

Amended Exhibit B to Annex One of Agreement for the Provision of Telecommunications Services

between
SITA
and
United Airlines, Inc.

Amendment No. 4

SITA

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PARTICULARS

Parties	SITA	Name	SITA SC
		Address	Avenue des Olympiades 2 B-1140 Evere, Belgium
		Address for notices	As above
		Copy to	SITA 26, Chemin de Joinville 1216 Cointrin – Geneva Switzerland
		Fax	+41 22 747 6166
	Customer	Attention	General Counsel
		Name	United Airlines, Inc.
		Address	233 S. Wacker Drive Chicago, IL 60606
		Address for notices	As above
		Fax	
		Attention	
Recitals	A	SITA provides services to Customer under the terms and conditions of a service agreement specified below in these Particulars (Service Agreement).	
	B	The parties now wish to amend the Service Agreement as set out in this amendment agreement (Amendment).	
Service Agreement	Agreement for the Provision of Telecommunications Services between SITA and Customer effective as of 2011-05-01.		
Amendment No.	4		
SITA Reference(s)	Customer ALD/NCC	UA / 164	
	Service Agreement C2C	1-314845412	
	Amendment C2C Number	1-2019739330	
Customer Reference(s) (If any)			
Amendment	This Amendment is effective on (Amendment Effective Date):		

Effective Date (tick one)

- ☐ the date on which the last of the parties to this Amendment signs it
- ☒ the first day of the month following the date of signature by Customer
- ☐ the following date (dd-mm-yy):

and will expire or terminate three (3) years from the Effective Date.

Governing Law The same law that governs the Service Agreement

TERMS AND CONDITIONS

1. Definitions and Interpretation

- 1.1. Unless a term is specifically defined in this Amendment, the definitions set out in the Service Agreement shall apply to this Amendment.
- 1.2. In case of conflict between the provisions of the Service Agreement and this Amendment, the provisions of this Amendment shall prevail.

2. Amendments

- 2.1. The Service Agreement is amended by:

(Tick as many boxes as applicable by right-clicking with mouse)



Modifying existing Charges

The Pricing Schedule of the Service Agreement is
(tick one, if any is applicable)



deleted and replaced with a new Pricing Schedule attached as Exhibit no. B



modified as set out in

3. Governing Law and Dispute Resolution

- 3.1. This Amendment and any disputes or claims arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims) shall be governed by the law governing the Service Agreement and resolved in accordance with the dispute resolution provisions of the Service Agreement.

4. Other Terms

- 4.1. This Amendment constitutes a modification by "written agreement". The Service Agreement, as modified by this Amendment constitutes the entire agreement between the parties with respect to the matters contemplated therein and supersedes all other representations of the parties, whether written or oral.
- 4.2. All terms and conditions of the Service Agreement not modified by this Amendment remain unchanged.
- 4.3. If this Amendment continues to be in force after the expiry or termination of the Service Agreement, the terms of the Service Agreement shall continue to apply to this Amendment.

5. Effective Date, Term and Special Pricing Provisions

- 5.1. **Effective Date and Term.** This Agreement shall commence on the first day of the first full month following signature by both parties (the "Effective Date" of the Agreement) and shall continue for thirty-six (36) months (the "Initial Term"), unless terminated earlier in accordance with its provisions.
- 5.2. **Renewal Term.** Upon expiration of the Initial Term, United may extend this Agreement for up to two (2) renewal terms of one-year each (each, a "Renewal Term") by giving SITA notice of its intention to renew at least 60 days prior to the expiry of the Initial Term or the then current Renewal Term, if any. SITA shall provide United with written notice of the impending expiration of the Agreement no later than one-hundred twenty (120) days prior to the expiration of the Agreement.
- 5.3. **Commercial Gesture** – SITA will issue United a one-time Commercial Gesture credit of \$300,000 payable over the initial contract term in 36 payments of \$8,333.34 per month for extending this Agreement for a period of 3 years, provided this Agreement is executed by United on or before April 30, 2014.

SIGNING PAGE

Signed for and behalf of SITA
by its duly authorised representative:



(Signature)

Name:

Stephan Guenther
Director Messaging Engineering PSSD, SITA AG

Title:

Date:

APR 30 2014

Signed for and behalf of United Airlines, Inc.
by its duly authorised representative:



(Signature)

Name:

Ted Davidson

Title:

VP Procurement

Date:

5/1/14

Amended Exhibit B to Annex One

Exhibit B - Pricing Schedule

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AMENDED EXHIBIT B TO ANNEX ONE

1. Pricing Schedule

- 1.1. The Parties agree to hereby replace Annex One in its entirety with this new Amended Exhibit B to Annex One.

PRICING SCHEDULE

In consideration for the Services provided to United Airlines, Inc (hereinafter "Customer") under this Amendment, the Customer agrees to pay the following charges to SITA:

1. Pricing Terms and Conditions

1.1 Charges

The special charges set out herein shall become effective as from the Effective Date of the SITA Agreement for the Provision of Telecommunications Services ("**Agreement**") between United Airlines, Inc. (the "Customer") and SITA. Such charges shall apply as of the date of provision of the service and throughout the duration of the Agreement.

1.2 Currency

All charges are expressed in USD (\$), unless stated otherwise in this document, and shall be paid in such currency unless stated or otherwise mutually agreed in writing by the parties.

1.3 Validity of Charges

The rates are valid for the 3 year(s) term of the Agreement and for the term of the automatic renewal period(s), if any.

The availability of services covered by this document is subject to local technical and regulatory conditions.

2. Service Terms and Conditions

2.1 Minimum Duration

Unless stated otherwise herein, all network connections for services ordered under an Agreement between United Airlines, Inc. and SITA have to be maintained with SITA for a minimum period of 18 months commencing from the Date of Connection. In the event United Airlines, Inc., prior to the end of this 18-month period, cancels any of the connections the full remaining monthly charges will be billed to United Airlines, Inc.

The original Date of Connection determines the start of the Minimum Duration period for routers already configured as of the Effective Date. If the original router is replaced with a new router after the Effective Date, a new Minimum Duration period will begin as of the Date of Connection when the new router is installed and the Minimum Duration period for the original router is no longer applicable.

SITA shall waive the Minimum Duration period for IP VPN connections migrating to IP VPN at Airport.

2.2 Notice period for disconnection of a network connection

Cessation of a connection requires two (2) months prior notice in accordance with the SITA Service Ordering Procedures. Charges will apply from the Date of Cessation Request, as defined in the SITA Service Ordering Procedures, for a period of two (2) months.

3. Default Rate

For services and options described herein where price is defined as "available upon request" and any other SITA services or options, United Airlines, Inc. and SITA shall agree on the prices in writing prior to the ordering of such services by United Airlines, Inc.

Where the prices for such services or options have not been agreed in advance or otherwise provided in this pricing proposal, the charges applicable shall be as per the SITA standard price list applicable at the time such service or options are delivered to United Airlines, Inc.

4. IP VPN Service

4.1 IP VPN Charges

4.1.1 IP VPN Geographic Zones

The following zonal breakdown of countries is valid up to 5 Mbps throughput. Countries requiring higher than 5 Mbps will be quoted on a case-by-case basis.

