

RCS chats

Jibe Mobile Ltd. (“Jibe Mobile”)

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<https://support.google.com/>

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Contract summary

- This contract summary describes the main elements of our service offer as required by EU law¹.
- It is intended to help you make a comparison between service offers.
- Complete information about our service offer is available in other documents.

Services

RCS chats provide an upgraded, rich messaging experience for Messages by Google users. An internet connection is required to send RCS chat messages. RCS chats are provided by Jibe Mobile using reasonable skill and care, although no minimum levels of quality of service are offered.

Price

RCS chats are offered at no cost, and their use is subject to compliance with the RCS chats Terms of Service (available at <https://jibe.google.com/policies/terms/>) and Google Terms of Service (available at <https://policies.google.com/terms>).

Duration, renewal and termination

RCS chats are available for you to use immediately after sign-up. You are not committed to using RCS chats for a fixed duration and are free to stop using them at any time.

Features for end-users with disabilities

You can use a screen reader with RCS chats. Further details are available at <https://support.google.com/messages/answer/6105764?hl=en>.

Other relevant information

Customer Support: Help and support for RCS chats are available at <https://support.google.com/>.

Disputes: You may be able to take a complaint to an alternative dispute resolution provider listed at <https://ec.europa.eu/consumers/odr/main/?event=main.adr.show2> or another provider, as legally required for your country. Further details are available in the Google Terms of Service.

Security Incidents: Jibe Mobile maintains a rigorous 24/7 incident management program to identify and respond to security or privacy events without delay. Jibe Mobile also provides a Security Checklist to help you manage your online security.

Personal Data: To sign up for RCS chats, you need to provide your phone number. The Google Privacy Policy (available at <https://policies.google.com/privacy>) provides further information on the personal data

¹ Article 102(3) of Directive (EU) 2018/1972 of the European Parliament and of the Council of 11 December 2018 establishing the European Electronic Communications Code (OJ L 321, 17.12.2018, p. 36).

that is collected by Jibe Mobile when you use RCS chats. The Google Privacy Policy does not form part of the contract between you and Jibe Mobile or of this summary.