

**SCHEDULE X: SERVICE DEFINITION FOR GLOBAL MANAGED LOW EARTH ORBIT (LEO) SERVICES****1. Service Description for Global Managed LEO**

Exponential-e's Global Managed LEO Service is based on the Starlink solution provided by SpaceX. It provides internet connectivity by a single Satellite connection using a flat high performance Satellite antenna. The Global Managed LEO Service comprises of the following options with the selected option as specified on the Order Form:

- (i) Managed LEO – this option includes a single internet connection via LEO Satellite service only.
- (ii) Managed LEO Plus – this option includes an internet connection based on a combination of LEO Satellite and Cellular service.

The table below outlines the features of each option.

	Managed LEO	Managed LEO Plus
Internet Type	Direct Internet Access	
Wireless Technology	LEO Satellite connection only	LEO Satellite and Cellular backup*
Handover Download Speed	Minimum 20Mbps at handover	Minimum 50Mbps at handover
Handover Upload Speed	Minimum 10Mbps at handover	Minimum 10Mbps at handover
Network Configuration	Standard Outbound Internet Configuration	Automated Failover and Failback between satellite and cellular
Provided CPE	Flat high performance Satellite Antenna and Management Router Device	Flat high performance Satellite Antenna, Cellular Antenna and Management Router Device.
Data Type	Satellite Data only	Satellite and Cellular Data
Data Allowance	40GB, 1TB or 2TB with options to upgrade to 6TB** The agreed data allowance will be set out on the Order Form.	
In-life Speed	Minimum of 50% of the speed recorded during testing	
Quality of Service	No throttling or bandwidth shaping applied within monthly data allowance limit	

\*Cellular Backup options are enabled for 5G/LTE and are subject to site survey. The Cellular back up can also be impacted by signal strength, cellular network congestion, cellular coverage, extreme weather and EUPE performance.

\*\*Monthly data allowance subject to the stated speeds above which there is unlimited data at reduced speed.

**1.1 IP Addresses**

By default, the Global Managed LEO Service will come with one Private IP and will break-out traffic to the internet using a shared pool of Public IP Address space. With this Service, Exponential-e reserves the right to change the Public IP Address at any time without prior consultation with, or notice to, the Partner.

Following consultation between Exponential-e and the Partner, if a Static Public IPv4 Address allocation is required to ensure that traffic breaks out to the internet using a fixed Public IP Address, then Exponential-e will undertake further scoping and notify the Partner of additional charges involved prior to the Order Form being signed. Where a Static IPv4 Address is to be provided it will be stated on the Order Form.

**2. Installation of Service**

Installation of the Global Managed LEO Service entails the following activities:

- (i) Desktop site availability checks;
- (ii) Physical on-site survey;
- (iii) Site survey report;
- (iv) Staging of all equipment required for the Global Managed LEO Service;
- (v) Full On-site installation.
- (vi) Implementation and test to ensure the Service meets the requirements of this Service Definition before handover to the Partner / End User; and
- (vii) Handover to Partner / End User if the Services successfully achieve the agreed speeds set out herein.

**2.1 Order placement**

Following Exponential-e's acceptance of the signed Order Form for the Global Managed LEO Service, Exponential-e will provide to the Partner/End User, a document which sets out: (a) the details of the Service; (b) installation address (c) local point of contact; (d) installation date requested by the Partner / End User; and (e) details of technical setup (hereinafter "Initial Request Form"). The Initial Request Form will be shared with the Partner / End User to check for accuracy and complete as applicable. After Exponential-e receives the completed Initial Request Form and confirms to the Partner / End User that the content of the Initial Request Form is acceptable because the

location is serviceable, the desktop survey will be carried out and an on-site survey will be arranged by Exponential-e to determine the install plan of the Service.