Zone	IPVPN Geographic Zone Breakdown
AFR1	South Africa
AFR2	Egypt, Madagascar, Morocco, Reunion, Tunisia
AFR3	Algeria, Angola, Congo (The democratic Republic of), Cote D'Ivoire, Ghana, Kenya, Mozambique, Nigeria, Senegal, Swaziland, Tanzania, Zambia
AFR4	Benin, Botswana, Burkina Faso, Cameroon, Central African Republic, Congo, Eritrea, Gabon, Guinea, Guinea-Bissau, Lesotho, Liberia, Malawi, Mali, Mauritius, Namibia, Niger, Sao Tome and Principe, Somalia, St. Helena, Sudan, Uganda, Zimbabwe
AFR5	Burundi, Djibouti, Mauritania, Togo
AFR6	Cape Verde, Ethiopia, Rwanda, Seychelles Islands
AFR7	Chad, Comoros, Equatorial Guinea, Gambia, Mayotte, Sierra Leone, Yemen Rep of
APA1	Australia, Hong Kong, Japan, Korea Rep of, Malaysia, New Zealand, Singapore, Taiwan
APA2	Guam, Indonesia
APA3	China, India
APA4	Philippines, Thailand
APA5	Sri Lanka
APA6	Brunei Darussalam, Cambodia, Lao People S.D.R., Macau, Mongolia
APA7	Viet Nam
APA8	Bangladesh, Nepal
APA9	New Caledonia, Northern Mariana Islands
APA10	Bhutan, French Polynesia, Papua New Guinea, Solomon Islands
APA11	American Samoa, Christmas Island (Indian Ocean), Cocos (Keeling) Islands, Cooks Islands, Kiribati, Korea Democratic People's Republic, Micronesia (Caroline Islands except The Palau Islands Group Republic), Myanmar, Nauru, Niue, Norfolk Island, Palau, Tonga, Tuvalu, United State Minor Outlying Islands (Johnston Atoll, Midway Island)
APA12	Fiji, Maldives, Vanuatu, Wallis & Futuna Islands, Western Samoa
CAM1	El Salvador, Guatemala, Panama
CAM2	Costa Rica, Dominican Republic, Honduras, Nicaragua
CAM3	Bahamas, Bermuda, Jamaica, Trinidad and Tobago
CAM4	Curacao, Haiti, Saint Lucia, Saint Maarten (Dutch part)
CAM5	Cuba
CAM6	French Guiana, Guadeloupe, Martinique, Saint Barthelmy, Saint Martin
CAM7	Anguilla, Aruba, Cayman Islands

Zone	IPVPN Geographic Zone Breakdown
CAM8	Grenada, Saint Kitts and Nevis, Turks and Caicos Islands, Virgin Islands (US)
CAM9	Antarctica, Antigua and Barbuda, Barbados, Belize, Dominica, Falkland Islands, Montserrat, St Vincent and the Grenadines, St. Pierre and Miquelon, Virgin Islands (British)
EUR1	France, Germany, Italy, Monaco, San Marino, United Kingdom
EUR2	Russia
EUR3	Denmark, Faroe Islands, Finland, Greenland, Ireland, Norway, Sweden
EUR4	Bulgaria, Latvia, Lithuania, Slovenia
EUR5	Andorra, Austria, Belgium, Gibraltar, Liechtenstein, Luxembourg, Netherlands, Portugal, Spain, Switzerland
EUR6	Israel, Macedonia (F.Y.R.O.M.), Moldova Republic of, Ukraine
EUR7	Estonia
EUR8	Albania, Bosnia Hercegovina, Cyprus, Ercan Territory
EUR9	Armenia, Georgia
EUR10	Czech, Greece, Poland, Romania
EUR11	Iceland
EUR12	Belarus, Montenegro, Serbia
EUR13	Croatia, Hungary, Slovakia
EUR14	Turkey
MEA1	Malta
MEA2	Azerbaijan, Kazakhstan, Kyrgyzstan, Uzbekistan
MEA3	United Arab Emirates
MEA4	Tajikistan, Turkmenistan
MEA5	Qatar
MEA6	Bahrain, Jordan, Kuwait, Pakistan
MEA7	Lebanon, Oman
MEA8	Saudi Arabia
MEA9	Gaza-Strip, Libyan Arab Jamahiriya
MEA10	Afghanistan, Iran Islamic Republic, Iraq, Syrian Arab Republic
NAM1	Canada
NAM2	USA
NAM3	Mexico
NAM4	Puerto Rico
SAM1	Brazil, Peru, Venezuela
SAM2	Argentina, Chile, Colombia, Ecuador, Uruguay
SAM3	Guyana, Paraguay
SAM4	Bolivia
SAM5	Suriname

4.1.2 One-Time IP VPN Installation charges

A one-time installation charge (Normal Business Hours) of USD 1,400.00 per connection will be waived covering the set-up of the IP Plug and the appropriate CPE router.

4.1.3 ONBH Installation Charge

In case Installation is performed Outside of Normal Business Hours (ONBH), an additional charge of USD 600.00 applies (on top of the standard installation Charge).

4.1.4 Monthly IP VPN Service charges

Monthly service charges per connection covering the access router at the customer's site (hardware & IOS IP Software), the connection to the network and the connectivity for exchanges with any other of the customer's IP VPN connections (any-to-any connectivity). The following tariff applies for all Service Types (Silver, Gold, Gold flexible, Platinum and Platinum flexible) selected by the customer.

The minimum orderable bandwidth for all new IP VPN connections is 64 kbps. The following rates apply subject to capacity availability.

4.1.4.1. Monthly IPVPN Service Charge for all Classes of Service Excluding Router

Throughput (kbps)	Up to 64	128	192	256	384	512	768	1024	1536	2048	3072	4096	4608	5120
AFR1	\$715	\$715	\$715	\$715	\$795	\$960	\$1,140	\$1,325	\$1,735	\$2,080	\$2,690	\$3,145	\$3,300	\$3,380
AFR2	\$805	\$815	\$840	\$910	\$1,205	\$1,425	\$1,800	\$2,090	\$2,680	\$3,220	\$4,820	\$6,410	\$7,190	\$7,970
AFR3	\$1,540	\$1,610	\$1,790	\$1,985	\$2,520	\$3,020	\$3,425	\$4,000	\$5,175	\$6,200	\$9,245	\$12,250	\$13,810	\$15,300
AFR4	\$1,495	\$1,510	\$1,785	\$2,095	\$2,735	\$3,245	\$4,200	\$4,875	\$6,270	\$7,475	\$11,210	\$14,950	\$16,815	\$18,685
AFR5	\$2,465	\$2,495	\$2,950	\$3,460	\$4,510	\$5,360	\$6,925	\$8,045	\$10,350	\$12,330	\$18,500	\$24,665	\$27,745	\$30,830
AFR6	\$1,910	\$1,970	\$2,590	\$3,070	\$4,045	\$4,865	\$7,295	\$9,725	\$14,590	\$19,450	\$30,010	\$40,010	\$45,015	\$50,015
AFR7	\$3,060	\$3,150	\$4,140	\$4,915	\$6,475	\$7,780	\$11,670	\$15,560	\$23,340	\$31,120	\$48,015	\$64,020	\$72,020	\$80,025
APA1	\$515	\$515	\$515	\$515	\$515	\$515	\$580	\$690	\$855	\$1,015	\$1,310	\$1,555	\$1,625	\$1,685
APA2	\$555	\$595	\$720	\$800	\$1,040	\$1,105	\$1,290	\$1,415	\$1,820	\$2,160	\$3,200	\$4,205	\$4,720	\$5,170
APA3	\$855	\$855	\$855	\$855	\$955	\$1,085	\$1,280	\$1,440	\$1,785	\$2,125	\$2,495	\$2,955	\$3,105	\$3,210
APA4	\$990	\$990	\$990	\$990	\$1,265	\$1,490	\$2,010	\$2,455	\$3,070	\$3,670	\$4,785	\$5,650	\$5,980	\$6,180
APA5	\$1,035	\$1,110	\$1,450	\$1,720	\$2,205	\$2,540	\$3,275	\$3,590	\$4,590	\$5,435	\$9,000	\$11,970	\$13,580	\$15,050
APA6	\$1,705	\$1,830	\$2,395	\$2,840	\$3,740	\$4,385	\$6,560	\$7,900	\$11,780	\$15,615	\$23,285	\$30,865	\$34,910	\$38,555
APA7	\$1,930	\$1,930	\$2,455	\$2,895	\$3,810	\$4,440	\$5,790	\$5,845	\$7,555	\$8,225	\$10,745	\$12,710	\$13,635	\$14,125
APA8	\$2,475	\$2,475	\$2,475	\$2,475	\$2,935	\$3,395	\$3,950	\$4,495	\$7,165	\$8,590	\$11,230	\$13,295	\$14,105	\$14,625
APA9	\$2,305	\$2,865	\$3,735	\$4,430	\$5,840	\$7,020	\$10,525	\$13,990	\$20,920	\$27,800	\$41,565	\$55,235	\$61,935	\$68,590

