



Starlink Global Priority Unlimited Plan - IMO Registered Merchant Vessels

Frequently Asked Questions (FAQs)

General:

Does Starlink's 99.9% availability SLA apply to this service?

Yes, the 99.9% availability SLA applies to this plan. Refer to the Priority Plan Service Level Agreement for further details.

Are there any geo-restrictions compared to the Global Priority service?

No, the coverage remains identical to the Global Priority service and offers global availability.

Can Layer 2 VPNs or Private Network Interconnects be used with this service plan?

No, Layer 2 VPNs and Private Network Interconnects are not supported under this plan.

Are outages expected during activation?

No, activating this service plan does not require or result in outages.

I have additional questions, who can I contact?

For any questions or additional information, reach out to your account manager, sales lead, or contact us at starlink@elcome.com.

Eligibility:

What vessel types are eligible for the promotion?

International Maritime Organization (IMO)-registered Cargo or Tanker vessels. Final eligibility will be determined at Starlink's sole discretion.

Is there a recommended source for determining vessel eligibility?

As an initial indicator, vessels with the type "Cargo" or "Tanker" listed on Marine Traffic are considered eligible.

Are any specific vessel types excluded from the promotion?

Supply vessels and any other vessel types not categorized as "Cargo" or "Tanker" are excluded.

What information is required for applying?

To apply, you will need the vessel's **name** and **IMO number**. If you already have Starlink onboard, please submit your **Starlink Kit Number(s)** too.

Will denied applications be explained and/or eligible for resubmission?

Denied applications may not always include an explanation; however, Elcome will make a best effort to resolve discrepancies and allow resubmissions where warranted.



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I have an existing subscription with Elcome. Can I migrate to this Unlimited subscription, and are there any charges?

Yes, existing Elcome customers can migrate to the Unlimited subscription without any additional charges.

How are vessels assigned to a subscription?

Each subscription is tied to one vessel, and duplicate IMO assignments are prohibited.

Can vessel assignments be changed after activation?

No, IMO reassignment is prohibited unless explicitly approved by Starlink.

How many Starlink Kits are allowed per subscription?

Each subscription allows for two Starlink Kits on the same vessel.

Do Starlink Kits need to remain located on the assigned vessel?

Yes, kits must remain on the assigned vessel for the duration of the service commitment.

Can Starlink Kits be replaced after initial activation?

Yes, replacement kits are allowed but must also be located on the assigned vessel.

How will compliance and enforcement be handled?

Elcome will review each application and monitor the subscription to ensure compliance:

- Applications are screened before activation.
- Vessel nicknames must include the approved IMO number.
- Kits will be mapped to their designated vessel.

Service Commitment:

What is a service commitment?

A service commitment means agreeing to continuously subscribe to the services specified in your order.

What are the requirements for the service commitment?

- A 12-month minimum service commitment, ending on **December 31, 2026**.
- Applications must be submitted by **December 12, 2025**, and activations completed by **January 31, 2026**.



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When can I activate the service?

- Activation is allowed once your application is accepted and your eligibility is confirmed.
- The service commitment begins at the start of the activation month and ends on **December 31, 2026**. Note that the plan is not prorated for partial months.

Does the service commitment require upfront payment?

No, you can opt for monthly payments instead of a single upfront payment.

Can the service commitment be terminated early?

No, early termination is not permitted.

What actions could violate the service commitment?

The following violations may result in termination and invoicing for the remaining term:

- Canceling the service.
- Changing your service plan.
- Failing to make payments on time.
- Misusing the plan or violating eligibility requirements.
- Breaching the customer agreement or applicable order terms.

Can the promotion be extended beyond December 31, 2026?

Not at this time.



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