

Critical Information Summary

Starlink Residential

Description of Plan

The Residential Plan is designed for personal, family, or household use at a fixed land-based location. The service provides internet access at speeds of approximately 25-110 Mbps download and 5-10 Mbps upload. Speeds and uninterrupted use of the service are not guaranteed. Residential Data is unlimited. Additional information about the service is contained in the attached Starlink Terms of Service.

Data Charge

RM 220/month.

Fees are paid each month in advance and are non-refundable.

We may collect or request reimbursement for taxes and other applicable fees and surcharges as set out in our Service Terms.

Validity Period of Plan and Minimum Term

The plan commences on the earlier of (i) the date customer activates the service or (ii) 30 days after the date equipment is shipped to the customer. Customer may cancel service at any time with no early termination fee.

Self-installation of the Starlink Kit

The Service depends upon successful user installation of Starlink dish, Wi-Fi router, power supply and mounts ("Starlink Kit") in accordance with the instructions.

Return Period

Starlink has a 30-day return policy with refund subject to fulfilment of the conditions set out in our Service Terms.

Service Terms

The terms and conditions that apply to the service are available on our website [here](#).

Limitations on the Service

Use. The Service is not for resale as a standalone or value-added service.

Availability. Availability is expected to be $\geq 99\%$

Performance. Various circumstances may affect the performance of Starlink Kits and Services, including, but not limited to: (a) failure to follow Starlink instructions; (b) installation environment; (c) angle and/or field of view of the dish; (d) weather; (e) quality of your personal devices; (f) interference by other devices; (g) proximity of other Starlink Kits; (h) quality, condition and positioning of the cables; (i) reliability of power from the grid or problems with customer's electrical power; (j) improper tower grounding; (k) proximity or location of the customer premise equipment; (l) too many active or parallel network connections (m) fire, flood, wind, lightning, earthquake, or other acts of nature or God; (n) spills of food or liquids on Starlink Kit; (o) misuse, abuse, accident, vandalism, alteration, or neglect; and (p) normal wear and tear or deterioration.

Updating. The Starlink Kit and Services are novel, under development, and subject to change. Performance goals will be amended from time to time based on experience and innovation. From time to time, customers may need to

purchase a newer model equipment for optimal Services. We may change these Starlink Specifications, the Starlink Kit (including delivered devices via software updates), Services, and Services plans from time to time.

Starlink may terminate. Starlink has a right to terminate the service for a range of reasons including material malfunction of the Starlink network, software, or hardware and/or failure to obtain government authorizations.

Customer Service

The Starlink customer service team may be contacted any time through the customer portal by logging into your account through the Starlink app or on starlink.com or by email to starlinkresolutions@spacex.com.