Throughput (kbps)	Up to 64	128	192	256	384	512	768	1024	1536	2048	3072	4096	4608	5120
APA10	\$2,745	\$3,200	\$4,395	\$5,215	\$6,875	\$7,565	\$10,590	\$14,775	\$20,620	\$28,775	\$40,150	\$62,415	\$69,800	\$77,100
APA11	\$4,525	\$5,285	\$7,255	\$8,610	\$11,345	\$12,480	\$17,470	\$24,380	\$34,020	\$47,475	\$66,250	\$102,980	\$115,170	\$127,210
APA12	\$3,690	\$4,585	\$5,975	\$7,090	\$9,345	\$11,230	\$16,845	\$22,385	\$33,470	\$44,480	\$66,500	\$88,380	\$99,095	\$109,745
CAM1	\$265	\$265	\$320	\$375	\$495	\$585	\$660	\$760	\$995	\$1,170	\$1,505	\$1,805	\$1,910	\$1,940
CAM2	\$630	\$630	\$630	\$630	\$630	\$630	\$700	\$735	\$960	\$1,155	\$1,490	\$1,745	\$1,960	\$2,165
CAM3	\$640	\$640	\$640	\$640	\$675	\$1,265	\$1,540	\$1,775	\$2,300	\$2,705	\$4,050	\$5,385	\$6,070	\$6,730
CAM4	\$900	\$900	\$900	\$900	\$920	\$1,720	\$2,000	\$2,385	\$3,080	\$3,595	\$5,560	\$7,390	\$8,335	\$9,235
CAM5	\$770	\$775	\$920	\$1,095	\$1,440	\$1,730	\$2,585	\$3,430	\$5,115	\$6,775	\$10,105	\$13,395	\$15,050	\$16,620
CAM6	\$810	\$810	\$810	\$810	\$810	\$810	\$965	\$1,125	\$1,475	\$1,775	\$2,660	\$3,535	\$3,965	\$4,395
CAM7	\$1,060	\$1,075	\$1,260	\$1,500	\$1,725	\$1,895	\$2,505	\$3,750	\$5,050	\$6,515	\$9,725	\$12,905	\$14,520	\$16,055
CAM8	\$875	\$875	\$1,075	\$1,275	\$1,675	\$1,990	\$3,315	\$4,405	\$6,590	\$8,755	\$13,090	\$17,395	\$19,600	\$21,705
CAM9	\$1,380	\$1,380	\$1,695	\$2,015	\$2,640	\$3,135	\$4,975	\$6,610	\$9,880	\$13,135	\$19,635	\$26,095	\$29,400	\$32,560
EUR1	\$260	\$260	\$260	\$260	\$260	\$260	\$340	\$380	\$495	\$560	\$795	\$945	\$1,000	\$1,040
EUR2	\$345	\$345	\$345	\$345	\$440	\$500	\$645	\$745	\$960	\$1,135	\$1,445	\$1,695	\$1,715	\$1,805
EUR3	\$345	\$345	\$345	\$345	\$345	\$345	\$510	\$580	\$755	\$865	\$1,075	\$1,275	\$1,340	\$1,395
EUR4	\$400	\$400	\$400	\$400	\$590	\$780	\$1,005	\$1,170	\$1,510	\$1,785	\$2,285	\$2,685	\$2,935	\$3,240
EUR5	\$305	\$305	\$305	\$305	\$305	\$305	\$430	\$490	\$640	\$735	\$1,020	\$1,345	\$1,410	\$1,470
EUR6	\$430	\$430	\$430	\$430	\$530	\$635	\$815	\$950	\$1,225	\$1,450	\$1,855	\$2,180	\$2,210	\$2,330
EUR7	\$470	\$470	\$470	\$470	\$610	\$805	\$950	\$1,105	\$1,425	\$1,685	\$2,160	\$2,535	\$2,835	\$3,130
EUR8	\$465	\$465	\$465	\$465	\$595	\$845	\$1,090	\$1,270	\$1,640	\$1,935	\$2,885	\$3,825	\$4,180	\$4,615
EUR9	\$495	\$495	\$495	\$495	\$610	\$730	\$940	\$1,095	\$1,415	\$1,670	\$2,140	\$2,510	\$2,745	\$3,030
EUR10	\$520	\$520	\$520	\$520	\$545	\$635	\$750	\$870	\$1,125	\$1,330	\$1,700	\$2,000	\$2,075	\$2,185
EUR11	\$525	\$525	\$680	\$840	\$935	\$1,160	\$1,410	\$1,605	\$2,095	\$2,405	\$2,975	\$3,535	\$3,955	\$4,365
EUR12	\$555	\$555	\$555	\$555	\$705	\$1,130	\$1,450	\$1,630	\$2,105	\$2,495	\$3,720	\$4,930	\$5,390	\$5,950
EUR13	\$580	\$580	\$580	\$580	\$610	\$735	\$860	\$1,005	\$1,300	\$1,535	\$1,960	\$2,305	\$2,575	\$2,845
EUR14	\$1,050	\$1,050	\$1,050	\$1,050	\$1,130	\$1,270	\$1,365	\$1,700	\$2,185	\$2,580	\$3,315	\$3,855	\$4,020	\$4,205
MEA1	\$425	\$425	\$495	\$545	\$705	\$770	\$990	\$1,130	\$1,490	\$1,760	\$2,625	\$3,475	\$3,885	\$4,295
MEA2	\$845	\$845	\$1,085	\$1,285	\$1,685	\$2,020	\$2,635	\$3,015	\$3,740	\$4,480	\$6,685	\$8,855	\$9,900	\$10,935
MEA3	\$640	\$755	\$885	\$1,045	\$1,375	\$1,645	\$2,570	\$2,825	\$3,660	\$4,400	\$6,405	\$7,595	\$8,080	\$8,395
MEA4	\$900	\$1,040	\$1,340	\$1,590	\$2,090	\$2,515	\$3,770	\$4,320	\$7,490	\$9,955	\$14,880	\$19,770	\$22,160	\$24,540
MEA5	\$1,550	\$1,550	\$1,960	\$2,330	\$3,070	\$3,690	\$4,825	\$5,530	\$6,885	\$8,275	\$12,375	\$16,450	\$18,445	\$20,430
MEA6	\$1,730	\$1,730	\$1,810	\$1,890	\$2,480	\$2,975	\$3,720	\$4,250	\$5,275	\$6,325	\$9,430	\$12,495	\$13,970	\$15,430
MEA7	\$1,710	\$1,835	\$2,380	\$2,825	\$3,720	\$4,470	\$5,850	\$6,705	\$8,345	\$10,025	\$13,140	\$15,595	\$16,590	\$17,245
MEA8	\$2,435	\$2,435	\$2,715	\$3,215	\$4,225	\$5,065	\$6,525	\$7,480	\$9,320	\$11,205	\$14,695	\$17,445	\$18,575	\$19,315
MEA9	\$2,560	\$2,560	\$3,295	\$3,910	\$5,155	\$6,190	\$9,285	\$12,345	\$18,455	\$24,525	\$36,670	\$48,730	\$54,640	\$60,510
MEA10	\$3,595	\$3,595	\$4,630	\$5,495	\$7,240	\$8,700	\$13,050	\$15,660	\$26,105	\$34,805	\$52,205	\$69,610	\$78,310	\$87,010
NAM1	\$290	\$290	\$290	\$290	\$290	\$290	\$350	\$420	\$510	\$640	\$765	\$1,045	\$1,190	\$1,320

