



Revised: 23-Nov-11

Global Installation & services

General Terms and Conditions

The Global Installation & Services (“GI&S”) Terms and Conditions Sheet lists the Terms and Conditions for Stratos’ GI&S work, as supplemented or modified by Stratos’ terms and conditions posted on www.stratosglobal.com.

Scope of work

The activities carried out by the certified third party contractor appointed by Stratos (the “Engineer”) must be agreed upon prior to the installation or service visit (an “Installation”). For that purpose the Customer must complete and the Global Installation & Services application form. GI&S will not arrange an Installation or Service visit without a signed form.

Changes to the Scope of Work

These Terms and Conditions shall become effective upon the execution by Stratos of an Order (“Effective Date”) and shall remain in effect for as long as such Order and, as applicable, succeeding Orders remain in effect (“Term”).

Work not in scope

The activities or services listed are outside of the scope of any standard Installation and support visit by Stratos GI&S (each, an “Out of Scope Requirement”). If such activities are required for an Installation, the Customer shall carry out or arrange for these activities prior to the Installation is commenced by the Engineer, or notify Stratos GI&S that Customer personnel shall be available during the Installation to carry out the Out of Scope Requirement(s). Notwithstanding the foregoing, (i) Out of Scope Requirements may only be completed concurrent with the Installation if Customer represents the Installation process will not be impacted or delayed in any manner; (ii) any actions taken by Customer to facilitate the Out of Scope Requirement(s) that result in delays to the Engineer or the Installation process will be charged to Customer; and (iii) neither Stratos nor the Engineer shall be liable for any Out of Scope Requirements or resulting delays to the Installation process.

General Out of Scope Requirements:

- Fabrication and installation of required antenna mounts;
- Any mechanical changes to the structure of the vessel. For example: welding or bolting the mounts on the structure on the ship, providing for accessible cable ducts and ships penetration points for cabling between the Above Deck Equipment (ADU) and Below Deck Equipment (BDU) and providing for easy cable access between the BDU and any Customer Premises Equipment (CPE).
The Installation can be speeded up if the Customer is willing to place the required cabling before the Installation takes place;
- Any electrical circuitry changes to the ship. Stratos expects that the Customer provide a “clean” AC powered circuit and access to required interfaces to (CPE) interfaces, e.g. the ship’s GPS and Gyro Compass.
- The Scope of Work description as agreed upon prior to the commencement of Installation, may define other Out of Scope Requirements.

Hosting

If hosting equipment, such as a crane, is required to lift equipment, the terminal(s), or mounts on board of the vessel, Customer is responsible to arrange for and operate the hosting equipment. Stratos and the Engineer disclaim any liability related to the operation of the hosting equipment, the

movement of equipment by Customer, or any other related action taken by Customer. Any damage caused by Customer to Customer's equipment or Stratos' equipment shall be the sole responsibility of Customer and Customer agrees to accept full liability as related thereto.

Access

The Engineer needs unobstructed access to the ship and all places where Installation is occurring, where the cables are laid, and where connections are made to CPE or shipboard equipment, such as GPS or Gyro Compass.

Liability

Risk of loss and damage to the Installation equipment is the Customer's responsibility.

Pricing

- The GI&S rate card provides the cost per hour or standard Installation and support work.
- A minimum of 4 hours will be charged for any Installation or service order.
- Man hour prices apply for the hours between 08:00 in the morning until 18:00 in the afternoon. From Monday until Friday.
- Overtime will be charged on weekdays between 18:00 and 24:00 and between 00:00 and 08:00.
- The Weekend tariff applies on Saturday and Sunday
- The Public Holiday tariff applies to public holidays local to the Engineer's base office.
- Travel time is defined as the time needed to travel from the Engineer's base office to the location of work and back from the location of work back to the Engineer's base office. In case an overnight stay is included, the time spent in the hotel is not regarded as travel time.
- Waiting time will be charged if the Engineer cannot access the location of work at the time that was agreed with the Customer's representative (e.g. due to a late arrival of the ship). Any changes in the agreed time that work can start must be made before the Engineer leaves his base office.
- The rates are applicable for standard ships and locations. If special expertise, skills or certification is required to access the location of work, surcharges may apply.
- Day rates are based on an 8 hour workday.
- In case an Installation or Service visit takes longer than a day, including an overnight stay, a Per Diem rate will be charged to cover small expenses like lunch, diner, etc.
- In case a standard AmosConnect Installation is combined with an FBB or GSM Oceanwide Installation a 50 % discount applies on the AmosConnect Installation.
- In case AmosConnect, FBB and GSM Oceanwide are combined, the Installation is charged on time and material basis.
- All travel and lodging expenses will be charged at cost plus 15% administration fee.
- All extra materials needed for the Installation or service will be charged at cost plus 15% administration fee.

Quotes

Prices quoted to the Customer based on the Cost Estimation Tool are estimates and not fixed prices. Estimated travel cost are based on expected travel time, distance and known ticket prices. Actual cost may differ from what was quoted.

Flat rate pricing for standard Installation

For a number of "standard Installations" a flat rate is provided. The flat rate includes the activities described in the Scope of Work for the particular Installation. Changes to the scope must be authorized and will be charged for the extra time it took to complete, with a minimum of one man hour.