## 2.2 Relocations

In the event the Partner / End User wishes to relocate their existing Global Managed LEO Service(s), the Partner must request written approval from Exponential-e to relocate the Global Managed LEO Service(s) by sending an email to their Account Manager. If the existing Global Managed LEO Service(s) was installed at a fixed address, the Global Managed LEO Service(s) can only be moved within the same country to another address, cross-border relocations are not permitted. Additional charges will be incurred to organise the relocation of the Global Managed LEO Service(s). Such charges will include site survey of the new address, onsite installation, satellite remote activation and deactivation, and service configuration. Relocation can be one of two options:

- (i) Parallel relocation – This is where a site survey and onsite installation is completed at a new address before the existing Service is terminated. The Partner will be required to notify Exponential-e of the date to terminate the Service at the current address regardless of the Service Commencement Date of the new Site. The Partner shall be liable to pay the recurring charges for both sites, until Service(s) at the original site has been terminated or ceases.
- (ii) Hot Cut Customer Move – The Partner will be required to dismantle the Service(s) device(s) at the current address and move the device(s) to the new address. Once completed, Exponential-e will carry out a new site survey and onsite install to activate the Service at the new address.

Any such relocation shall be given effect to through the signing of a new Order Form.

## 2.3 Cancellations

After the site survey, if Managed LEO Plus has been ordered but it is not feasible to provide the cellular element, then the Partner will be able to either (i) downgrade the Service to Global Managed LEO at reduced charges which shall be given effect to through the signing of a new Order Form or (ii) subject to paying the relevant cancellation charges, the Partner will be entitled to cancel the Service. In the absence of such downgrade or cancellation the Partner shall remain liable for the full Charges of the Managed LEO Plus.

Depending on the stage at which the Service is cancelled, a percentage (%) of the Non-Recurring Charge or other specified termination charges will become payable by the Partner as follows:

- (1) If the Partner cancels the Service(s) before site survey is carried out, the Partner will be liable to pay twenty-five percent (25%) of the Non-Recurring Charge;
- (2) If the Partner cancels the Service(s) after site survey has been conducted and the outcome of the survey shows that the Service(s) is not feasible, the Partner will be liable to pay twenty-five percent (25%) of the Non-Recurring Charge;
- (3) If the Partner cancels the Service(s) after site survey has been conducted and the outcome of the survey shows that the Service(s) is feasible, the Partner will be liable to pay fifty percent (50%) of the Non-Recurring Charge;
- (4) If the Partner cancels the Service(s) due to Failed Installation (defined below), the Partner will be liable to pay fifty percent (50%) of the Non-Recurring Charge;
- (5) If the Partner cancels the Service(s) after the Service(s) have been installed, the Partner will be liable to pay the Termination Payment (as defined in the General Terms).

## 3. Target Commencement Dates

Global Managed LEO	30 Working Days <sup>1</sup>
Global Managed LEO Plus	30 Working Days <sup>1</sup>

<sup>1</sup>From completion of site survey (as defined below)

## 4. Regulatory Clearance for Global Managed LEO

Given Starlink services are new worldwide, local regulatory bodies are revising their policies on the legality of Starlink, because the space where LEO Satellites are stationed are not governed by any controlling body. Any new licencing costs and taxes introduced in each country arising from provision, Partner / End User use or installation of Starlink satellite services and levied on Exponential-e and/its supply chain will be presented to the Partner with evidence in writing. The Partner is responsible for paying any additional cost associated with the provision, use or installation of the Global Managed LEO Service(s).

Exponential-e and its supply chain will ensure that the Global Managed LEO Service(s) can be successfully provided and licensed to work for the duration of the Service in the applicable jurisdiction.

## 5. Onsite Replacement

In the event that equipment or devices provided by Exponential becomes faulty or requires replacement, the Partner should send an email to Exponential-e's service desk ([support@exponential-e.com](mailto:support@exponential-e.com)). The onsite replacement time will be as follows:

	Onsite Replacement
Managed LEO	Within five (5) Working Days*
Managed LEO Plus	Within one (1) Working Day*

*\*From the date Partner reports the call.*

#### **6. Service Level Agreement**

No Service Levels apply in respect of this Service.

#### **7. Additional Terms**

7.1 For the purpose of this Service Definition:

Failed Installation shall mean:

- i) Where connectivity is below the speeds set out herein: and/or
- ii) Where Connectivity is established but only on the satellite and not on LTE/5G (Managed LEO Plus only); and/or
- ii) If the Service equipment cannot be placed as desired by the Partner or planned during the Site survey.

In the event of a Failed Installation, the Partner may:

- i) Accept the Service as is (no change to charges); or
- ii) Downgrade from Managed LEO Plus to Managed LEO (if applicable); or
- iii) Cancel the order (subject to payment of termination charges as set out above).