Throughput (kbps)	Up to 64	128	192	256	384	512	768	1024	1536	2048	3072	4096	4608	5120
NAM2	\$235	\$235	\$235	\$235	\$235	\$235	\$295	\$335	\$410	\$530	\$645	\$805	\$985	\$1,015
NAM3	\$405	\$405	\$425	\$435	\$465	\$495	\$600	\$820	\$1,070	\$1,240	\$1,620	\$2,140	\$2,255	\$2,350
NAM4	\$450	\$450	\$465	\$485	\$515	\$545	\$665	\$935	\$1,325	\$1,535	\$2,185	\$2,895	\$3,240	\$3,580
SAM1	\$655	\$655	\$655	\$655	\$660	\$665	\$820	\$985	\$1,290	\$1,530	\$1,960	\$2,365	\$2,465	\$2,540
SAM2	\$835	\$835	\$835	\$835	\$835	\$835	\$890	\$1,065	\$1,390	\$1,645	\$1,920	\$2,315	\$2,415	\$2,490
SAM3	\$800	\$800	\$950	\$1,060	\$1,320	\$1,435	\$1,865	\$2,165	\$2,835	\$3,360	\$5,010	\$6,635	\$7,420	\$8,195
SAM4	\$920	\$920	\$920	\$920	\$920	\$920	\$1,090	\$1,290	\$1,690	\$2,005	\$2,990	\$3,960	\$4,430	\$4,890
SAM5	\$1,320	\$1,320	\$1,565	\$1,750	\$2,180	\$2,370	\$3,075	\$3,570	\$4,675	\$5,540	\$8,265	\$10,950	\$12,245	\$13,525

Throughput (kbps)	5120	6144	7168	7680	8192	9216	10240	10752	12288	14336	16384	18432
Costa Rica	\$2,165	\$2,700	\$3,140	\$3,355	\$3,570	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Japan	\$1,685	\$1,815	\$2,010	\$2,060	\$2,075	\$2,200	\$2,225	n/a	n/a	n/a	n/a	n/a
United Kingdom	\$1,040	\$1,145	\$1,255	\$1,305	\$1,330	\$1,520	\$1,550	n/a	n/a	n/a	n/a	n/a
USA	\$1,015	\$1,060	\$1,155	\$1,195	\$1,205	\$1,380	\$1,400	\$1,485	\$1,600	\$1,745	\$1,895	\$2,015

Throughput (kbps)	20480	22528	25600	30720	34816	40960	46080	51200	60416	80896	100352
USA	\$2,070	\$2,210	\$2,375	\$2,550	\$2,685	\$2,920	\$3,030	\$3,230	\$3,600	\$3,790	\$3,925

4.1.4.2. Monthly IPVPN Router Charges

Router Type	AFR	APA	CAM	EUR	MEA	NAM	SAM
CS8xx	\$ 190	\$ 185	\$ 190	\$ 165	\$ 190	\$ 165	\$ 190
CS1721	\$ 255	\$ 225	\$ 205	\$ 205	\$ 255	\$ 205	\$ 225
CS1841	\$ 305	\$ 270	\$ 275	\$ 250	\$ 305	\$ 250	\$ 275
CS1941-SEC/K9	\$ 345	\$ 305	\$ 315	\$ 285	\$ 345	\$ 285	\$ 315
CS26xx	\$ 340	\$ 285	\$ 265	\$ 265	\$ 340	\$ 265	\$ 285
CS2801	\$ 355	\$ 290	\$ 300	\$ 275	\$ 355	\$ 275	\$ 300
CS2811	\$ 390	\$ 325	\$ 335	\$ 305	\$ 390	\$ 305	\$ 335
CS2811-SRST/K9	\$ 420	\$ 360	\$ 365	\$ 340	\$ 420	\$ 340	\$ 365
CS2811-V/K9	\$ 400	\$ 335	\$ 345	\$ 320	\$ 400	\$ 320	\$ 345
CS2821	\$ 435	\$ 370	\$ 380	\$ 355	\$ 435	\$ 355	\$ 380
CS2821-SRST/K9	\$ 495	\$ 430	\$ 440	\$ 410	\$ 495	\$ 410	\$ 440
CS2821-V/K9	\$ 465	\$ 400	\$ 410	\$ 380	\$ 465	\$ 380	\$ 410
CS2851	\$ 545	\$ 480	\$ 490	\$ 460	\$ 545	\$ 460	\$ 490
CS2851-SRST/K9	\$ 625	\$ 565	\$ 570	\$ 545	\$ 625	\$ 545	\$ 570
CS2851-V/K9	\$ 575	\$ 515	\$ 520	\$ 495	\$ 575	\$ 495	\$ 520
CS2901-CME-SRST/K9	\$ 415	\$ 345	\$ 355	\$ 325	\$ 415	\$ 325	\$ 355
CS2901-VSEC/K9	\$ 435	\$ 365	\$ 375	\$ 350	\$ 435	\$ 350	\$ 375
CS2901xx	\$ 395	\$ 330	\$ 335	\$ 310	\$ 395	\$ 310	\$ 335
CS2921-CME-SRST/K9	\$ 490	\$ 425	\$ 430	\$ 405	\$ 490	\$ 405	\$ 430
CS2921-VSEC/K9	\$ 510	\$ 445	\$ 455	\$ 425	\$ 510	\$ 425	\$ 455
CS2921xx	\$ 470	\$ 405	\$ 415	\$ 385	\$ 470	\$ 385	\$ 415
CS2951-CME-SRST/K9	\$ 655	\$ 590	\$ 600	\$ 570	\$ 655	\$ 570	\$ 600
CS2951-VSEC/K9	\$ 680	\$ 610	\$ 620	\$ 595	\$ 680	\$ 595	\$ 620
CS2951xx	\$ 635	\$ 570	\$ 580	\$ 550	\$ 635	\$ 550	\$ 580
CS3725	\$ 750	\$ 720	\$ 675	\$ 675	\$ 750	\$ 675	\$ 720
CS3725-VPN/K9	\$ 860	\$ 825	\$ 775	\$ 775	\$ 860	\$ 775	\$ 825
CS3745	\$ 905	\$ 870	\$ 815	\$ 815	\$ 905	\$ 815	\$ 870
CS3745-VPN/K9	\$ 1,040	\$ 1,000	\$ 935	\$ 935	\$ 1,040	\$ 935	\$ 1,000
CS3825	\$ 765	\$ 765	\$ 765	\$ 765	\$ 765	\$ 765	\$ 765
CS3825-SRST/K9	\$ 865	\$ 865	\$ 865	\$ 865	\$ 865	\$ 865	\$ 865
CS3825-V/K9	\$ 790	\$ 790	\$ 790	\$ 790	\$ 790	\$ 790	\$ 790
CS3845	\$ 915	\$ 915	\$ 915	\$ 915	\$ 915	\$ 915	\$ 915
CS3845-SRST/K9	\$ 1,040	\$ 1,040	\$ 1,040	\$ 1,040	\$ 1,040	\$ 1,040	\$ 1,040
CS3845-V/K9	\$ 935	\$ 935	\$ 935	\$ 935	\$ 935	\$ 935	\$ 935
CS3925-CME-SRST/K9	\$ 1,070	\$ 1,070	\$ 1,070	\$ 1,070	\$ 1,070	\$ 1,070	\$ 1,070

