

****IMPORTANT NOTICE- UNINTENDED TRAFFIC/DATA CONNECTIONS****

PLEASE READ AND TAKE THE NECESSARY ACTIONS TO AVOID POTENTIAL ISSUES WITH YOUR AIRCRAFT'S SWIFT 64 AND SWIFTBROADBAND SYSTEMS.

1. Billing

a. Swift 64

- i. Swift 64 service is billed by Satcom Direct on a per minute / per channel basis in full-minute increments.
- ii. Typical installations of Inmarsat Swift 64 systems are multi-channel systems (2- 4 channels).
- iii. Multiple channels are commonly configured to connect at the same time providing a higher bandwidth.
- iv. A connection utilizing multiple channels will be charged per channel, per minute.

b. SwiftBroadband (SBB)

- i. SwiftBroadband (SBB) offers both streaming and background IP connectivity.
 1. Streaming connections are billed per minute and per minute rates vary depending on the streaming speed of each connection.
 2. Background IP connections are billed per MegaByte.

2. Unintended Traffic/Data Connections

- a. Many computers, smart phones, tablets, applications and operating systems may automatically perform background tasks requiring an Internet connection. On an Inmarsat Swift 64 or SBB enabled aircraft this may result in unintended traffic/data connection (for example- Windows XP Service Pack 3 is roughly 250 MB when downloaded).
 - i. To help prevent unintended traffic/data connections we recommend the following:
 1. Password protect your wireless access point (typical wireless range can extend to or beyond **300 feet** from the aircraft).
 - ii. Be aware that most aircraft satellite communication systems are set up on an "On-Demand" basis. "On-Demand" is a setting in the router that allows any device to initiate an internet connection automatically. **UTILIZE THE "MANUAL CONNECTION" RATHER THAN THE "ON-DEMAND" OPTION IN YOUR ROUTER.**
 - iii. Power down any internet capable device when not in use including but not limited to:
 1. Laptop/Notebook, Airshow, Kaleidescape, EFB (Electronic Flight Bag), PDA, Unlicensed Mobile Access (UMA) device, Wi-Fi enabled cellular phone (e.g. Blackberry), gaming and entertainment systems such as Xbox and PlayStations.
 - iv. Pull the circuit breaker for the high-speed data system when not in use.
 - v. Utilize the MAC filtering and/or the router security to restrict automatic device connections.
 - vi. Restrict video streaming sites on laptops such as YouTube, Netflix, Hulu and any other sites from which movies and videos can be downloaded.
- b. Avoid repeated one minute charges by contacting Satcom Direct immediately if your system cannot stay connected for more than a few seconds at a time.
 - i. Ensure the router is set for the correct configuration, including username and password.
- c. Utilize SD Pro® (<https://sdpro.satcomdirect.com>) to monitor your system's usage and help identify any connectivity issues. **Customer agrees to monitor system's usage via Satcom Direct's SD Pro website and to notify Satcom Direct and the equipment manufacturer immediately if usage appears excessive and/or inaccurate.**
- d. **Use Anti-Virus and Firewall Technology.** Many applications use Internet access. For example, web browsers, email programs, instant messenger programs, file transfer programs (FTP), and unfortunately undesired programs inserted into your internet capable device by malware and/or viruses. Satcom Direct's experienced technical support staff can help you understand what programs are using Internet access in your Windows or Macintosh computer or your other internet capable device, but in the end it is your responsibility to understand and to monitor Internet access by these programs. Make sure you have a good anti-virus program on your internet capable device. Malware and/or viruses can use large amounts of data traffic (MBs) and generate enormous bills. Firewalls can help prevent hackers and unauthorized access of the computers and equipment connected to your aircraft's satellite communication equipment.

- e. **ANY CHARGES CAUSED BY UNINTENDED TRAFFIC/DATA CONNECTIONS, INCLUDING BUT NOT LIMITED TO THOSE DESCRIBED ABOVE, WILL BE THE RESPONSIBILITY OF THE CUSTOMER EVEN IF THE CUSTOMER WAS NOT THE USER AND/OR DID NOT AUTHORIZE IT.**

3. **Assistance**

- a. Satcom Direct offers 24/7 customer support to assist with system setup, usage and troubleshooting. Contact Satcom Direct at +1.321.777.3236 for assistance or email support@satcomdirect.com.