STARLINK

Starlink Priority Service Product Transition Map

The current Priority service products will transition to the 2025 Priority products at an equivalent data allotment. In italics, you can see the number and size of data blocks that each service line would get at transition.

If your data usage needs fall between the current Priority products, you can customize the monthly data by adding or removing data blocks. This flexibility will enable things like a Global Priority service line with 100GB of recurring data which is not currently a service option provided.

US Prices are shown below each plan for reference. Local Priority pricing in local currency will be available in late January 2025.

Priority → Local Priority
Current Priority products will have the Local Priority Terminal Access Charge after transition

Current Product	2025 Data Product(s)
Priority 40GB *$140*	**50GB** *1 x 50GB Local Priority block* *$100*
Priority 1TB *$250*	**1TB** *2 x 500GB Local Priority blocks* *$325*
Priority 2TB *$500*	**2TB** *4 x 500GB Local Priority blocks* *$575*
Priority 6TB *$1,500*	**6TB** *12 x 500GB Local Priority blocks* *$1,575*

Mobile Priority → Global Priority
Current Mobile Priority products will have the Global Priority Terminal Access Charge after transition

Current Product	2025 Data Product(s)
Mobile Priority 50GB *$250*	**50GB** *1 x 50GB Global Priority block* *$250*
Mobile Priority 1TB *$1,000*	**1TB** *2 x 500GB Global Priority blocks* *$1,150*
Mobile Priority 5TB *$5,000*	**5TB** *10 x 500GB Global Priority blocks* *$5,150*
Mobile Priority 10TB *$10,000*	**10TB** *20 x 500GB Global Priority blocks* *$10,150*
Mobile Priority 15TB *$15,000*	**15TB** *30 x 500GB Global Priority blocks* *$15,150*
Mobile Priority Unlimited *$25,000*	**25TB** *50 x 500GB Global Priority blocks* *$25,150*

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Starlink Service Level Agreement (SLA) Details

Starlink is committing to have 99.9% network uptime. For a terminal that fails to reach 99.9% availability, Starlink will credit **20% of the service cost** for that billing period.

How will this work?

- Terminal automatically detects the outage
- On the next billing day, a service credit will be created if that terminal had less than 99.9% availability in the prior billing period
    - The service credit will include terminal access charge, recurring data blocks, and any top-up blocks during the service period
    - If a service line has multiple terminals, the credits will be applied by terminal as a percent of the service line data cost
- Outages can be viewed on the Starlink.com SLA outage table
- If an outage is not detected, submit a support ticket within 14 days to report details of the outage

What is an outage?

- User terminal is unable to send / receive pings from the Starlink Point of Presence
- Lasting longer than 1 minute

STARLINK

Enterprise Service Level Agreement Terms

This Service Level Agreement ("SLA") sets the measures against which Starlink guarantees its Service performance and establish the remedies and mechanism by which you may be compensated by Starlink should Starlink fail to achieve the SLA guarantees. This SLA forms part of your Agreement with Starlink and may be subject to change at Starlink's sole discretion, in accordance with the terms of the Agreement, with changes taking effect at the beginning of the monthly billing period following notification from Starlink of any changes to the SLA.

1. **MECHANICS AND COMPENSATION.**

    1.1. **Measurement Period.** Starlink will measure any metric guaranteed by the SLA over the course of each monthly billing period for each service line. Measurement shall only occur within each monthly billing period and not over a continuous or rolling period. If the SLA is added in the middle of a monthly billing period, remedies for Outage Time will only be available for the period during which the SLA was active on the service line. To calculate Network Availability when the SLA is added in the middle of a monthly billing period, the total time in the monthly billing period will be used and not just the portion of the month during which the SLA was active.

    1.2. **Compensation for SLA Violation.** Starlink will determine, in its sole discretion on the basis of the methods of calculation specified in Section 2, when an SLA violation has occurred ("SLA Violation"). **If any SLA Violation occurs with respect to a service line, Starlink will apply a credit against future Service payments ("Service Credit") to your Starlink account equal to 20% of the base cost of the service line for the monthly billing period in which the SLA Violation occurred.** In the case of a service line with multiple Kits, the amount credited for each failing Kit will be 20% of the total recurring Service payments for that service line divided by the number of Kits on that service line. You agree that this Service Credit shall be your sole and exclusive remedy for any failure by Starlink to meet its obligations under this SLA. Compensation for an SLA Violation will be determined based on the relevant service line's plan in place on the first day of the monthly billing period. Service Credits will be issued within 30 days of the end of the month in which the SLA Violation occurred.

    1.3. **Availability of SLA.** The SLA is available on a per-line basis for any Starlink Local Priority or Global Priority plans. SLA coverage is limited to Kits registered and used in cells marked as Available on the Starlink website. This SLA does not apply to Data Pools.

2. **NETWORK AVAILABILITY GUARANTEE.**

    2.1. **Service Level Guarantee.** For service lines with an SLA applied, Starlink guarantees **99.9% Network Availability** (meaning, an Outage Time not to exceed 0.1% of the measurement period) over each monthly billing period (calculated as specified in this SLA).

