

## Critical Information Summary

### Starlink Residential Lite

#### 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 45-130 Mbps download and 11-26 Mbps upload. Speeds and uninterrupted use of the service are not guaranteed. The plan includes unlimited Deprioritized data. Additional information about the service is contained in the attached Starlink Terms of Service.

#### Data Charge

RM 129/month (Residential Lite – unlimited Deprioritized data)

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 ≥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](https://starlink.com).