system records shall be regarded as the principal basis for determining service status.

Article 12 Governing Law and Dispute Resolution

12.1 Governing Law

The formation, validity, interpretation, performance, and dispute resolution of this Agreement shall be governed by the laws of the Hong Kong Special Administrative Region, without regard to its conflict-of-laws rules.

12.2 Dispute Resolution

Any dispute arising out of or relating to this Agreement shall first be resolved by the parties through amicable consultation. The consultation period shall be thirty (30) days from the date one party submits a written request for consultation, unless the parties agree in writing to extend it.

If consultation does not resolve the dispute, either party may submit the dispute to the Hong Kong International Arbitration Centre (HKIAC) for arbitration in accordance with the HKIAC Administered Arbitration Rules then in force at the time the arbitration is commenced. The seat of arbitration shall be Hong Kong, the arbitral tribunal shall consist of one (1) arbitrator, and the language of the arbitration shall be English. The arbitral award shall be final and legally binding on both parties.

12.3 Injunctive Relief

Nothing in this Article prevents either party from applying to any court of competent jurisdiction for a temporary injunction or other emergency relief to protect its intellectual property or confidential information, or to prevent conduct by the other party that violates remote access requirements, VPN / Agent use requirements, security obligations, data protection obligations, or other requirements and may cause irreparable harm.

Article 13 Term and Termination

13.1 Term

This Agreement takes effect on the date the User accepts it and continues until terminated in accordance with this Article.

13.2 Termination

1. **Termination by the User.** Under ordinary circumstances, the User shall stop renewal through the administration backend or send GloryScience a valid written notice of termination at least thirty (30) days in advance. Whether fees already paid will be refunded shall be governed by the **Oneasy Service Refund Policy**, the order, the Payment Terms, and Applicable Law.
2. **Termination by Us.** GloryScience may terminate the User's right to use the website and / or the Service upon prior notice to the User for reasonable commercial, operational, compliance, or security reasons. If the User commits a Material Breach, GloryScience may immediately suspend or terminate the Service, to the extent permitted by Applicable Law, without prior notice.
3. **Force Majeure.** If a Force Majeure Event causes a continuous interruption of the Service for more than thirty (30) days, either party may terminate the affected Service.

13.3 Post-Termination Handling

1. **Cessation of Access.** Unless otherwise agreed in writing by the parties, upon termination of this Agreement or expiration of the relevant subscription, the User's access to the affected Service will cease or be restricted.
2. **Data Export.** Within thirty (30) days after termination of the Service or expiration of the subscription, the User may request export of its User Content, including Third-Party Technical Materials forming part of User Content, in accordance with available features or a reasonable process provided by the Oneasy platform; however, the User is solely responsible for completing any necessary data backup before termination or within the export period.
3. **Data Deletion.** Unless otherwise required by Applicable Law, regulatory requirements, preservation in connection with a dispute, audit, taxation, backup, security, log-retention, disaster-recovery requirements, or the DPA, GloryScience will, in accordance with its data-retention policy and the DPA, initiate and complete the deletion or isolation process for User Content, including Third-Party Technical Materials forming part of User Content, within ninety (90) days after termination of the Service.
4. **Backup and Log Exceptions.** The User understands and agrees that, due to backup, disaster recovery, log archiving, security audits, system integrity, and compliance requirements, certain data copies, operation logs, access records, security logs, billing records, payment records, or aggregated / de-identified data may continue to be retained for a limited period. Such retained data will be subject to reasonable access restrictions and will not be used for commercial purposes inconsistent with the purpose of retention.
5. **Surviving Provisions.** Provisions of this Agreement that by their nature should survive termination will remain in effect, including, without limitation, definitions, payment of fees, intellectual property, confidentiality, data protection, limitation of liability, indemnification, dispute resolution, compliance, audit, export controls, post-termination handling, and other necessary provisions.

Article 14 Miscellaneous

14.1 Entire Agreement, Applicable Documents, and Order of Precedence

If there is a conflict among different documents, the following order of precedence shall apply unless the parties expressly agree otherwise through an Order Form, SOW, Enterprise SLA, or other authorized written document:

1. Order Form / Subscription Order / SOW / Enterprise SLA;
2. Data Processing Agreement / DPA;
3. Security Addendum;
4. Oneasy SaaS Service Agreement;
5. Oneasy Payment and Refund Terms;
6. Oneasy Privacy Policy;
7. Oneasy Cookie Policy;
8. Oneasy Website Terms of Use.

However, matters solely concerning payment, refunds, billing, automatic renewal, chargebacks, or overdue payment shall be governed by the Payment and Refund Terms; matters concerning access to the public website shall be governed by the Website Terms of Use; matters concerning Cookies and tracking technologies shall be governed by the Cookie Policy; matters concerning the processing of Personal Data shall be governed by the DPA; and matters concerning security controls shall be governed by the Security Addendum, except that if a security matter also involves the processing of Personal Data, cross-border transfers, Personal Data breach notification, or obligations under data protection law, the DPA shall prevail.

14.2 Amendments to the Agreement

GloryScience may amend this Agreement from time to time. Non-material amendments will take effect upon update of the "Last Updated" date.

For an amendment that may have a material adverse effect on the User's rights, we will provide at least thirty (30) days' advance notice through a website announcement, an in-platform notice, or an email to the administrator. A material adverse effect includes, without limitation, a material fee increase, reduction of core features, a significant reduction of the liability cap, material weakening of data protection obligations, or a material change to the method of dispute resolution. GloryScience will briefly describe the amendments and the reasons for them in the notice.

