



Tuvalu Telecommunications Corporation

Starlink Priority Plan Customer Contract

Agreement made this 15th day of April, 2025,

BETWEEN

Tuvalu Telecommunications Corporation (TTC), a company incorporated under the laws of Tuvalu, with its registered office at Vaiaku, Funafuti (“Provider”)

AND

Jane Doe (“Customer”), residing at Vaiaku, Funafuti (Address)
with Starlink Kit Number KITXXXXXXXXXX.

WHEREAS:

- The Provider is a service provider of Starlink Priority internet services in Tuvalu.
- The Customer wishes to subscribe to the TTC Starlink Priority Plan for improved internet connectivity and the convenience of making local payments through TTC.

NOW, THEREFORE, in consideration of the mutual covenants and agreements contained herein, the parties agree as follows:

1. Service Description

- 1.1. Provider agrees to provide Customer with TTC Starlink Priority internet service, as selected by the Customer, according to the terms and conditions of this contract.
- 1.2. The agreement includes the following service and data block(s):

Qty	Monthly Service	Qty	Additional Monthly Data Block
	Local Priority - 50GB		Local Priority +50GB
1	Local Priority - 500GB		Local Priority +500GB
	Local Priority - 1TB		Global Priority +50GB
	Local Priority - 2TB		Global Priority +500GB
	Global Priority - 50GB		
	Global Priority - 500GB		One-off service
	Global Priority - 1TB	1	Installation
	Global Priority - 2TB		Shifting

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1.3. Service includes:

- Starlink Priority Plan
- Local customer support from TTC.
- Billing in Australian Dollars (AUD).
- Installation provided by TTC (if applicable).

1.4. The service excludes any actions by the Provider that would directly result in additional costs. These excluded actions may be offered for an extra charge.

1.5. The Starlink service utilizes low-Earth orbit satellites and is subject to availability and network conditions.

2. Term and Renewal

2.1. This contract shall commence on 15 April 2025 [Start Date] and continue for a period of:

☐ 6 months

☒ 12 months

2.2. This contract shall automatically renew for successive terms unless either party provides written notice of non-renewal at least 30 days prior to the end of the current term.

3. Payment Terms

3.1. The monthly service fee for the selected Starlink Priority Plan is \$220.

3.2. The one-off service fee is \$100.

3.3. The total value of this contract is \$2,740.

3.4. Invoices will be issued monthly and are payable within 14 days of the invoice date.

3.5. Accepted payment methods include: Cash, mobile money (M-Tupe), and Cheque.

3.6. Late payments may incur a late payment fee of AU\$20.

3.7. If payment is not received before the invoice service period, service may be suspended.

4. Customer Responsibilities

4.1. The Customer agrees to use the TTC Starlink priority service in compliance with all applicable laws and regulations.

4.2. The Customer is responsible for maintaining the Starlink equipment in good working order, excluding normal wear and tear.

4.3. The Customer will allow TTC personnel access to the equipment for maintenance purposes.

4.4. The Customer will not resell the Starlink service.

5. Provider Responsibilities

5.1. The provider agrees to provide the Starlink Priority service with reasonable skill and care.

5.2. The provider will provide local customer support during normal business hours.

5.3. The provider will maintain accurate billing records.

6. Permitted Use

6.1. The Customer acknowledges that Starlink is the provider of the Starlink Kit and Starlink Services and Customer's use must comply at all times with Starlink's Permitted Use requirements which including the following:

6.1.1. Customer's use of any Starlink Service Plan is subject to usage restrictions imposed by Starlink including in relation to use in-motion and relocation of the Starlink Kit.

6.1.2. The Customer may not enable use of the Starlink Service by users or for uses that are prohibited under international trade controls or sanctions.