Router Type	AFR	APA	CAM	EUR	MEA	NAM	SAM
CS3925E-VSEC/K9	\$ 1,115	\$ 1,115	\$ 1,115	\$ 1,115	\$ 1,115	\$ 1,115	\$ 1,115
CS3925Exx	\$ 1,055	\$ 1,055	\$ 1,055	\$ 1,055	\$ 1,055	\$ 1,055	\$ 1,055
CS3945E-VSEC/K9	\$ 1,245	\$ 1,245	\$ 1,245	\$ 1,245	\$ 1,245	\$ 1,245	\$ 1,245
CS3945Exx	\$ 1,185	\$ 1,185	\$ 1,185	\$ 1,185	\$ 1,185	\$ 1,185	\$ 1,185
CS7206VXR	\$ 725	\$ 725	\$ 725	\$ 725	\$ 725	\$ 725	\$ 725
CS7206VXR/NPE-G1	\$ 1,370	\$ 1,370	\$ 1,370	\$ 1,370	\$ 1,370	\$ 1,370	\$ 1,370
CS7206VXR/NPE-G2	\$ 1,455	\$ 1,455	\$ 1,455	\$ 1,455	\$ 1,455	\$ 1,455	\$ 1,455
CS7206VXR/400/2FE	\$ 1,180	\$ 1,180	\$ 1,180	\$ 1,180	\$ 1,180	\$ 1,180	\$ 1,180
CS7304	\$ 1,705	\$ 1,705	\$ 1,705	\$ 1,705	\$ 1,705	\$ 1,705	\$ 1,705
ASR1002	\$ 1,235	\$ 1,235	\$ 1,235	\$ 1,235	\$ 1,235	\$ 1,235	\$ 1,235
ASR1002-10G/K9	\$ 2,805	\$ 2,805	\$ 2,805	\$ 2,805	\$ 2,805	\$ 2,805	\$ 2,805
ASR1002-5G/K9	\$ 2,160	\$ 2,160	\$ 2,160	\$ 2,160	\$ 2,160	\$ 2,160	\$ 2,160
ASR1004-20G/K9	\$ 3,455	\$ 3,455	\$ 3,455	\$ 3,455	\$ 3,455	\$ 3,455	\$ 3,455

4.1.5 Option Charges

Monthly Router Interface Charges

Please refer to "Router interface charges" in a subsequent section of this document.

Contingency Charges

Mission critical options description

Contingency option	Option description	Contingency charges applicable	Other Charges applicable
NAS back-up	Access through X28, PPP dial via ISDN or PSTN, in case of local access line failure, with possibility of a secondary (dual) router	Dual router surcharge (in case a secondary router is set up)	NAS Back-up Flat Fee charges (refer to "NAS Back-up Charges" section)
Always On	DSL connection as a backup for IP VPN	Standard IP VPN charge applies	Standard Select/Premier DSL charge applies
Dual connection shadow access	Dual connection, with secondary (dual) router. The secondary connection is activated in the event of the primary connection's failure	Surcharge for Dual router and Dual connection	Local access charges will also apply on the secondary connection (refer to "Network access charges" of this document)
Dual connection Load Balance	Dual connection, with secondary (dual) router, the secondary connection is active and run in parallel with the primary one	The secondary connection is charged at 100% (installation and monthly charges)	Local access charges will also apply on the secondary connection (refer to "Network access charges" of this document)

Contingency One-Time Installation

Charges in USD	Dual Router (only applicable to NAS Backup)	Both dual connection and router
One-time Contingency installation charge	50% of IP VPN install charge	100% of IP VPN install charge

Contingency Monthly Service Charges

Contingency options requiring dual connection and/or router will be subject to a surcharge on the IP VPN main site charges, as follows:

Contingency Charge in % of the main site monthly charges	Dual Router (only applicable to NAS Backup)	Both dual connection and router (Shadow Access)*
Monthly Contingency service charge	+20%	+55%

* For the Load Balance option, the secondary connection is charged at 100%, depending on its own configuration

Network Protect Monthly Charges

A Monthly Network Protect Service charge applies per configured router and depends on the following parameter:

- Option Type (Firewall / Intrusion Prevention / Firewall & Intrusion Prevention)

Option Type	Monthly Charge per Router in USD
Firewall	145.00
Intrusion Prevention	145.00
Firewall + Intrusion Prevention	240.00

Note: the above pricing includes the router upgrade from basic chassis to corresponding SEC/K9 series

Out-of-Band Management

Out Of Band Management (OOBM) via ISDN/PSTN feature is charged USD 25.00 per router configured per month. This feature is no longer offered for new connections.

Option description	Charge in USD per router
Multiple VPN site <u>one-time</u> installation charge (minimum Gold Flexible requested for Multiple VPN)	1 000.00
CAS facility / Remote LAN Access - <u>monthly</u> charge	50.00
Airline Router Service (ALPS and MATIP) :	
Cascaded link – monthly charge per serial port used	50.00
Airline router service – Airline protocol software monthly charge	50.00

4.1.1 Managed Voice over IP VPN

Managed Voice over IP VPN (VoIP) pricing consists in:

- Standard IP VPN installation charges
- Standard IP VPN monthly service charges
- Voice channels monthly charges: charge per voice channel depending on the country:

Country	Price in USD per month per channel
Argentina	31.00
Australia	24.00
Bahamas	47.00
Bahrain	54.00
China	39.00
United Kingdom	19.00
Other countries	Case-by-case

- Voice Network cards and modules monthly charges (Ref. table below)
- Off-net calls are not included in above pricing

Voice Network cards and modules monthly charges		
Code	Monthly charge in USD	Description
PVDM3-128	268.00	128-channel high-density voice and video DSP module
PVDM3-16	34.00	16-channel high-density voice and video DSP module
PVDM3-16U128	220.00	PVDM3 16-channel to 128-channel factory upgrade
PVDM3-16U192	307.00	PVDM3 16-channel to 192-channel factory upgrade
PVDM3-16U256	358.00	PVDM3 16-channel to 256-channel factory upgrade
PVDM3-16U32	32.00	PVDM3 16-channel to 32-channel factory upgrade
PVDM3-16U64	95.00	PVDM3 16-channel to 64-channel factory upgrade
PVDM3-192	361.00	192-channel high-density voice and video DSP module
PVDM3-24U256	358.00	PVDM3 24-channel to 256-channel factory upgrade
PVDM3-256	415.00	256-channel high-density voice and video DSP module
PVDM3-32	67.00	32-channel high-density voice and video DSP module
PVDM3-32U128	189.00	PVDM3 32-channel to 128-channel factory upgrade
PVDM3-32U192	275.00	PVDM3 32-channel to 192-channel factory upgrade
PVDM3-32U256	326.00	PVDM3 32-channel to 256-channel factory upgrade
PVDM3-32U64	63.00	PVDM3 32-channel to 64-channel factory upgrade
PVDM3-64	134.00	64-channel high-density voice and video DSP module
PVDM3-64U128	122.00	PVDM3 64-channel to 128-channel factory upgrade
PVDM3-64U192	206.00	PVDM3 64-channel to 192-channel factory upgrade
PVDM3-64U256	255.00	PVDM3 64-channel to 256-channel factory upgrade
VIC2-2BRI-NT/TE	47.00	Two-port Voice Interface Card - BRI (NT and TE)
VIC2-2FXO	20.00	Two-port Voice Interface Card - FXO (Universal)
VIC2-4FXO	40.00	Four-port Voice Interface Card - FXO (Universal)
WWIC3-4MFT-T1/E1	185.00	4-Port 3rd Gen Multiflex Trunk Voice/WAN Int. Card - T1/E1

4.2 One-Time IP VPN De-installation Charges

A one-time IP VPN de-installation charge of USD 500.00 will be waived per IP VPN connection including moves.