The User's continued use of the Service after the new terms take effect constitutes acceptance of the amendments. If the User does not agree to the amendments, its sole remedy is to terminate the Service; however, whether fees already paid will be refunded shall be governed by the Oneasy Service Refund Policy, the order, the Payment Terms, and Applicable Law.

14.3 Assignment

The User may not assign this Agreement without GloryScience's prior written consent. GloryScience may, after notifying the User, assign this Agreement in its entirety to an affiliate or assign it in connection with a merger, acquisition, sale of all or substantially all of its assets, reorganization, financing, business adjustment, or similar transaction.

14.4 Force Majeure

Neither party shall be liable for delay in performance or non-performance caused by a Force Majeure Event beyond its reasonable control. Force Majeure Events include, without limitation, natural disasters, war, acts of terrorism, riots, governmental actions, epidemics, lockdowns, failures of critical infrastructure, interruptions to the Internet backbone, material cloud-service failures, payment-network interruptions, supply-chain disruptions, or other events beyond reasonable control.

14.5 Severability

If any provision of this Agreement is determined to be invalid, unlawful, or unenforceable, that provision shall be limited, modified, or deleted to the minimum extent necessary, without affecting the validity of the remaining provisions.

14.6 No Waiver

A party's failure to exercise or enforce any right or provision under this Agreement does not constitute a waiver of that right or provision. Any single or partial exercise of a right does not preclude any further exercise of that right or any other right.

14.7 Compliance, Audit, and Export Controls

The User warrants that it is not a restricted party on any applicable economic sanctions list and that its use of the Service complies with all applicable export-control and sanctions laws. The User shall not directly or indirectly use, provide, or

transfer the Service to any country, region, entity, or individual subject to comprehensive sanctions, nor shall it use the Service for any purpose prohibited by applicable export-control or sanctions laws.

If GloryScience suffers any loss, penalty, investigation, claim, termination of cooperation by a service provider, or reputational harm as a result of the User's violation of this Section, the User shall bear full indemnification liability.

For customers in highly regulated industries, GloryScience may, upon request, provide summary information regarding general compliance certifications in its possession, subject to reasonable advance notice and confidentiality obligations and provided that doing so does not affect service operations, security, or the rights and interests of other customers. More detailed audit requirements must be separately agreed by the parties in writing and may be subject to fees.

14.8 Anti-Bribery

The parties undertake to comply with all applicable anti-bribery and anti-corruption laws and will not offer, promise, solicit, receive, or authorize any form of bribe, improper benefit, kickback, facilitation payment, or other unlawful benefit in connection with this Agreement.

14.9 Notices

Legal notices to GloryScience shall be sent to the address specified in Section 14.10. Notices to the User will be sent to the email address associated with the account, the administrator's email address, or the billing contact's email address, or published through a Oneasy platform service announcement, in-platform message, or other reasonable means.

Unless otherwise required by Applicable Law, an electronic notice will be deemed delivered on the next business day after it is sent.

14.10 Contact Information

Formal legal notices shall be sent to:

Attention: Legal Department

Company Name: GloryScience International Limited

Registered Address: NEW TREND CTR, NO. 704 PRINCE EDWARD RD EAST, SAN PO KONG, HONG KONG

Email: legal@oneasy.cc

General Inquiries and Technical Support: service@oneasy.cc

14.11 Business Continuity

GloryScience will establish and maintain commercially reasonable business-continuity and disaster-recovery plans. However, in the event of a large-scale service interruption beyond reasonable control, GloryScience's optimal recovery time objective (RTO) and recovery point objective (RPO) do not constitute legally binding service commitments unless the parties otherwise expressly agree in a written SLA.

14.12 Customer Names, Trademarks, and Publicity of Case Studies

Unless the User expressly objects when contracting or ordering, or by written notice, the User agrees that GloryScience may use the User's name, trademarks, Logo, commercial identifiers, and a general description of the cooperation relationship, in a reasonable, non-disparaging, and non-misleading manner, on its official website, in promotional materials, customer lists, sales materials, financing materials, investor communications, press releases, or other commercial promotional materials, to identify the User as a customer, trial customer, collaborating customer, or business partner of GloryScience or Oneasy.

Without the User's prior written consent, GloryScience shall not publicly disclose the User's non-public business information, network architecture, device information, User data, Customer Network Data, Telecommunications O&M Data, financial information, procurement amounts, contractual terms, specific scale of use, fault information, security incidents, internal evaluations, or other confidential information; nor shall it publish a detailed case study, joint press release, customer testimonial, in-depth interview, or other material that may enable the external public to understand the User's specific network, business, operations, or commercial arrangements.

The User may, on reasonable grounds, request in writing that GloryScience cease or adjust the public use of its name, trademarks, Logo, or commercial identifiers. GloryScience will cease new public uses within a reasonable period after receiving such a request and, within commercially reasonable limits, update its official website, promotional materials, or other publicly available materials under its control. With respect to materials reasonably produced, published, distributed, or archived before the request, GloryScience may phase out their use or update them within commercially reasonable limits.

The parties may separately confirm, through an Order Form, email, or other written means, the scope of use of customer identifiers, period of use, form of display, approval process, withdrawal mechanism, or more specific arrangements for publicizing case studies.