

# Emaldo® 4G Traffic Package, new payment phase

We are officially announcing the launch of Emaldo® 4G Traffic Package! After an extended free trial period, starting September, existing customers will begin paying for their subscriptions. New customers will continue to enjoy the first 30 days free, with paid subscriptions beginning afterward.

emaldo  
4G Subscription

## Emaldo® 4G Traffic Package

New subscribers will enjoy their first 30 days completely free of charge. This promotional period allows new users to explore all the benefits and features of our 4G Traffic Package service without any initial cost. Please note that 4G is intended for use when you do not have access to a good WiFi connection. If you already have a reliable WiFi connection, you may not need 4G Traffic Package. However, starting in September, existing customers will be charged for their subscriptions. While the first 30 days are free, future plans will follow our standard pricing.

## Subscription Options:

Options include a choice between a monthly or yearly plan.

**Monthly (30 days): €5.29, DKK 39, SEK 59**

**Yearly (365 days): €52.9, DKK 399, SEK 599**

\*All renewals are manual and can be completed via Apple Pay or Google Pay on a monthly or yearly basis.

## Notifications in Emaldo® App

Customers will be informed about these changes through notifications in the Emaldo® App throughout August. Here are examples of notifications that end users will receive:

- Starting a free trial:

**“30 days left on your 4G Traffic Package”**

- 3 days before subscription ends:

**“3 days left on your 4G Traffic Package”**

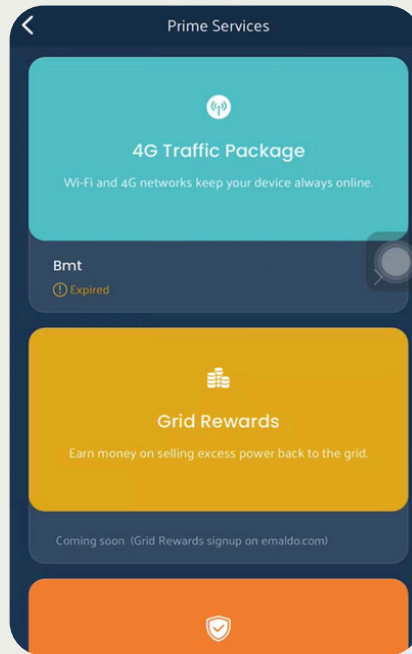
- 1st day after the 30-day trial period if not renewed:

**“Your 4G Traffic Package has expired”**

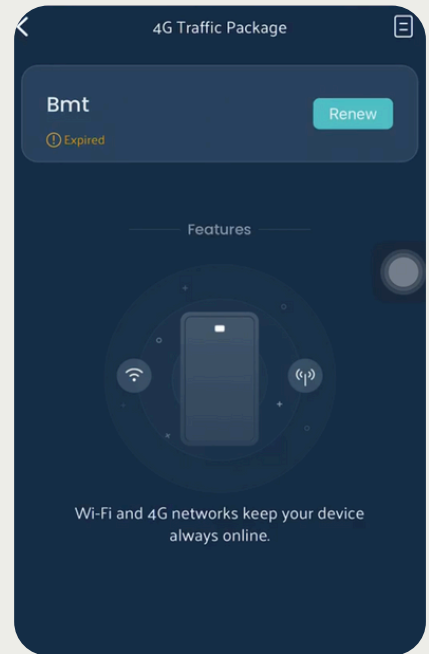
# All subscription details can be managed directly in the **Emaldo® App**



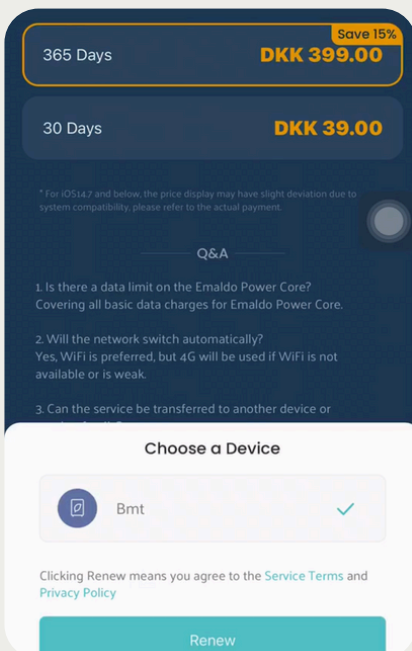
1. Begin by selecting “Prime Services”.



