

STARLINK

Starlink Priority Service Update Frequently Asked Questions (FAQs)

1. Will the prices of the new plans vary globally?

Yes, Local Priority plans will vary by country, with the planned USD values attached. Pricing in local currency will be provided closer to time. Global Priority plans will have a consistent price globally.

2. Will my current plan be grand-fathered in?

No, all Priority and Mobile Priority plans will be transitioned to the new structure using the same data level, starting January 2025. For example, existing 1TB plans will be transitioned to the new structure with 1TB of data. Customers can optimize the amount of data on their service lines after the transition if needed.

3. Can I buy Roam Unlimited instead of Local and Global Priority plans?

No, business and enterprise customers are limited to Priority service plans. Residential and Roam service products are designed for consumers.

4. Can I set up a service line with just the terminal access fee if I don't expect much data usage?

No, every service line must have recurring data included with the service line.

5. Do service lines default to opted-in for additional Priority data when recurring Priority data is exhausted?

Yes, the default setting is to be opted-in for a top-up 50GB block of Priority data when the recurring Priority data is exhausted. For example, if you have 500GB of recurring data and you are opted-in for additional Priority data, when you exceed 500GB a 50GB block will automatically be added to your service line.

6. Do the automatic top-up blocks recur each month?

No, the 50GB top-up blocks that are automatically added when your Priority data is exhausted do not recur. Only blocks that are manually added will recur.

7. Can I opt-out of additional Priority data?

Yes, If you opt-out of additional Priority data, the service will be limited to 1Mbps download and 0.5Mbps upload after your recurring Priority data is consumed. You can choose to opt-in or opt-out at any time.

8. Can multiple terminals be on the same service line?

Yes, each terminal will have a separate terminal access fee but multiple terminals can be on the same service line if they are on the same vessel, vehicle, or building. Limits may apply.

9. Will Local Priority plans be able to operate in territorial waters?

No, a Global Priority plan will be required to operate in territorial waters.

10. What is the maximum speed the Priority plans will operate at?

Local: 350 mph, Global: 550 mph

11. If I use the APIs, when will I have details on API changes?

Starlink is working to have a summary of API changes on the API Readme at least 30 days prior to changes taking place.

12. If I activate a service line partway through the billing cycle, will the cost be pro-rated?

Starlink will pro-rate the terminal access fee but will charge the full data price on the next service invoice because the service line will have access to the full amount of data that is billed.

13. What is included in the network availability SLA?

The 99.9% network availability service level agreement (SLA) will have a gradual rollout in Q1 2025. More information on the SLA will be provided in Q4 2024. Limitations may apply.

Space Exploration Technologies Corp | 1 Rocket Road, Hawthorne, CA 90250

Questions? See Starlink Support FAQs

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