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- 6.1.3. The Customer may not use Starlink Service for offensive or defensive military purposes, weaponry or other comparable end-uses.
- 6.1.4. The Customer may not modify or customize the Starlink Kit or Starlink Service without the Provider's prior written consent.
- 6.1.5. Customer is advised that Starlink administers and enforces cybersecurity policies and procedures to identify and respond to incidents involving the Starlink Service or data, to mitigate the effects of any such incidents, document their outcomes, and notify appropriate stakeholders (including authorities and affected data subjects, as appropriate).
- 6.1.6. Customer agrees not to use, or permit others to use, the Starlink Service
 - a. in violation of any applicable law or regulation
 - b. in violation of the then current Starlink Acceptable Use Policy, or other policies available on the Starlink Portal
 - c. in a location, territorial waters or in ports where Starlink does not hold requisite licenses for the use or Activation of the Starlink Service or Starlink Kit
 - d. in ways which infringe the rights of others, or
 - e. in ways which interfere with the Starlink Service, or Starlink Kit or the Starlink network or other networks
- 6.1.7. Customer must comply and must ensure that its employees, customers, guests and other end-users comply with the terms of any third-party services (e.g., video streaming or gaming apps) that Customer or Customer's end-users subscribe to using Starlink Services
- 6.2. The Customer agrees to comply with all laws and regulations applicable or related to the use of Starlink Service or Starlink Kit. In particular, Customer will comply with and will be responsible for complying with all applicable laws and regulations in relation to the use of the Starlink Service, including but not limited to those related to telecommunications, privacy, copyright, website blocking, internet use by minors, data protection, rules on lawful intercept and government access to data related to the Starlink Services.
- 6.3. Customer is Provider's customer of record for the Starlink Service. The customer is responsible for all acts or omissions of its end-users.

7. Termination and Service Interruption

- 7.1. Either party may terminate this contract for breach of any material term, provided written notice is given and the breach is not cured within 30 days.
- 7.2. The provider may terminate this contract in the event of non-payment.
- 7.3. Customers may terminate the contract early, but early termination fees may apply.
- 7.4. Customer acknowledges that Starlink reserves the right to change or discontinue Starlink Service Plans, prices, Starlink Kit versions, Starlink Service Specifications, and the terms of Permitted Use at any time. Service Plan changes may also be adjusted by the Provider from time to time in response to changes by Starlink that affect TTC's costs or ability to provide the service.
- 7.5. Provider will provide Customer with a Service Plan Change Notice at least 7 days before any changes come into effect. If such changes are not acceptable to Customer, Customer has the right to terminate any Starlink Service materially impacted by the change at the end of the month during which such Notice is served.
- 7.6. Customer will be deemed to have accepted any Service Plan Change Notice if Customer continues to use the relevant Service Plan or if Provider does not receive a Termination Notice within 30 days. The changes referenced in this clause have the potential to impact the total Charges invoiced by Provider and payable by Customer in relation to Starlink Services, whether through updates to Monthly Recurring Charges or Usage Based Charges.

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- 7.7. Provider may, at any time, without prior notice, immediately terminate or suspend all or a portion of Customer's access to the Starlink Service:
- a. For violation of the terms set out in this Contract, including the Permitted Use requirements
 - b. At the request and/or order from law enforcement, a judicial body, or other government agency
 - c. Due to unexpected technical or security issues or problems, including but not limited to a material malfunction of the Starlink network, software or hardware
 - d. Due to a failure to obtain or maintain the necessary governmental authorizations required in relation to the Starlink Service
 - e. As a result of Customer's participation in fraudulent or illegal activities
 - f. As a result of Customer's failure to pay any Charges owed for Starlink Service; and
 - g. If so directed by Starlink

8. Limitation of Liability

- 8.1. Provider shall not be liable for any indirect, incidental, or consequential damages arising from the use of the Starlink service.
- 8.2. Provider's liability shall be limited to the amount paid by the Customer for the service during the preceding 12 months.

9. Governing Law

- 9.1. This contract shall be governed by and construed in accordance with the laws of Tuvalu.

10. Entire Agreement:

- 10.1. This contract constitutes the entire agreement between the parties and supersedes all prior agreements and understandings.

11. Customer Acknowledgement

- 11.1. The Customer acknowledges that they have read, understood, and agree to the terms and conditions of this Agreement.

12. Appendices:

- Appendix A: TTC Starlink Priority Plan Details.
- Appendix B: TTC Starlink Support Services
- Appendix C: TTC Starlink Service Plan Processes

IN WITNESS WHEREOF, the parties have executed this contract as of the date first written above.

Customer

TTC

Signature: _____

A handwritten signature in black ink, appearing to be 'JD' or similar initials, written over a horizontal line.

Signature: _____

Name: _____

Jane Doe

Name: _____

Address: _____

Vaiaku, Funafuti

Title: _____

Email: _____

jdoe@gmail.com

Customer Initial: _____

Handwritten initials 'JD' in black ink, written over a horizontal line.