5. IP VPN At Airports Service

5.1 One Time IP VPN at Airports Connection Installation Charges

Note: the One-time IP VPN at Airport Connection installation charge is not applicable to connections migrating from SITA IP VPN service.

5.1.1 One-Time IP VPN Bandwidth Installation Charges

A one-time installation charge (Normal Business Hours) of USD 400.00 per configured IP VPN Bandwidth will be waived.

This one-time installation charge will also apply to back-up IPVPN Bandwidth installation for resiliency purpose.

5.1.2 One-Time IP Port Installation Charges

A one-time installation charge (Normal Business Hours) of USD 1,000.00 per IP Port will be waived.

5.2 Monthly IP VPN at Airports Connection Charges

5.2.1 Monthly IP VPN Bandwidth Charges

Monthly service charges per IP VPN Bandwidth:

APH Country	128	192	256	384	512	768	1024	1536	2048	3072	4096	5120	6144	8192
Argentina	\$640	\$650	\$665	\$675	\$690	\$830	\$975	\$1,260	\$1,495	\$2,060	\$2,440	\$2,605	\$2,695	\$3,095
Australia	\$405	\$405	\$405	\$495	\$565	\$650	\$720	\$875	\$1,025	\$1,420	\$1,665	\$1,795	\$1,910	\$2,160
Aruba	\$875	\$1,275	\$1,485	\$1,710	\$1,880	\$2,560	\$3,595	\$5,045	\$6,515	\$10,620	\$14,200	\$17,650	\$21,240	\$28,410
Belgium	\$325	\$325	\$325	\$370	\$410	\$515	\$575	\$735	\$875	\$1,200	\$1,390	\$1,500	\$1,660	\$1,910
Brazil	\$665	\$675	\$690	\$700	\$715	\$870	\$1,030	\$1,340	\$1,590	\$2,200	\$2,615	\$2,795	\$2,900	\$3,340
Canada	\$310	\$310	\$310	\$375	\$420	\$480	\$565	\$710	\$830	\$1,110	\$1,250	\$1,405	\$1,455	\$1,575
Switzerland	\$325	\$325	\$325	\$370	\$410	\$515	\$575	\$735	\$875	\$1,200	\$1,390	\$1,500	\$1,660	\$1,910
Colombia	\$640	\$650	\$665	\$675	\$690	\$830	\$975	\$1,260	\$1,495	\$2,060	\$2,440	\$2,605	\$2,695	\$3,095
China	\$770	\$800	\$825	\$970	\$1,100	\$1,265	\$1,385	\$1,675	\$1,950	\$2,670	\$3,105	\$3,360	\$3,600	\$4,165
Germany	\$260	\$260	\$260	\$280	\$310	\$385	\$425	\$550	\$650	\$900	\$1,045	\$1,125	\$1,220	\$1,395
Ecuador	\$640	\$650	\$665	\$675	\$690	\$830	\$975	\$1,260	\$1,495	\$2,060	\$2,440	\$2,605	\$2,695	\$3,095
Spain	\$325	\$325	\$325	\$370	\$410	\$515	\$575	\$735	\$875	\$1,200	\$1,390	\$1,500	\$1,660	\$1,910

APH Country	128	192	256	384	512	768	1024	1536	2048	3072	4096	5120	6144	8192
France	\$260	\$260	\$260	\$280	\$310	\$385	\$425	\$550	\$650	\$900	\$1,045	\$1,125	\$1,220	\$1,395
United Kingdom	\$260	\$260	\$260	\$280	\$310	\$385	\$425	\$550	\$650	\$900	\$1,045	\$1,125	\$1,220	\$1,395
Hong Kong	\$405	\$405	\$405	\$495	\$565	\$650	\$720	\$875	\$1,025	\$1,420	\$1,665	\$1,795	\$1,910	\$2,160
Ireland	\$325	\$325	\$325	\$370	\$410	\$510	\$570	\$730	\$865	\$1,190	\$1,380	\$1,485	\$1,565	\$1,805
Israel	\$450	\$460	\$470	\$560	\$670	\$840	\$965	\$1,230	\$1,450	\$1,985	\$2,290	\$2,480	\$2,700	\$3,070
India	\$840	\$840	\$840	\$890	\$990	\$1,145	\$1,275	\$1,550	\$1,820	\$2,515	\$2,940	\$3,170	\$3,370	\$3,805
Italy	\$260	\$260	\$260	\$280	\$310	\$385	\$425	\$550	\$650	\$900	\$1,045	\$1,125	\$1,220	\$1,395
Japan	\$405	\$405	\$405	\$495	\$565	\$650	\$720	\$875	\$1,025	\$1,420	\$1,665	\$1,795	\$1,910	\$2,160
Korea, Rep of	\$405	\$405	\$405	\$495	\$565	\$650	\$720	\$875	\$1,025	\$1,420	\$1,665	\$1,795	\$1,910	\$2,160
Mexico	\$410	\$410	\$445	\$520	\$585	\$680	\$910	\$1,175	\$1,405	\$1,940	\$2,265	\$2,460	\$2,610	\$2,840
Nigeria	\$1,445	\$1,630	\$1,900	\$2,385	\$2,820	\$3,585	\$4,115	\$5,230	\$6,200					
Netherlands	\$325	\$325	\$325	\$370	\$410	\$515	\$575	\$735	\$875	\$1,200	\$1,390	\$1,500	\$1,660	\$1,910
Panama	\$240	\$290	\$340	\$445	\$525	\$670	\$765	\$995	\$1,170	\$1,620	\$1,900	\$2,025	\$2,145	\$2,450
Peru	\$665	\$675	\$690	\$700	\$715	\$870	\$1,030	\$1,340	\$1,590	\$2,200	\$2,615	\$2,795	\$2,900	\$3,340
Philippines	\$850	\$850	\$930	\$1,460	\$1,665	\$2,390	\$2,645	\$3,240	\$3,800	\$5,300	\$6,175	\$6,690	\$7,125	\$8,100
Portugal	\$325	\$325	\$325	\$370	\$410	\$515	\$575	\$735	\$875	\$1,200	\$1,390	\$1,500	\$1,660	\$1,910
Qatar	\$1,540	\$1,810	\$2,140	\$2,800	\$3,350	\$4,300	\$4,890	\$6,035	\$7,235					
Sweden	\$325	\$325	\$325	\$370	\$410	\$510	\$570	\$730	\$865	\$1,190	\$1,380	\$1,485	\$1,565	\$1,805
Singapore	\$405	\$405	\$405	\$495	\$565	\$650	\$720	\$875	\$1,025	\$1,420	\$1,665	\$1,795	\$1,910	\$2,160
El Salvador	\$240	\$290	\$340	\$445	\$525	\$670	\$765	\$995	\$1,170	\$1,620	\$1,900	\$2,025	\$2,145	\$2,450
Saint Maarten	\$800	\$800	\$800	\$820	\$1,530	\$2,025	\$2,400	\$3,075	\$3,595	\$5,780	\$7,520	\$9,235	\$10,950	\$14,300
Thailand	\$850	\$850	\$930	\$1,460	\$1,665	\$2,390	\$2,645	\$3,240	\$3,800	\$5,300	\$6,175	\$6,690	\$7,125	\$8,100
Trinidad & Tobago	\$575	\$575	\$575	\$595	\$1,120	\$1,555	\$1,785	\$2,305	\$2,705	\$4,360	\$5,680	\$6,975	\$8,270	\$10,805
Taiwan	\$405	\$405	\$405	\$495	\$565	\$650	\$720	\$875	\$1,025	\$1,420	\$1,665	\$1,795	\$1,910	\$2,160
United States	\$325	\$325	\$325	\$325	\$365	\$415	\$470	\$565	\$660	\$900	\$1,045	\$1,110	\$1,150	\$1,305
Viet Nam	\$1,060	\$1,410	\$1,720	\$2,360	\$2,880	\$3,955	\$4,715	\$6,520	\$8,175	\$11,060	\$12,940	\$14,225	\$15,350	\$17,805
Venezuela	\$665	\$675	\$690	\$700	\$715	\$870	\$1,030	\$1,340	\$1,590	\$2,200	\$2,615	\$2,795	\$2,900	\$3,340

(*) Note: Resiliency:

Shadow Back-up IP VPN Bandwidth is configured and charged 50.00% of the main bandwidth rate if ordered.