    2.2. **Measurement Methodology.** While it is powered and in active use, Starlink will measure whether your Kit is able to connect to a Starlink Point of Presence every second. Should this check fail continuously for at least 60 seconds, this period plus every additional second until your Kit successfully reconnects to the Starlink Point of Presence will count as "**Outage Time**" for the current monthly billing period. If the Outage Time as a percentage of the total time in the monthly billing period exceeds the maximum Outage Time guaranteed in Section 2.1, an **SLA Violation** will be deemed to have occurred. The Kit automatically detects Outage Time. Outage Time can be viewed in your Starlink account. If you believe Outage Time was not detected by the Kit and is not reflected in your account, you must submit a support ticket within 14 days of the date of the Outage Time. The support ticket must include the precise time period (UTC) and nature of the outage. Starlink will review the support ticket and if valid, will record the Outage Time in question to be included in calculation of Network Availability.

    2.3. **Exclusions and Limitations.** Outage Time as specified in Section 2.1 shall not count towards an SLA Violation if any of the following are true at the time of the outage, as determined by Starlink in its reasonable discretion:

    - The Kits or Services were used in ways that do not comply with the Service Terms, Service plans or Starlink policies.
    - The Kit is not installed in accordance with the install guidelines provided by Starlink, including but not limited to the Starlink Enterprise Readme and instructions provided in the box and/or on Starlink.com.

- The Kit has not maintained a clear, unobstructed view of the sky at all times, which includes when using the Kit in motion.
- The Kit experiences a disruption to Service caused by you or third parties, including, but not limited to, as a result of radio interference, physical obstructions, unstable power supply to the Kit, or your network configuration on non-Starlink devices.
- The Kit is in Sleep Mode.
- The Kit is performing a device reboot for regular software lifecycle management purposes.
- The Kit is providing rate limited Service as a result of data allowance having been exceeded.
- The Outage Time is caused by a force majeure event or Act of God preventing Starlink from providing Service to your Kit and/or other essential network components.
- The Kit is in a country where Starlink does not provide Service.
- The physical tilt of the Kit is in excess of 20 degrees (applies only to High Performance Kit).
- The Kit is misaligned more than 5 degrees from the recommended alignment (does not apply to High Performance Kit).

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 provided separately. 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 per the transition timeline provided separately. 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. **Will I get unlimited Standard Data after my Priority data is consumed?**

    No, after Priority data is consumed, service will be limited to 1Mbps download and 0.5Mbps upload. You can choose to opt-in for Top Up data blocks. If opted-in, Starlink will automatically add a 50GB Top Up block when your Priority data is consumed. Top Up data blocks do not recur.

4. **Can multiple terminals be on the same service line?**

    No, each terminal will be on a separate service line, and the ability to add additional terminals will be restricted for service lines on Local Priority and Global Priority service plans. This change is being made in an effort to make the billing of the terminal access charge clearer. Existing service lines with more than 1 terminal will be grandfathered in.

5. **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.

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

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

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

    No, new service lines will default to opted-out for additional Priority data in the same way that a new service line now is opted-out of overage data.

    Existing service lines will be transitioned as Opted-Out for Top Blocks. A service line can be opted-in at any time.

8. **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.

9. 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.

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

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

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

Local: 350 mph, Global: 550 mph

12. 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 (link here) at least 30 days prior to changes taking place. Beta API documentation will be available the week of January 13, 2025.

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

Yes, Starlink will pro-rate the terminal access charge and data block cost. The pro-ration calculation will follow the current pro-ration logic, more info here.

14. Can 500GB blocks be used for top-up blocks?

No, top up blocks will only be 50GB.

15. **If pricing is done by country, do I still need accounts in every country?**

Yes, Local Priority plans will need to be on an account in the same country.

16. Can I switch to the new products sooner than the Starlink automatic transition period (March 3 – April 2, 2025)?

Yes, if you would like to use the new service plans before Starlink automatically updates your service (March 3 – April 2, 2025), you can manually update your service plan in February when the updated products are live on the website.

17. Does this new pricing take into consideration the reseller tier discounts?

No, more information on the 2025 Reseller program is coming in January 2025.

18. What happens to service lines on Local Priority plans that exceed the 30-day limit for usage out of their home country?

The service line will be sandboxed until it is returned to the home country. If the location of the service line should permanently change, the service line should be moved to an account in the appropriate country and the service address should be updated.

19. Will service lines on Local Priority plans that go on the ocean be sandboxed?

Yes, Local Priority service is not intended for use in Territorial Waters or on the Ocean. If a terminal goes on the ocean while using a Local Priority plan, the terminal will be sandboxed. The terminal can be used to access Starlink.com to update the service plan but cannot be used for

connectivity outside of Starlink systems. The service line will have an alert in Starlink systems to describe why it is disabled.

20. **Will all Mobile Priority plans be transitioned to Global Priority plans, even if they are only used on land?**

Yes, Mobile Priority plans will be automatically transitioned to Global Priority plans. If Local Priority is a better fit for your use case, you can manually transition your service from Mobile Priority to Local Priority before the Starlink transition (March 3 – April 2).

21. **Will there be an Unlimited plan similar to Unlimited Mobile Priority?**

No, there will be no Unlimited plans for Local or Global Priority service. Service lines currently on the Unlimited Mobile Priority service plan will be transitioned to Global Priority with 25TB of Global Priority data.