STARLINK FAIR USE POLICY
for the Starlink services provided by Tototheo Maritime

Starlink's Fair Use Policy ensures that the customer base is not negatively impacted by a small number of users consuming unusually high amounts of data.

Tototheo Maritime provides the following Starlink data plan types based on network data priority.

- **"Priority Data"** is the fastest data available to online customers and has the same network precedence as the data previously called high "Priority Access" assigned to the business and maritime plans. Priority Data limits under the business plans are tallied any time you use Starlink.
- **"Mobile Priority Data"** has the same network precedence as "Priority Data," but is the only data available on land, at sea, and for in motion use.

Starlink's Fair Use Policy describes how network traffic is managed and how customer data is assigned based on the service plan.

REASONABLE NETWORK MANAGEMENT
- *Balancing Supply and Demand*. Starlink is a finite resource that will continue to grow as additional satellites are launched. To serve the greatest number of people with high-speed internet, Starlink will manage the network to balance Starlink supply with user demand, which is impacted by such factors as service location and usage time.
- *Traffic Neutrality*. All internet traffic is treated equally, without discrimination based on content, sender, application or service. Network management practices are deployed based on technical requirements for specific categories of traffic. These practices are applied in an "application-agnostic" manner, meaning that the treatment of traffic is independent of the content data.
- *Network Integrity*. Starlink reserve the right to take additional network management measures as necessary to (1) comply with applicable laws, (2) preserve the integrity and security of the network, including but not limited to, analyzing traffic patterns to optimize Services and prevent the distribution of viruses or other malicious code, and (3) prevent or mitigate network congestion on the Services, including reducing speeds for some or all users.
- *Distributing Data Based on Service Plan*. Starlink seek to distribute data among users in a fair and equitable manner by (1) implementing network management policies when the demand for network resources actually exceeds supply, and (2) allowing users to choose

among service plans at various price points depending on how much prioritized service is right for their needs.

FIXED SERVICES

Priority Service Plans. The Priority Service Plans assign a set amount of "Priority" data to customers each month. Priority Service Plans are designed for high demand users, such as those with business, government or institutional needs. Priority data is given network precedence over Standard and Mobile data, meaning users will experience faster and more consistent download and upload speeds. See Starlink Specifications for details on the expected performance per service plan. Customers who exhaust and have not purchased additional Priority data will be allocated an unlimited amount of Standard data for the remainder of the month. Customers with Standard data will experience slower speeds and reduced performance compared to customers with Priority data and bandwidth intensive applications, such as hosting video conferencing, large file downloads, or supporting a high volume of users simultaneously, are most likely to be impacted.

Data Amount & Type	1TB, Priority Data	2TB, Priority Data	6TB, Priority Data
Data Type & Amount After Service Plan Cap	Unlimited, Standard Data	Unlimited, Standard Data	Unlimited, Standard Data
Additional Priority Data	Available on per-GB base. Contact sales@tototheo.com for details	Available on per-GB base. Contact sales@tototheo.com for details	Available on per-GB base. Contact sales@tototheo.com for details

MOBILITY SERVICES

Mobile Priority Service Plans. Mobile Priority Service Plans assign a set amount of "Mobile Priority" data each month based the plan. Mobile Priority Service Plans are designed for in-motion users who want global land plus open water access, such as shippers and sailors. Mobile Priority data under these Plans are given network precedence over Standard and Mobile data. See Starlink Specifications for details on the expected performance per Service Plan. After a user's Mobile Priority data is exhausted each month, the behavior of the Service will depend on the area of operation:

- For inland coverage (including lakes and rivers), users of the Mobile Priority Service Plans will receive unlimited Mobile data, which will result in slower speeds and degradation of bandwidth intensive applications during times of network congestion.

- While in the open water, once Mobile Priority data is exhausted, users will be unable to connect to the internet and will need to "opt-in" for additional Mobile Priority data which are billed on a per-GB basis (or upgrade to a higher volume plan if available).

