

Valued customer,

we would like to inform you with this letter about the planned **migration of our ASPIDER Inside portal**, which you are currently using for the management of your „Crout Classic“ M2M SIM-cards.

First of all the most important information! **The migration has no impact on the operation of your SIM-cards**, it only affects the management of your SIM-cards.

**To be prepared for the future trends in IoT, we have improved our „Crout Control Center (CCC)“ together with our partners.**

**The new Crout Control Center offers new possibilities to manage your services in a better and more efficient way.** The main advantages of our new platform are:

- comprehensive provider independent management of your SIM-cards
- eSIM management functions
- comfortable invoice overview with a lot of filter- and download possibilities
- improved cost control on SIM-card level
- adjustment and retrieval of network parameters (status, bars, etc.)
- several user roles and profiles with different access rights
- ...

**Within the migration to our new CCC we provide the new CCC “RESTful API”** to allow easy integration with your systems (see [CCC REST API Doku](#) ).

**The planned time window for the migration is 02.-06. December 2019**

Within this time window you will have no access to the ASPIDER Inside Portal and the „EASY API“ interface will be interrupted as well.

We would like to ask you to activate SIM cards you might need during the migration time window proactively, that means before December,02 2019. Please also try to perform all other needed SIM card management processes foresightful, that we can reduce all SIM related management processed to a minimum during the migration time slot.

Our support team will assist you in case of urgent requests.

**For customers using the „EASY API“ interface:**

Please bear in mind that you have to integrate with our new CCC “RESTful API“. Please inform us about the time window you plan for your integration with the new CCC “RESTful API“ to allow us to support you.

Within the scope of the migration we will already introduce our new Support Desk on November, 1<sup>st</sup> 2019. You can register yourself following this link: [Support-Desk](#) ,please register with one responsible user who can follow the migration tasks and who can create and manage tickets.

All useful information and instructions are available after registration with the support desk user or alternatively here [Migration Documentation](#).

In case of questions don't hesitate to get in touch with us.

Kind regards,

Your Crout GmbH