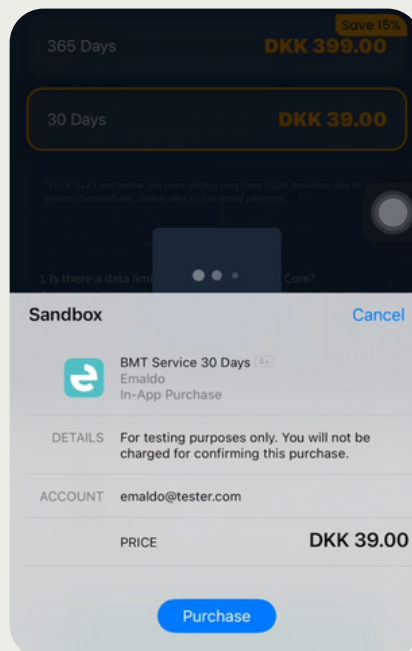
2. Navigate to “4G Traffic Package”.



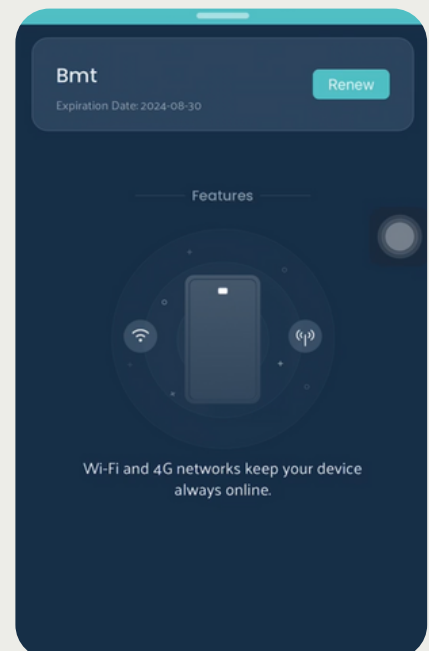
3. Then, click on “Renew”.



4. Select the 365-day or 30-day package, choose your device, and confirm by clicking “Renew”.



5. Confirm your choice by clicking on the “Purchase” button and complete the payment using Apple Pay or Google Pay.



6. Your subscription will now be activated.

## FAQ:

### **1 What is the Emaldo® 4G Traffic Package?**

The Emaldo® 4G Traffic Package is a new subscription plan that offers users access to our 4G network, especially useful when the Wi-Fi connection is unstable. New subscribers get the first 30 days free, and from September, existing customers will start paying for their subscriptions.

### **2 How will I be notified about subscription status?**

Customers will receive notifications about these changes through the Emaldo® App throughout August. There will be reminders 3 days before the subscription ends and 1st day after if not renewed.

### **3 What does a subscription period mean?**

A payment monthly/yearly refers to the period for which you are billed for your subscription. For monthly subscribers, it means 30 days following your payment date. For yearly subscribers, it refers to 365 days following your payment date.

### **4 Does the subscription automatically renew?**

No, the subscription must be renewed manually after each period (30-days/365-days) in the subscription management directly in the Emaldo® App. Therefore, it is more beneficial to have the yearly subscription without the need to renewing it manually once a month.

### **5 Is it possible to reactivate a subscription after it has been cancelled or left unrenewed for several months?**

Yes, it is possible to reactivate a subscription after it has been cancelled or left unrenewed for several months - the subscription can be managed in the Emaldo® App.

### **6 Can I cancel my yearly subscription after I have paid for it?**

You can terminate your subscription at any time. If you wish to terminate your subscription, please contact us at [support@emaldo.com](mailto:support@emaldo.com). Our after-service team will process refunds manually.

### **7 When is it useful to have Emaldo® 4G Traffic Package?**

There are two scenarios when it is useful to have a Emaldo® 4G Traffic Package:

1. Back Up Solution: If your Wi-Fi connection is unstable, you can use the 4G subscription to ensure that your system remains online, even when the Wi-Fi goes down.
2. Not Reaching Wi-Fi Signal: If your system cannot reach your Wi-Fi signal, the 4G Traffic Package will keep your Emaldo online at all times, eliminating the need to buy a new Wi-Fi router or extender.

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