Appendix A: TTC Starlink Priority Plan Details

TTC Starlink Service	Monthly Fee	One-Off	Location	Priority Data
Monthly Service Plans				
Local Priority - 50GB	90.00		Local	50GB
Local Priority - 500GB	220.00		Local	500GB
Local Priority - 1TB	380.00		Local	1TB
Local Priority - 2TB	710.00		Local	2TB
Global Priority - 50GB	540.00		Global	50GB
Global Priority - 500GB	1,400.00		Global	500GB
Global Priority - 1TB	2,470.00		Global	1TB
Global Priority - 2TB	4,610.00		Global	2TB
Data Blocks				
Start with one of our preset plans above, and adjust by adding blocks of data below:				
Local Priority +50GB	40.00		Local	50GB
Local Priority +500GB	170.00		Local	500GB
Global Priority +50GB	220.00		Global	50GB
Global Priority +500GB	1,080.00		Global	500GB
Installation Fee		100.00		
Shifting Fee		100.00		

Features	Local Priority	Global Priority
Best for fixed and mobile businesses on land	✓	x
Best for maritime and global connectivity	x	✓
Single Country Land Use and Regional Travel	✓	x
Ocean & Global Land Use	x	✓
Network Priority	✓	✓
Reliable Fixed & In-motion Use	✓	✓
Public IP	✓	✓
Unlimited Data at up to 1 Mbps download and 0.5 Mbps upload speeds	✓	✓
Includes service level agreement	✓	✓

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Appendix B: TTC Starlink Support Services

1. Support Services Provided by TTC:

1.1. Local Customer Support

- Availability: Monday-Friday, 8:30 AM - 4:30 PM.
- Contact Methods: Phone: 555, in-person at TTC offices.

1.2. Technical Support Services

- Assistance with
 - Starlink connectivity issues,
 - Wi-Fi problems, and
 - equipment diagnostics.
- Remote assistance via phone, social media platforms or email for Wifi Password changing and configuration issues.
- Scheduled on-site visits for hardware issues or complex troubleshooting.
- TTC ordered kits - Handling of faulty equipment replacements according to Starlink's warranty policies.

1.3. Service Status Updates

- Notification of planned maintenance or network outages.
- Updates on service restoration in case of disruptions.

2. Installation of Starlink Kits

2.1. Standard Installation

- Installation process, including
 - site survey
 - dish placement
 - Cabling (limit to the standard Starlink cable length)
 - router setup

2.2. Non-Standard Installations

- Roof-top installation on double storey building or any structure above 5m high.

2.3. Customer Preparation

- The customer prepares their premises for installation by clearing
 - access to roof
 - suitable mounting location
 - Power source for the Starlink kit

3. Shifting of Starlink Kits

3.1. Relocation Fees Covers

- Removal and relocation or shifting of a Starlink KIT to another location within an island.
- Factors that may affect relocation costs.
 - Height of the new proposed location.
 - Location in the event that the KIT is to relocate to another island.

4. Contact Information

4.1. Support Contact Details

- Phone Number: 444 & 555.
- Email: support@tuvalutelecom.tv

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Appendix C: TTC Service Plan Processes

1. Registration and activation

- 1.1. Customer reads, completes and signs a Starlink Priority Plan Customer Contract for Starlink kit.
- 1.2. Customer releases selected Starlink kit from any associated Starlink account.
- 1.3. Provider adds Starlink kit to Enterprise Account.
- 1.4. Provider furnishes countersigned Starlink Priority Plan Customer Contract and issues invoice.
- 1.5. Customer settles payment of invoice
- 1.6. Provider (installs and) activates selected Starlink kit with the appropriate Service Plan and Data Block(s)

2. Adding Data Block

- 2.1. Customer pays for additional Data Block noting the selected Starlink Kit Number
- 2.2. Provider adds data block to Customer's selected Starlink Kit

3. Change Service Plan

- 3.1. Customer completes and signs a new Starlink Priority Plan Customer Contract for one Starlink kit.
- 3.2. Provider furnishes countersigned Starlink Priority Plan Customer Contract and updates the respective invoice for the next service period.
- 3.3. Customer settles payment of updated invoice
- 3.4. Provider updates Service Plan on the respective service period commencement date.

4. Terminate Service Plan

- 4.1. Customer furnishes 14 days before the next billing cycle a written notice or signed termination form to Provider
- 4.2. Provider terminates Service Plan at the end of the current service period.

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