



Authorized Agent Letter

Date 18 June 2026

To: SMART CALL TECHNOLOGY LLC

Customer Name: Marwan Ahmed Essa Al Thani

Email: marwan@ismartcall.com

Address: Red Avenue, Office 301, Al Garhoud, Dubai, UAE

From: **Emirates Integrated Technology Company PJSC**

Customer Name: Marwan Thani

Email: Marwan.Thani@du.ae

Address: Dubai Hills Business Park 2, Dubai, UAE

Re: Authorized Agent Appointment,

This Authorized Agent Letter ("Letter") is issued by **Emirates Integrated Technology Company PJSC** ("Company") in favor of SMART CALL TECHNOLOGY LLC ("Partner") and sets forth the scope and limitations of the authority granted to Partner in accordance with the ICTP Agreement – Bulk SMS (the "ICTPA") executed between the Parties. The Partner is appointed as an authorized partner of the Company in respect of the onboarding and provision of regulated Bulk SMS services made available by the Company, solely for the limited purposes set out in this Letter and subject at all times to the ICTPA, this Letter, and any written instructions issued by the Company pursuant thereto.

1. Appointment and Authority

The Company hereby appoints Partner as its authorized agent solely for the limited purposes of performing administrative, marketing, business development, and related support activities on behalf of the Company. Such authority includes:

- Administrative support relating to the Company's services;
- **Lead engagement and pre-onboarding:** proactively identifying and engaging potential Brands, supporting Company in initiating onboarding discussions, and presenting the Bulk SMS service in alignment with Company's commercial and regulatory framework;
- **Document collection and validation:** collecting all required Brand documentation, including compliance, legal, regulatory, and authorized signatory details, and ensuring that all documents are complete, valid, and up to date;
- **Contracting coordination:** coordinating execution of Brand agreements, including Service Order Forms, using Company-approved templates, and managing signature logistics and follow-up with Brands;
- **Submission and recordkeeping:** providing Company with the complete set of executed Brand documents, confirming compliance with onboarding requirements.

All activities undertaken by Partner shall be performed strictly in accordance with the ICTPA and any written instructions issued by the Company pursuant thereto from time to time.

2. Exclusions and Limitations

For the avoidance of doubt, the following activities are expressly excluded from the authority granted under this Letter:

- Issuing invoices to customers;
- Collecting, receiving, or handling any money, fees, or payments from customers; and
- Managing, processing, or administering any customer payments in any form.

All invoicing by the Company and all payments by customers shall be governed exclusively by the bilateral agreement executed directly between the Company and each customer. Partner has no authority to modify, negotiate, or interfere with such bilateral agreement, including the invoicing or payment processes

3. No Additional Rights

Except as expressly provided herein, this Letter does not grant Partner any additional rights or powers. Nothing in this Letter shall be construed to create any employment, partnership, joint venture, fiduciary, or other special relationship between the Parties. The terms of the ICTPA prevail and are fully incorporated herein in respect of any matters between the parties not set out in this Letter.

4. Term and Revocation

This Letter shall remain in effect unless and until revoked in writing by the Company. The Company may amend or withdraw this authorization at any time, with or without cause.

5. Governing Law and Jurisdiction

This Letter shall be governed by and construed in accordance with the laws of the United Arab Emirates. Clauses 19.12 (Dispute Resolution) and 19.13 (Notices) of the ICTPA are directly incorporated into this Letter as if the same were set out herein in full and are applicable for any dispute or other matter arising out of or relating to this Letter.

6. Execution

This Letter may be executed in counterparts, each of which shall be deemed an original and all of which together shall constitute one and the same instrument

Authorized Signatures

For Emirates Integrated telecommunications Company PJSC:

Dubai Hills Business Park 2, Dubai, UAE

Name: Marwan Thani

Title: Head of Enterprise Sales

Date: 18 June 2026



For SMART CALL TECHNOLOGY LLC :

Red Avenue, Office 301, Al Garhoud, Dubai, UAE

Name: Marwan Ahmed Essa Al Thani

Title: CEO

Date: 18 June 2026

