

General Tariff Information

Service Provider Name	RigNet Qatar W.L.L.
Tariff Number	15-11-2018-BASIC
Service Name	RigNet Basic VSAT
Tariff Type	Business
Tariff Effective Date	15-Nov-2018
Tariff Version Number	RN-QAR-BASIC-v1.0

1. Definitions

CRA: Communication Regulatory Authority of the State of Qatar.

Customer: The person or entity that enters into an agreement with RigNet to receive and pay for the service.

Downlink: The link from a satellite down to a ground station.

Kbps: Kilobits per second.

Leased Line: A dedicated connection between two points.

Mbps: Megabits per second.

Minimum Service period: a three month period served at the beginning of the contract for which termination fees apply.

Remote Site(s): Used to describe customer remote office terminal(s).

RigNet Hub: RigNet's satellite earth station.

RigNet Qatar W.L.L.: RigNet's locally registered Qatar company.

Service: RigNet's Qatar authorized telecommunications connectivity.

Uplink: The link from a ground station up to the satellite.

User: Any authorized user of RigNet's Qatar based VSAT telecommunications services.

TDMA: Time Division Multiple Access.

ADSL: Asymmetric Digital Subscriber Line.

VSAT Hub: A satellite signal landing station which acts as a management and control point for a VSAT network.

VSAT: Very Small Aperture Terminal.

SITE: Any location capable of accepting VSAT.

2. Tariff Terms and Conditions

- 2.1. This tariff is for a standard service.
- 2.2. This tariff contains charges and conditions applicable to the provision of a VSAT service.
- 2.3. This Tariff is effective from the date listed on the first page of this document and will automatically cease being effective if RigNet publishes a new tariff for this service or publishes a notification on its website that this tariff is no longer effective.
- 2.4. From time to time RigNet may publish promotions or readjustments of this tariff on its website or by other means. Such promotions or readjustments will suspend or modify this tariff as specified by RigNet on the date RigNet publishes the promotion or readjustment.
- 2.5. All VSAT service terms and conditions shall be subject to the contract executed between RigNet Qatar W.L.L. and the Customer. The contract shall include RigNet standard terms and conditions, a service level agreement (SLA), and an acceptable use policy (AUP) as published on RigNet's website

3. Service Description

- 3.1. RigNet VSAT services deliver satellite based telecommunications connectivity to a closed-user-group, enabling Customer private networking to occur over VSAT. RigNet's VSAT deployments are fully managed; meaning the services supply an end-to-end managed solution on a fixed day rate.

4. Service Features

- 4.1. RigNet VSAT services enable satellite based connectivity to remote site(s) using KU band satellite frequencies with a hub station and remote site(s) configured in a hub-and-spoke topology (Figure I)