Data Amount & Type	50GB, Mobile Priority Data	1TB, Mobile Priority Data	5TB, Mobile Priority Data
Data Type & Amount After Limit on Land (and inland waters)	Unlimited, Mobile Data	Unlimited, Mobile Data	Unlimited, Mobile Data
Data Type & Amount After Limit on Open Water	No Internet	No Internet	No Internet
Additional Mobile Priority Data	Available on per-GB base. Contact sales@tototheo.com for details	Available on per-GB base. Contact sales@tototheo.com for details	Available on per-GB base. Contact sales@tototheo.com for details

Land: All areas labeled as "Available", "Waitlist", or "Coming Soon" on the Starlink Availability Map are considered land regions.

Ocean: All areas colored as black on the Starlink Availability Map are considered ocean regions, including islands unless they are labeled "Available", "Waitlist", or "Coming Soon". Only Mobile Priority Data can be used on the ocean, including on these unlabeled islands. Use in local territorial waters, is contingent on government approval.

MONITORING DATA USE & PURCHASING MORE

Eligible customers can monitor their monthly data usage and purchase additional Priority or Mobile Priority data at any time via the TM Starlink Portal by opting into being charged for more Priority or Mobile Priority data once they hit the limit under their Service Plan. Once a customer opts-in, they will be billed for additional GB used until they opt-out. Excess data usage per month will also be displayed on a customer's monthly invoice.

SPEEDS AND PERFORMANCE

See Starlink Specifications for details on Starlink expected performance data per Service Plan. Stated speeds and uninterrupted use of Services are not guaranteed. Actual speeds may be lower during times of high usage. Starlink may temporarily reduce speeds if the network is congested.

STARLINK SERVICE SPECIFICATIONS

PERFORMANCE

- Starlink users typically experience download speeds between 25 and 220 Mbps, with a majority of users experiencing speeds over 100 Mbps. Upload speeds are typically between 5 and 20 Mbps. Latency ranges between 25 and 50ms on land, and 100+ms on open waters. These speeds make Starlink suitable for streaming, video calls, online gaming, and other typical household internet use.
- Stated speeds below and the uninterrupted use of the Services is not guaranteed. Actual speeds may be lower than expected speeds during times of high usage. Performance varies based on location, time of day and the precedence Starlink gives your data in the network based on your service plan.

EXPECTED SPEEDS DURING PEAK HOURS OF USAGE

Service Plan	MOBILITY	MOBILITY	FIXED	FIXED
	Standard	Priority	Mobile	Mobile Priority
Availability	≥99%	≥99%	≥99%	≥99%
Download	25 - 100 mbps	40 – 220 mbps	5 - 50 mbps	40 - 220 mbps
Upload	5 - 10 mbps	8 – 25 mbps	2 - 10 mbps	8 – 25 mbps
Latency	25 - 50 ms	25 - 50 ms	<99 ms	<99 ms

GENERAL EXCLUSIONS

Various circumstances may affect the performance of Starlink Kits and Services, including, but not limited to: (a) failure to follow SpaceX instructions; (b) installation environment; (c) angle and/or field of view of the dish; (d) weather; (e) quality of your personal devices; (f) interference by other devices; (g) proximity of other Starlink Kits; (h) quality, condition and positioning of the cables; (i) reliability of power from the grid or problems with customer's electrical power; (j) improper tower grounding; (k) proximity or location of the customer premise equipment; (l) too many active or parallel network connections (m) fire, flood, wind, lightning, hurricanes, earthquake, or other acts of nature or God; (n) spills of food or liquids on Starlink Kit; (o) misuse, abuse, accident, vandalism, alteration, or neglect; and (p) normal wear and tear or deterioration. Like other novel technology products, the Starlink Kit will eventually become technologically obsolete. From time to time, customers may need to purchase a newer model for optimal Services. SpaceX may change these Starlink Specifications, the Starlink Kit (including delivered devices via software updates), Services, and Services plans from time to time.

The Starlink Kit can and may be accessed by SpaceX to perform support actions, request limited diagnostic information, monitor performance, and provide research for improvement purposes.

MARITIME FCC AUTHORIZATION NOTICE

Federal Communication Commission authorization to Starlink for in-motion services in the United States has been granted on a non-interference protected basis, i.e., unprotected basis with respect to operations in the 12.2-12.7 GHz band. Therefore, Starlink's in-motion operations, including for vessels, must accept any interference received from both current and future services authorized in the band – even if such interference causes undesirable operations for Starlink Services and its customers. Starlink in-motion Services must not cause harmful interference to any authorized service in the band, whether licensed or not.