

Fleet Care Coverage

Fleet Care coverage	Basic 2024	Standard	Premium	Rack – standard	Rack – premium	Partners
Equipment warranty from date of installation						
Equipment and parts (purchased from Inmarsat)	12 months	36 months	36 months	36 months	Lifetime (throughout contractual term)	Lifetime (throughout contractual term)
Equipment and parts (rented from Inmarsat)	12 months	Lifetime (throughout contractual term)	Lifetime (throughout contractual term)	Lifetime (throughout contractual term)	Lifetime (throughout contractual term)	Lifetime (throughout contractual term)
Labour (on board time for repairs)	12 months	Free (throughout contractual term)	Free (throughout contractual term)	Free (throughout contractual term)	Free (throughout contractual term)	Free (throughout contractual term)
Coverage for Value Added Services	12 months	12 months	Lifetime (throughout contractual term)	12 months	Lifetime (throughout contractual term)	Lifetime (throughout contractual term)
Rental equipment damage & loss protection	✗	✓	✓	✓	✓	✓
SLA						
Service credits on CIR availability	✓	✓	✓	✓	✓	✓
Technical support						
7x24x365 support	✓	✓	✓	✓	✓	✓
Software updates	Remote*	✓	✓	✓	✓	✓
Maintenance interventions						
Remote health check	✗	✓	✓	✓	✓	✓
Preventative maintenance	✗	✓	✓	✓	✓	✓
Labour (on board time for repairs)	✗	✓	✓	✓	✓	✓
Labour (Fleet Edge Upgrades)	✗	✗	✓	✗	✓	✓
Travel cost						
Number of ports with free travel costs	5 (free only)	15+	80+	15+	80+	80+

N.B. Fleet Care Basic 2024 does not include remote health checks or preventative maintenance intervention. *Critical updates only