



GALILEO SERVICE LEVEL AGREEMENT (SLA)

Ground Control Service Level Agreement guarantees that your service will perform, or we'll refund your money. This agreement is one of the best in the industry because our network has been optimized to outperform most terrestrial networks. In fact, our network uptimes have been 99.9% for years.

HOW IT WORKS

The purchase of an SLA guarantees a credit against applicable monthly service charges for any "Service Month" (defined as the calendar period for which the service charges apply to Service Partner) in which Ground Control does not achieve a "Network Availability" (as defined below) of at least 99.90% of the time. The amount of the credit is as follows:

- For Network Availability of less than 99.90%, the credit is 25% of the applicable monthly Communications Service charges;
- For Network Availability of less than 99.5%, the credit is 35% of the applicable monthly Communications Service charges.

Network Availability is defined as:

Total minutes of network downtime / total minutes in the service month.

Network Availability is measured from the ingress interface on Ground Control's network up to, but not including, the egress interface at the End User's network. Network Availability refers to the absence of Communications Service outages associated with the connection of End Users to Ground Control's network, which includes Ground Control's managed terrestrial network and the Ground Control-operated satellite gateway and associated satellite space segment. For purposes of measuring Network Availability, the following are not included as outages: outages associated with scheduled maintenance events, outages or disruptions caused by End Users, outages resulting from the failure to maintain site specifications as set forth above or from End User's failure to properly perform maintenance or installation services, outages resulting from sites that are operating in violation with the Acceptable Use Policy, outages from the performance of Internet networks controlled by other companies, or traffic exchange points which are controlled by other companies. Outages related to Network Availability must be reported to Ground Control within 48 hours of the outage and confirmed by Ground Control.

CUSTOMER OBLIGATION

In conjunction with the SLA, End Users are responsible for the necessary site preparation, installation, maintenance, interconnection where applicable and specification adherence as reasonably determined by Ground Control as set forth in guidelines that Ground Control may issue from time to time.

Details of the SLA can be found at www.groundcontrol.com/Galileo_Service_Level_Agreement.pdf

