



Stratos Code of Practice for Consumers

1. Introduction to Stratos

Stratos is a global telecommunications service provider. We offer governments, businesses and individual consumers who live or operate their businesses in remote locations - whether on land, sea or in the air - a variety of superior wireless, Internet Protocol, data and voice satellite solutions using a range of newly emerging and established technologies. We serve an array of diverse markets with products such as Inmarsat, Iridium, Microwave, VSAT and MarineSat/LandSat. All of these products are described in greater detail on our website, www.stratosglobal.com.

The information on our website is available in English, Spanish, French, Portuguese, Russian, Japanese and Chinese.

We are a public company, traded on the Toronto Stock Exchange, and own and operate our own telecommunications facilities, as well as sharing infrastructure with other carriers and distributing the services of other network operators. We offer our services through 300 or so authorised dealers around the world and have a direct sales force that focuses on larger accounts.

The main industries and sectors that use our services are oil and gas, government/military, shipping, commercial fishing, broadcast/media, aeronautical, energy, mining, cruise, engineering/consulting, yachting, rural communications, humanitarian/disaster relief, resource exploration and recreational users.

2. Purpose of Code of Practice

This Code of Practice aims to give you, the consumer, a clear statement of how we conduct our business and to describe the relationship between you and us in all matters concerning your purchase of products and services from us.

3. Contact details

All our contact details, whether for sales support, customer care, billing matters or general queries are set out under 'Contact Information' on our website. Stratos is dedicated to giving you the best customer support possible by going beyond your expectations, no matter where you are or what time of day it is. Our Customer Support Centre operates 24 hours a day, 365 days a year and we are there to help you with any queries. Please contact:

- **Sales Support**

Tel: 1 888-766-1313 Toll free in N. America

Tel: 1 709-748-4233 Worldwide

Fax: 1 877-748-4324 Toll free in N. America

Fax: 1 709-724-5300 Worldwide

E-mail: info@stratosglobal.com

- **Customer Care/Customer Service Centre**

Tel: 1 800-563-2255 Toll free in N. America

Tel: 1 709-748-4226 Worldwide

Tel: + 800-1313-1313 International Free Phone

Tel: 33# Toll free when dialed from a Stratos satellite telephone handset

Fax: 1 877-748-4320 Toll free in N. America

Fax: 1 709-748-4320 Worldwide

E-mail: support@stratosglobal.com

- **Billing**

Tel: 1 709-748-4280 Worldwide

Tel: 1 866-748-4280 Toll free in N. America

Tel: + 800-731-1982 Toll free in UK

Fax: 1 709-724-5340

E-mail: billingcs@stratosglobal.com

Other organisations that you may wish to contact about our provision of products and services are:

- **Ofcom** (www.ofcom.org.uk; Riverside House, 2a Southwark Bridge Road, London SE1 9HA. Tel: 0845 456 3000 Fax: 020 7981 3333). Ofcom is the regulatory body for the UK communications industry.
- **The Telecommunications Ombudsman** (www.otelo.org.uk, tel: 0845 050 1614). This independent body helps customers and telecoms companies to resolve any complaints. Stratos subscribes to the Ombudsman service.

4. Business ethos

Stratos is committed to excellence and this is reflected in our company slogan: *Beyond the Horizon™*. Stratos focuses on building expertise in specific key markets, and we are working diligently to help customers succeed in those markets. We also use our resources of talent and expertise to go beyond existing solutions, continuously striving to find new ways to meet customers' evolving needs.

5. Range of products and services

Our products and services are fully described under "Solutions" on our website. In summary, those we provide to UK customers are:

- **Inmarsat products and services.** These are global communications solutions that deliver reliable voice, fax, telex, e-mail video conferencing, and data capabilities. Inmarsat is the only global satellite network offering voice, Internet access and telex to and from any point in the world via Inmarsat terminals and the Inmarsat satellite network. We sell and distribute individual portable terminals and systems that carry these services, namely Inmarsat A, Inmarsat B, Inmarsat C, Inmarsat M, Inmarsat mini-M, Inmarsat Fleet, Inmarsat Aeronautical,

Inmarsat bandwidth leasing and Regional BGAN. Find out more from our website, www.stratosglobal.com/solutions/product.

- **Iridium products and services.** These are telephone and paging services using hand-held phones weighing less than a pound (450g) and giving global coverage via low-earth-orbiting satellites. This enables our customers to make and receive calls virtually anywhere in the world. Please refer to our website for details of our Iridium hand-held telephones, Iridium pagers as well as our Iridium maritime and aeronautical products. We provide our customers with flexible billing and flat rates for calls from anywhere to anywhere and a fully supported customer care centre. Find out more from our website, www.stratosglobal.com/solutions/product.
- **Stratos Calling Cards.** These cards are available for all types of satellite phone calls and for use on any of our satellite services. More details are available under “Calling Card Services” on our website, www.stratosglobal.com/solutions/product.
- **Fixed Satellite Services.** Clients conducting business in remote, isolated locations need reliable data networks to monitor and control their assets. This is possible with the use of very small aperture terminals (“VSAT”). Stratos offers various VSAT services and products. Find out more from our website www.stratosglobal.com/solutions/product.

