



June 25, 2021

JSAT MOBILE Communications Inc.

Notice for Fleet Xpress / Crew Xpress Customers **Updated Terms and Conditions**

Dear Valued Customer,

Thank you for using our Inmarsat services.

We would like to inform you that Fleet Xpress (FX) and Crew Xpress (CX) services' terms and conditions ("FX Specific Terms") will be updated from August 1, 2021.

The FX Specific Terms are available at the link:

<https://www.jsatmobile.com/files/user/Inmarsat-Fleet-Xpress-Specific-Terms-Retail-ST0007-V6-Effective-1-August-2021.pdf>

The summary is as follows (only applicable to new commissions from August 1, 2021):

- At the end of the Initial Service Period (usually 36 or 60 months), the subscription automatically renews for 12 months. The suspension period is also reset up to 180 days.
- Two new Early Termination Fee (ETF) waiver scenarios have been introduced.
 - If the contracted vessel is sold, and FX/CX transfers to another vessel.
 - If the contracted vessel sold, and the Initial Service Period has passed.
- Changed policy for the start of billing:
 - Old: the billing for rental equipment starts 30 days after rental equipment shipment.
 - New: the billing for rental equipment starts 60 days after rental equipment shipment.

If you have any questions on the FX Specific Terms, please ask your sales manager for details.

We apologize for the delay in notifying customers and are grateful for your understanding of this new policy.

Kind Regards,

JSAT MOBILE Communications Inc.
Maritime Business Department

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