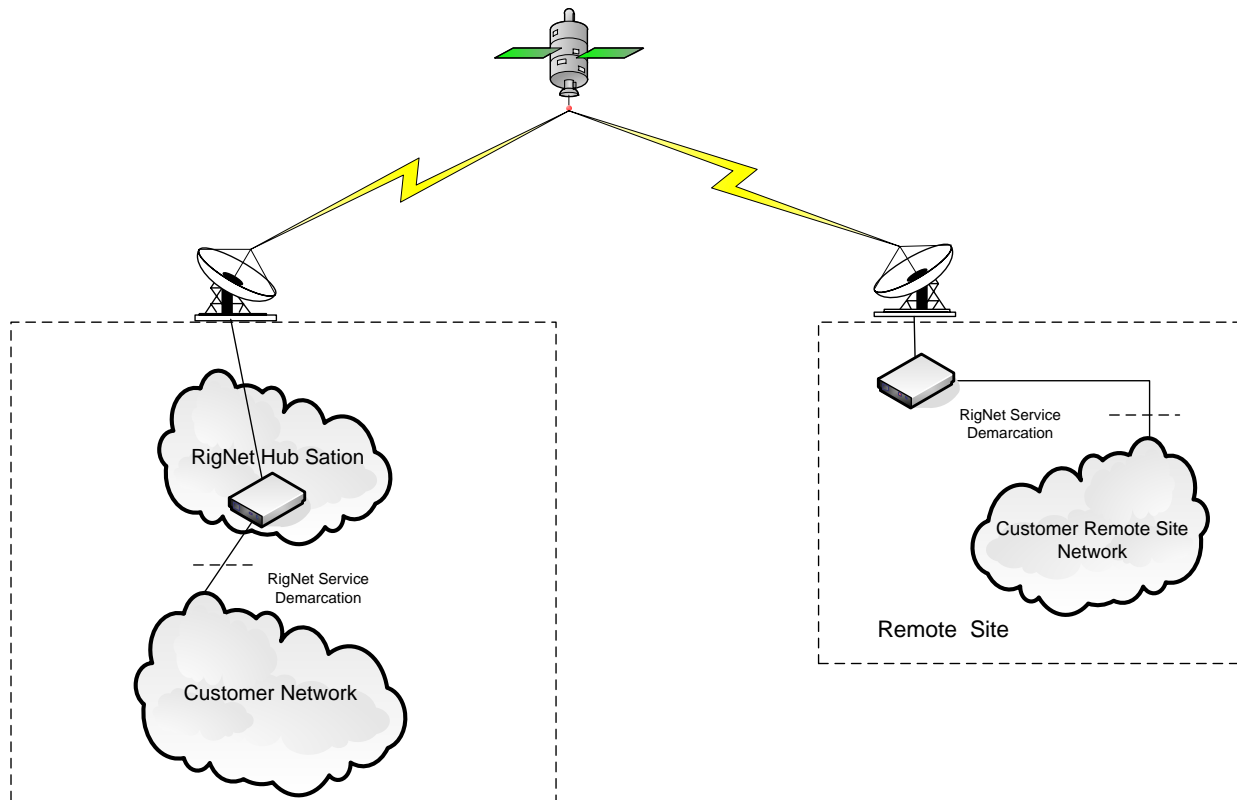


Figure 1

RigNet Basic services are equivalent to business grade ADSL connectivity and utilize TDMA shared bandwidth technology.

4.2. Inclusive Services in this tariff are:

- VSAT Connectivity
- 24/7 Remote Support and Site Monitoring
- RigNet Standard SLA (99.5% Uptime Guarantee)
- One (1) remote terminal equipment set:
 - One (1) remote site satellite modem and fixed dish antenna with outdoor radio equipment for contracted VSAT data rate(s);
 - One (1) Cisco Network Router; and
 - Satellite RF cabling, connectors, and accessories for a single antenna installation located up to 100 ft (one hundred feet) from customer's equipment room.

4.3. Excluded Services subject to customer's requirements are:

- Site survey, installation, decommissioning, and project management;
- Remote site call-out support and maintenance;
- Additional VSAT and network equipment rental;
- Network cabling, cable guides, conduit, connectors, cable clamps and accessories;
- Additional RF cabling, cable guides, conduit, connectors, cable clamps and accessories;
- Additional equipment shipment, handling, storage, and clearance;
- Support beyond RigNet's point of demarcation (i.e. satellite modem);
- Integration to customer network; and
- RigNet Premium SLA (99.9% Uptime Guarantee).