Our website answers frequently asked questions (FAQs) and provides fact sheets which will also answer most of your questions about our products and services:

<http://www.stratosglobal.com/support/supportFAQs.html>.

6. Customer services

Stratos is committed to providing first-rate customer services. Our products and services are used by both large commercial entities and smaller “consumers” (as this

term is defined by Ofcom). Unless otherwise stated in a separate contract between you and Stratos, all warranties, guarantees, commitments and levels of services are set out in our Satellite Services Terms and Conditions, posted on our website, http://www.stratosglobal.com/support/legal_notices.html

24-hour customer care centre

Our care centre offers multilingual operator assistance, technical support expertise, manufacturer's authorised product support, advanced system-tracking methods and corrective procedures, and network monitoring and operations including satellite terminal activation.

Online services

We enable our customers to buy our products and services online via our website, www.stratosglobal.com. We require such online customers to become registered users by providing a log-in name and password and filling in our registration form. You can register as a retail customer or set up a dealer account. A catalogue of our products is available on our website.

Competitive pricing

Stratos operates in a highly competitive industry, and pricing is based on many factors, including volume discounts and the specific services you require. We believe the competitive nature of the satellite telecommunications industry will naturally result in competitive pricing to our customers, but we cannot make any guarantees about the price of our products or services except at the actual time of sale.

Favourable billing arrangements

Unless otherwise stated in a separate contract between you and Stratos, a customer's billing arrangement and payment terms are set out in Stratos' Satellite Services Terms and Conditions, posted on our website.

<http://www.stratosglobal.com/support/termsAndConditions.html>.

7. Customer rights and obligations

Terms and conditions

Any purchase of mobile satellite services equipment, or Calling Card Services, from Stratos is subject to the Terms and Conditions appearing on our website,

<http://www.stratosglobal.com/support/termsAndConditions.html>

Termination rights

The ability to terminate services depends on the type of service you purchase and the terms and conditions under which Stratos obtains the service from the particular seller. In most circumstances, if you make a commitment to buy a given level of service for a fixed period without the ability to terminate this commitment, we will be able to offer you the service at a lower rate than if you kept the ability to terminate the commitment. Unless otherwise stated in a separate contract between you and Stratos, termination rights are set out in Stratos' Satellite Services Terms and Conditions, posted on our website

<http://www.stratosglobal.com/support/termsAndConditions.html> .

Repairs, fault fixing and quality of service

The level of repair commitment, fault fixing and service availability depends on the type of service you purchase and the terms and conditions under which we obtain the particular service from the seller. If we give you a service level guarantee, we will provide credits to you if we fall short of our guarantee. Nevertheless, most "consumers" (as this term is defined by Ofcom) purchase our services on an "on-demand" basis; the services are subject to the availability of the applicable satellite network and/or telephone carrier and may be temporarily unavailable without triggering any credits or rights under the guarantee. Unless otherwise stated in a separate contract between you and Stratos, your repair and fault-fixing rights and obligations are set out in Stratos' Satellite Services Terms and Conditions, posted on our website, <http://www.stratosglobal.com/support/termsAndConditions.html>.

Dispute resolution procedures

Stratos subscribes to the services of the Telecommunications Ombudsman, an independent UK body that has been set up to ensure quick, effective and low-cost resolution of any problems or complaints raised by customers. You can contact the Ombudsman by filling in an online complaint form on its website, www.otelo.org.uk or

by telephoning 0845 050 1614. Alternatively you can write to the Ombudsman at Otelo, Office of the Telecommunications Ombudsman, Wilderspool Park, Warrington, WA4 6HL.

Data protection and privacy

Stratos is committed to respecting customer privacy. We have a Privacy Policy to protect your personal information. We are registered with the Information Commissioner in the UK in relation to data protection. Our website supports 128-bit encryption to safeguard information you give us online.

8. Communication with customers

We mainly communicate with our customers through postings on our website. This Code of Practice is available on our website at www.stratosglobal.com.

9. Social responsibility policies

Our policy is to conduct our business in a way that is compatible with the balanced environmental and economic needs of the communities in which we operate. We are committed to continually improving our environmental performance throughout our operations. Our policy is to:

- demonstrate concern and respect for the environment, emphasise every employee's responsibility in environmental performance and ensure appropriate operating practices and training;
- manage our business with the goal of preventing environmental incidents; and
- respond quickly and effectively to incidents resulting from our operations in coordination with industry organisations and authorised government agencies.

As part of our commitment to the communities in which we operate, and to all our customers, we contractually prohibits our customers from using Stratos' services for any illegal purpose or in any obscene, harassing or threatening manner.

<http://www.stratosglobal.com/support/termsAndConditions.html>

Stratos' Customer Support Centre is available to help customers who are physically disabled to obtain all available information and resources about our services and products.

Links

If any of the Stratos links in this document become disabled, you can see the same information on our website, www.stratosglobal.com.

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