

FREIERMUTH SOLUTIONS

Terms and Conditions of Service (ToS)

Managed Connectivity, Remote Activation, and B2B eSIM/SIM Custody Service

Provider: Freiermuth Solutions / Carlos Freiermuth	Jurisdiction: Republic of Ecuador
Last Update: August 2026	Version: 1.0 (B2B Official)

1. NATURE OF THE SERVICE

Freiermuth Solutions provides technical management, remote activation, and custody services for local physical SIMs and eSIMs within the territory of Ecuador.

- The client purchases the right to use the managed connectivity service and the associated technical support.
- Administrative ownership of the technical infrastructure and phone numbers remains under the property and legal responsibility of the provider or associated local telecom operators.

2. SCOPE OF SUPPORT & WARRANTY

- **Operational Warranty (30 Days):** The service includes a technical connectivity warranty for 30 calendar days from initial delivery. This covers receipt of verification SMS/calls and full technical functionality of the eSIM or physical SIM.
- **Technical Custody:** Digital or physical eSIM profile profiles are maintained on our control nodes for a minimum period of 30 days to resolve initial setup and verification incidents.
- **Re-verification Support:** Includes up to 3 or 4 initial re-verifications at no additional cost if the target platform (e.g., WhatsApp) requests routine security re-validations.

3. WARRANTY EXCLUSIONS & ACCEPTABLE USE POLICY (AUP)

Warranty and technical support will be immediately voided, and service may be terminated without right to refund under the following circumstances:

- **Platform Policy Violations:** Account suspensions, bans, or blocks by third-party platforms (Meta/WhatsApp) resulting from:
 - Unsolicited bulk messaging (Spam).
 - User reports or fraudulent activity.
 - Modifying security configurations (e.g., failing to enable 2-Step Verification).
- **Suspicious IP / VPN Usage:** Blocks caused by accessing services via malicious, blacklisted IPs or geo-restrictions enforced by destination/source networks.
- **Illicit Activities:** Using the connectivity line for any activity violating Ecuadorian or international laws.

4. PAYMENTS, BILLING & TOP-UPS

- **Activation Fees:** \$50 USD (eSIM Remote Setup) or \$100 USD (Physical SIM + DHL International Shipping) are one-time payments covering pre-activation, logistics, warranty, and first-month custody.
- **Top-Up Processing Fees:** If the client requests international balance top-ups managed through our processing channel due to origin gateway restrictions, applicable banking and tax processing fees will apply.
- **Top-Up Autonomy:** Clients may perform balance top-ups directly via official local carrier portals without additional fees.

5. LINE MAINTENANCE, EXPIRATION & THIRD-PARTY PLATFORMS

- **Maintenance Responsibility:** Continuity of third-party platform accounts (e.g., WhatsApp) depends on keeping the phone line active with valid top-ups according to local carrier policies.
- **Number Recycling due to Expiration:** If top-ups are not maintained, local carriers will recycle the phone line. Freiermuth Solutions is not responsible for lost accounts, data, or chats resulting from line expiration due to client non-payment.
- **Termination of Custody:** Upon expiration of the support period or non-payment, custody on our control nodes will cease. No verification codes or calls will be provided for inactive or out-of-contract lines.

6. SERVICE SUSPENSION & CANCELLATION

- **Non-Renewal:** Freiermuth Solutions reserves the right to deactivate lines that do not register required maintenance top-ups or whose contracted support term has ended.
- **Unilateral Cancellation:** Freiermuth Solutions retains full authority to revoke connectivity services immediately if improper usage is detected or upon official request by judicial or regulatory authorities.

7. ACCEPTANCE OF TERMS

Payment for any services, utilization of infrastructure, or requesting verification codes constitutes full, unconditional acceptance of these Terms and Conditions.