

INMARSAT FBB (Link/Premium Subscribers) | FAIR USE POLICY

As the Inmarsat network is a contended network, Inmarsat employs a Fair Use Policy ('FUP') to ensure that all users behave in a responsible way and to ensure that they benefit from access to the network. **If you are unwilling to comply with this Policy, you must immediately stop all use of the Service and notify AST Networks so that we can close your Inmarsat FBB account.**

Customers and Subscribers are encouraged not to use high bandwidth applications or activities such as:

- Peer to Peer file sharing such as BitTorrent, DirectConnect, e-Donkey, FastTrack Kazaa, Gnutella, Open FT and any other current P2P clients;
- Mainstream un-optimised commercial Voice over IP clients such as Skype;
- Optimised satellite orientated VoIP clients and solutions;
- Movie downloads such as MP3/4 content;
- Broadcast or Peer to Peer streaming (including mainstream video sites such as YouTube and internet radio);
- Large updates e.g. system OS upgrades; or
- Any traffic deemed inappropriate or detrimental to the Inmarsat network.

Inmarsat encourages Customers to provide and support firewall applications to block as many of these types of traffic as possible. Customers are encouraged to filter Peer to Peer file sharing as it will be expected that the Customer filters this type of traffic using a combination of Customer Value Added Services (VASs). Inmarsat also reserves the right to use core network based traffic policy management to manage traffic types outside the Fair Use Policy; however this remains the primary responsibility of the Customer. Failure to manage and optimise the service will be evident in extremely high usage and will constitute a violation of the Fair Use Policy.

Optimising http traffic volumes by using technology such as 'lossy' compression, lossless compression, advertisement optimisation, or any other VAS available will serve to reduce the inefficiencies of normal un-optimised Internet traffic and provide an enhanced user experience and enhanced value from the package. The precise matrix will be subject to consultation between Inmarsat and the Customer; however, lossy compression must on average reduce pictorial content by at least 50%. Should the Customer VAS be able to support such a usage scenario, it is considered reasonable to allow the end user to obtain a full resolution version of a selected image should they wish provided that a compressed version of the original was served to the user in the first instance. Note that the default setting should be to compress all images to allow the user an enhanced user experience with maximum return from the package. Customer to take responsibility and Inmarsat has no liability for Customer's use of such technologies.

Optimisation practices are exercised for FB Link and Premium Subscribers.

Customer is encouraged to use their VASs to disable the streaming of video content.

It is expected that a Customer will enter into consultation with the end user regarding the availability of content that would normally be deemed inappropriate in a corporate environment. At their discretion, the Customer is encouraged to take action to allow or deny certain categories of traffic using their VASs. It is expected that URL filtering or other mechanisms within the Customer's VAS suite can satisfy the traffic types mentioned in the Fair Use Policy or unwanted traffic categories.

If a Customer has the ability to provide advertisement blocking, it is expected that this technology is employed to maximise package value for the end user.

Any additional Customer VASs that are able to demonstrate additional optimisation would be considered favourably by Inmarsat.

Inmarsat will monitor the network for activity that impacts the availability of the network to other end-users. If the end-user's upload and/or download data volumes is such that it is considered by Inmarsat to be excessive and could lead to the network become congested, then the Quality of Service available to the end-user concerned will be progressively reduced to limit the volume of data that the end-user will be able to upload or download. Excessive use will be decided by Inmarsat at its sole discretion based on the impact that any individual end-user's usage profile is having on the overall performance of the network for all active end-users.

Inmarsat will automatically email Customers on each occasion a reduction is made to the Quality of Service that an end-user experiences and it is mandatory that the customer passes this information on to the end-user concerned within 48 hours of it being sent by Inmarsat.

In cases of extreme and continued violation of the Fair Use Policy, as determined by Inmarsat at its sole discretion, the end user's use of the network may be suspended by Inmarsat and/or terminated if the end-user fails to change the behaviour that has breached the conditions of the Fair Use Policy within sixty (60) days of the written notification to the Customer of the breach.

Customers must monitor utilisation and should configure their system to provide regular automated notifications to the user when certain volume thresholds are passed, with the intention of ensuring that usage volumes are not excessive. The Customer is at liberty to execute VASs that run in parallel with Inmarsat's high level policy management to provide the end user with the best possible user experience.

Customers will be encouraged to work with Inmarsat and end-users to embrace the benefits of customer VASs in conjunction with Inmarsat policy management tools to develop packages where the availability of application groups can automatically adapt should total volume of usage become excessive. This provides great flexibility and maintains the continuum of crew welfare.

Specific shallow packet Inspections will be at the discretion of the Customer if it falls outside the Fair Use Policy undesirable applications. The use of presentation layer filtering and content filtering capable of preventing streaming video, music and other bandwidth consuming traffic types are a condition of being permitted to offer a SAC-C enabled Rate Plan.

It is recommended that an antivirus, anti-spam and anti-spyware policy including optimised updates should be employed to prevent unnecessary unwanted traffic or PC corruption. This should be developed as part of the consultation process with the end-user as a basic IT measure.

The underlying management interfaces of VAS responsible for optimisation and execution of the Fair Use Policy must be tamper proof and inaccessible to the crew.

A Customer must be able to confirm the redundancy of their VAS systems.

It is the Customers responsibility to enforce the required Fair Use Policy as described above and Inmarsat will not be liable should there be a failure of the application of the Fair Use Policy by the Customer leading to the loss of data.