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5. Charges

5.1. Reoccurring charges apply as in Table 1 below:

Downlink Kbps	Uplink Kbps	Daily Rate Three (3) month Minimum Contract (QAR)
256	128	320
384	128	493
384	256	517
512	128	567
512	256	591
512	384	641
768	128	862
768	256	1,010
768	384	1,059
768	512	1,084
1024	128	1,207
1024	256	1,355
1024	384	1,651
1024	512	1,725
1536	128	1,996
1536	256	2,070
1536	384	2,143
1536	512	2,217
2048	128	2,291
2048	256	2,464
2048	384	2,538
2048	512	2,710

Table 1

- A Customer may choose Uplink and Downlink services according to Table 1 above.
- Advance payment of 30 days shall be required for a three (3) month contract

- The minimum service contract is three (3) months or Ninety (90) recurring billing days.
- Termination Fee: A Termination fee equal to the unpaid number of months remaining (up to max of 3 months) of the Minimum Service period applies;

5.2 Non-reoccurring charges apply as below:

Field Engineer Service Call:

As a separate service, RigNet Qatar WLL can provide an optional field engineer (which can be dispatched to the customer site for installation & commissioning, corrective and preventative maintenance) outside of RigNet SLA commitment; to be charged separately according to the terms of that non-regulated service:

- 6,700 QAR per man day offshore
- 4,500 QAR per man day onshore

Network Engineer Support:

As a separate service and based on customer specific request RigNet Qatar WLL can provide network engineer support (such as remote support of customer's MAC address filtering, firewall configurations, IP configurations, routers, switches configurations) outside of RigNet SLA commitment; to be charged separately according to the terms of that non-regulated service:

- 350 QAR per network engineer hour

6. Service Provider Obligations

- 6.1. RigNet Qatar W.L.L. shall be responsible for the licensed VSAT services which are authorized by the Communications Regulatory Authority (CRA Qatar) and are regulated by CRA Qatar in conformance to Law No. (34) of 2006 (the "Telecommunications Law") and the Applicable Regulatory Framework.
- 6.2. VSAT services are delivered on a first-come, first-serve basis following contract execution and fee payment if applicable. VSAT services will be provided subject to each executed contract and according to availability.

6.3. Commencement of Service: The service shall commence from the Service connection date.

6.4. Service Availability and Limits:

6.4.1. Unless the Customer agreement provides otherwise RigNet is responsible for service only up to the point of interface between the Customer managed equipment and the RigNet managed equipment. RigNet shall not be responsible for any quality of service, continuity of service, or other matters as a result of Customer cabling, equipment, or other facilities on the Customer's side from the point of interface. The point of interface will be the satellite modem interface (i.e. serial or Ethernet port)

6.4.2. Unless the Customer agreement provides otherwise RigNet is responsible for service only in the State of Qatar.

7. Customer Obligations:

7.1. A minimum service period of three (3) months shall be required.

One (1) month advance payment prior to service activation shall be required for the minimal service period of three (3) months.

7.2. Termination: In accordance with the Customer Agreement, Customer and RigNet may terminate the agreement (a) in the event of the other's insolvency, filing for protection from creditors, filing for bankruptcy or assignment for the benefit of creditors, and (b) in the event of the other's material breach or default under the agreement that remains uncured for 30 days after notice from the non-breaching party specifying the breach or default.

7.3. Customers shall comply with and operate the Site(s) in accordance with the RigNet's Acceptable Use Policy and with all applicable governmental laws, rules and regulations, including any restrictions contained in Qatari law. RigNet's Acceptable Use Policy is attached to all Customer agreements and specifies the actions prohibited by RigNet regarding the use of its services and all services components.

7.4. Customers shall use RigNet's Services solely for transmission of its own digital telecommunications content within the closed-user-group only in accordance with applicable governmental licenses, third party software licenses and underlying service arrangements.

- 7.5. Customers are responsible for securing and maintaining applicable site licenses and the costs associated with all site licenses and renewals thereof.
- 7.6. Customer shall comply with RigNet contract terms and conditions.

Tariff Amendment Record

Current Tariff Effective Date	13-May-2012
Current Tariff Effective Version Number	RN-QAR-BASIC-v1.0

NEW Tariff Effective Date	15-November-2018
NEW Tariff Effective Version Number	RN-QAR-BASIC-v2.0

Previous Tariff Version Numbers
RN-QAR-BASIC-v1.0

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