For the Load Balance option, the secondary connection is charged at 100%, depending on its own configuration. The IP VPN at Airports load-sharing configuration is subject to engineering validation in accordance with United's specific load-sharing requirements such as an application, a source-destination pairing, or any other parameter. Testing of this load-sharing feature must be carried out prior to any network-wide deployment.

5.2.2 Monthly IP Port Charges

Monthly service charges per IP Port:

Note: At some airports (MUC, BCN, MAD, ZRH and TLV), the LAN connectivity has to be ordered directly from the Airport Authority (or CAMPUS LAN Operator). SITA cannot do this on behalf of the customer. In these few exceptional airports there is a reduced rate for the IP Port monthly charge. The invoice will be sent directly by the Airport Authority for the ordered LAN connectivity.

IP Port enhanced 24 x 7 support: This IP Port option is available at certain airports at a surcharge of USD 25.00 on top of the monthly IP Port charge.

Country	Airport Hub	Airport Zone	IP Port type	Enhanced 24x7 Support Availability	Monthly Charges in USD
Argentina	Buenos Aires (EZE1)	Zone 1	Standard		\$225
Aruba	Aruba AP (AUA1)	Zone 1	Standard		\$275
Australia	Cairns (CNS1)	Zone 1	Standard		\$225
Australia	Melbourne (MEL1)	Zone 1	Standard		\$225
Australia	Sydney (SYD1)	Zone 1	Standard		\$225
Belgium	Brussels (BRU1)	Zone 1	Standard	Yes	\$275
Brazil	Rio de Janeiro - Galeao (GIG1)	Zone 1	Standard	Yes	\$225
Brazil	Sao Paulo - Guarulhos Int. AP (GRU1)	Zone 1	Standard	Yes	\$225
Canada	Montreal - Trudeau (YUL1)	Zone 1	Standard		\$225
Canada	Toronto (YYZ1)	Zone 1	Standard	Yes	\$225
Canada	Vancouver Int. AP (YVR1)	Zone 1	Standard		\$225
China	Capital Airport T3 - Beijing (PEK1)	Zone 1	Standard	Yes	\$225
China	Shanghai - Hongqiao (SHA1)	Zone 1	Standard	Yes	\$275
China	Shanghai - Pu Dong T1 (PVG1)	Zone 1	Standard		\$225
China	Shanghai - Pu Dong T2 (PVG2)	Zone 1	Standard		\$225
Ecuador	Guayaquil Simon Bolivar (GYE1)	Zone 1	Standard		\$225
El Salvador	Comalapa International (SAL1)	Zone 1	Standard		\$225
France	Paris Airports (CDG1)	Zone 1	Standard	Yes	\$225
Germany	Frankfurt/Main Int. AP (FRA1)	Zone 1	Standard	Yes	\$225
Germany	Hamburg - Fuhlsbuettel (HAM1)	Zone 1	Standard		\$225
Germany	Munich (MUC1)	Zone 1	Standard	Yes	\$80
Germany	Stuttgart - Echterdingen (STR1)	Zone 1	Standard		\$225
Hong Kong	Hong Kong Int. AP (HKG1)	Zone 1	Standard		\$225
India	Chhatrapati Shivaji International - Mumbai T2C (BOM2)	Zone 1	Standard	Yes	\$175
India	New Delhi (DEL1)	Zone 1	Standard	Yes	\$175

Country	Airport Hub	Airport Zone	IP Port type	Enhanced 24x7 Support Availability	Monthly Charges in USD
India	New Delhi T3 (DEL3)	Zone 1	Standard	Yes	\$175
Ireland	Dublin (DUB1)	Zone 1	Standard		\$225
Ireland	Shannon International (SNN1)	Zone 1	Standard	Yes	\$225
Israel	Tel Aviv (TLV1)	Zone 5	Standard	Yes	\$80
Italy	Fiumicino Int AP (FCO1)	Zone 1	Standard	Yes	\$225
Italy	Milan - Malpensa (MXP1)	Zone 1	Standard	Yes	\$225
Japan	Chubu Centrair International (NGO1)	Zone 1	Standard		\$225
Japan	Fukuoka (FUK1)	Zone 1	Standard		\$225
Japan	Osaka - Kansai Int. AP (KIX1)	Zone 1	Standard		\$225
Japan	Tokyo - Narita (NRT1)	Zone 1	Standard		\$225
Korea Republic of (South)	Seoul Incheon (ICN1)	Zone 1	Standard		\$225
Mexico	Cancun (CUN1)	Zone 1	Standard		\$225
Mexico	Guadalajara (GDL1)	Zone 1	Standard	Yes	\$225
Mexico	Mexico (MEX1)	Zone 1	Standard		\$225
Netherlands	Amsterdam Schiphol (AMS1)	Zone 1	Standard		\$225
Nigeria	Murtala Muhammed Int AP (LOS1)	Zone 1	Standard		\$275
Panama	Panama City (PTY1)	Zone 1	Standard		\$225
Peru	Lima (LIM1)	Zone 1	Standard	Yes	\$225
Philippines	Manila (MNL1)	Zone 1	Standard		\$225
Portugal	Lisbon (LIS1)	Zone 1	Standard	Yes	\$225
Qatar	Doha Int AP (DOH1)	Zone 1	Standard		\$275
Saint Maarten (Dutch part)	Saint Maarten AP (SXM1)	Zone 1	Standard		\$275
Spain	Barcelona (BCN1)	Zone 1	Standard		\$80
Spain	Madrid - Barajas (MAD1)	Zone 1	Standard		\$80
Switzerland	Geneva (GVA1)	Zone 1	Standard		\$225
Switzerland	Zurich - Kloten (ZRH1)	Zone 1	Standard		\$80
Taiwan	Taipei - Chiang Kai Shek (TPE1)	Zone 1	Standard		\$225
Thailand	New Bangkok Intl (BKK2)	Zone 1	Standard	Yes	\$225
United Kingdom	Birmingham (BHX1)	Zone 1	Standard		\$225
United Kingdom	Edinburgh (EDI1)	Zone 1	Standard		\$225
United Kingdom	Glasgow (GLA1)	Zone 1	Standard		\$225
United Kingdom	London - Heathrow (LHR1)	Zone 1	Standard	Yes	\$225
United Kingdom	London Heathrow T4 (LHR2)	Zone 1	Standard	Yes	\$225
United Kingdom	Manchester (MAN1)	Zone 1	Standard		\$225
USA	Honolulu (HNL1)	Zone 1	Standard		\$225

Country	Airport Hub	Airport Zone	IP Port type	Enhanced 24x7 Support Availability	Monthly Charges in USD
Venezuela	Caracas (CCS1)	Zone 1	Standard		\$275

5.3 IP VPN at Airports Cascaded Router Charges

A one-off router installation charge of USD 700.00 per router will be waived.

