

## Description of Satellite Connectivity Service

### LEO Business Priority – Terrestrial

Viking provides a multi-site connectivity service via a bidirectional Internet network based on satellites (“Services”), accessible using a user terminal, a power supply, and a mounting support. The Service is delivered through the satellite constellation operator. The antenna and the Services are new, under continuous development, and subject to change. The performance goals of the operator—and therefore of Viking—will be updated periodically based on experience and innovation. These Terms, along with the terms incorporated by reference (including details the customer accepts in the offer, the “Offer”), constitute the entire agreement (“Agreement”) between the customer (the “Customer” or “User”) and Viking. In case of rental, the antenna may be either new or refurbished.

#### PERFORMANCE

- LEO Business Priority users typically experience download speeds between 25 and 220 Mbps, with most users seeing speeds above 100 Mbps. Upload speeds are generally between 5 and 20 Mbps. Latency ranges from 25 to 60 ms on the mainland and over 100+ ms in some remote locations (e.g., oceans, islands, Antarctica, Alaska, northern Canada, etc.). These speeds make the LEO Business PRIORITY service suitable for streaming, video calls, and other typical Internet usage.
- The speeds listed below and uninterrupted access to the Services are not guaranteed. Actual speeds may be lower during periods of high usage. Performance may vary depending on location, time of day, and the system’s prioritization of your data on the network according to your Service Plan. Please refer to the Fair Use Policy for more details on how Viking manages Service data within each Plan.

#### Expected Speeds by Service Plan

SERVICE PLAN	PRIORITY (FIXED)	MOBILE PRIORITY (MOBILE USE)
AVAILABILITY	≥99%	≥99%
DOWNLOAD	50-220 Mbps	50-220 Mbps
UPLOAD	10-30 Mbps	10-30 Mbps

#### GENERAL EXCLUSIONS

Like other new technology products, the LEO Business Priority antenna is expected to become technologically obsolete over time. Customers may occasionally need to purchase a newer model to benefit from optimal Services. The Customer acknowledges that the satellite constellation operator, Starlink, and/or Viking (to the extent of its responsibilities), may periodically modify the technical specifications, the antenna (including devices updated via software), the Services, and the Service Plans.

The operator may access the antenna to perform support interventions, request limited diagnostic data, monitor performance, and conduct research for improvement purposes.