A monthly router (including hardware & IOS IP Software) charge will apply at the IP VPN router charges listed in Section 4.1.4.2.

By exception, if an IP VPN CS26xx or CS2811 router at an existing IP VPN site migrating to IP VPN Airports is used as a Cascaded Router, the following rates will apply:

Zone	APA	CAM	EUR	NAM	SAM
CS26xx	waived	waived	waived	waived	waived
CS2811	\$85	\$80	\$80	\$80	\$85

Router network modules and interface cards charges will apply as per standard Router Interface cards pricing.

5.4 One-Time IP VPN at Airports De-installation Charges

A one-time de-installation charge of USD 500.00 will be waived per IP VPN at Airports connection.

6. Select DSL Access to IP VPN

6.1 Select DSL Access to IP VPN Installation and Monthly Charges

The Select DSL Access to IP VPN one-time Installation charge (Normal Business Hours) and monthly service charge apply per DSL access, covering DSL circuit and profile, IP VPN bandwidth at the aggregation node, CPE router. In some case, it also includes the set-up of a new dedicated POTS Line (as indicated in Table below).

Country Provider	Access Speed	Service Type	POTS	CPE	Tariff Code	Installation Charge	Monthly Charge
Antigua and Barbuda/Offnet	<= 8 Mbps	SIA Offnet AG < 8M	No	CISCO881-K9	SA217VEN00	\$1,400	\$360
Argentina/Offnet	<= 8 Mbps	SIA Offnet AR < 8M	No	CISCO881-K9	SA317VEN00	\$1,400	\$340
Argentina/TELEFONICA ARGENTINA	512/128 Kbps	SIA DSL Corp 512Kbps	Yes	CISCO881-K9	STA50NEN00	\$1,400	\$635
Australia/OPTUS	8192/640 Kbps	SIA Optus NetAccess ZedX 8M CBD	Yes	CISCO881-K9	SOP131CN00	\$1,400	\$830
Australia/OPTUS	8192/640 Kbps	SIA Optus NetAccess ZedX 8M Regional	Yes	CISCO881-K9	SOP231CN00	\$1,400	\$830
Bahamas/Offnet	<= 8 Mbps	SIA Offnet BS < 8M	No	CISCO881-K9	SB117VEN00	\$1,400	\$360
Bahrain/BAHRAIN TELECOMMUNICATIONS COMPANY	1024/512 Kbps	SIA Broadband Business Flat unlimited	No	CISCO887VA-K9	SBK11GPN00	\$1,400	\$1,040
Bahrain/BAHRAIN TELECOMMUNICATIONS COMPANY	1024/512 Kbps	SIA Broadband Business Flat unlimited	Yes	CISCO887VA-K9	SBK11GEN00	\$1,400	\$1,065
Bahrain/BAHRAIN TELECOMMUNICATIONS COMPANY	1024/256 Kbps	SIA Broadband Business Flat unlimited	Yes	CISCO887VA-K9	SBK11DEN00	\$1,400	\$1,015
Bahrain/BAHRAIN TELECOMMUNICATIONS COMPANY	8192/2048 Kbps	SIA Broadband Business Flat unlimited	No	CISCO887VA-K9	SBK15OPN00	\$1,400	\$1,900
Bahrain/BAHRAIN TELECOMMUNICATIONS COMPANY	8192/2048 Kbps	SIA Broadband Business Flat unlimited	Yes	CISCO887VA-K9	SBK15OEN00	\$1,400	\$1,925
Bahrain/Offnet	<= 8 Mbps	SIA Offnet BH < 8M	No	CISCO881-K9	SB217VEN00	\$1,400	\$360
Belgium/BELGACOM	4711/512 Kbps	aDSL2+ Go Gold SLA 4M	Yes	CISCO887VA-K9	SBE3A5EN00	\$1,400	\$400
Belize/BELIZE TELECOMMUNICATIONS LTD	1024/512 Kbps	SIA DSL Ultima	Yes	CISCO881-K9	SBZ11GEN00	\$1,400	\$1,410
Belize/Offnet	<= 8 Mbps	SIA Offnet BZ < 8M	No	CISCO881-K9	SB717VEN00	\$1,400	\$360
Bermuda/Offnet	<= 8 Mbps	SIA Offnet BM < 8M	No	CISCO881-K9	SB917VEN00	\$1,400	\$360
Bolivia/Offnet	<= 8 Mbps	SIA Offnet BO < 8M	No	CISCO881-K9	S2B17VEN00	\$1,400	\$360
Brazil/Offnet	<= 8 Mbps	SIA Offnet BR < 8M	No	CISCO881-K9	S5B17VEN00	\$1,400	\$360
Canada/BELL CANADA-CA	1024/640 Kbps	Gateway Access Service	No	CISCO887VA-K9	SBN19HPN00	\$1,400	\$485
Canada/BELL CANADA-CA	1024/640 Kbps	Gateway Access Service	Yes	CISCO887VA-K9	SBN19HEN00	\$1,400	\$510
Canada/BELL CANADA-CA	512/512 Kbps	Gateway Access Service	Yes	CISCO887VA-K9	SBN10PEN00	\$1,400	\$490

Country Provider	Access Speed	Service Type	POTS	CPE	Tariff Code	Installation Charge	Monthly Charge
Canada/BELL CANADA-CA	6144/800 Kbps	Gateway Access Service	No	CISCO887VA-K9	SBN14OPN00	\$1,400	\$760
Canada/BELL CANADA-CA	6144/800 Kbps	Gateway Access Service	Yes	CISCO887VA-K9	SBN14OEN00	\$1,400	\$785
Canada/Offnet	<= 8 Mbps	SIA Offnet CA < 8M	No	CISCO881-K9	SC317VEN00	\$1,400	\$265
Cayman Islands/Offnet	<= 8 Mbps	SIA Offnet KY < 8M	No	CISCO881-K9	SC517VEN00	\$1,400	\$360
China/Offnet	<= 8 Mbps	SIA Offnet CN < 8M	No	CISCO881-K9	SC717VEN00	\$1,400	\$360
Colombia/Offnet	<= 8 Mbps	SIA Offnet CO < 8M	No	CISCO881-K9	SC817VEN00	\$1,400	\$360
Costa Rica/Offnet	<= 8 Mbps	SIA Offnet CR < 8M	No	CISCO881-K9	S2C17VEN00	\$1,400	\$360
Curacao/Offnet	<= 8 Mbps	SIA Offnet AN < 8M	No	CISCO881-K9	SN417VEN00	\$1,400	\$360
Dominican Republic/Offnet	<= 8 Mbps	SIA Offnet DO < 8M	No	CISCO881-K9	SD317VEN00	\$1,400	\$360
Ecuador/Offnet	<= 8 Mbps	SIA Offnet EC < 8M	No	CISCO881-K9	SE117VEN00	\$1,400	\$360
France/ORANGE BUSINESS SERVICES	8000/800 Kbps	8 MegaMax	No	CISCO887VA-K9	SOB230PN00	\$1,400	\$290
France/ORANGE BUSINESS SERVICES	8000/800 Kbps	8 MegaMax	Yes	CISCO887VA-K9	SOB230EN00	\$1,400	\$315
France/ORANGE BUSINESS SERVICES	18432/1024 Kbps	18 MegaMax	No	CISCO887VA-K9	SOBA9OPN00	\$1,400	\$345
France/ORANGE BUSINESS SERVICES	18432/1024 Kbps	18 MegaMax	Yes	CISCO887VA-K9	SOBA9OEN00	\$1,400	\$365
Germany/Offnet	<= 8 Mbps	SIA Offnet DE < 8M	No	CISCO881-K9	SG317VEN00	\$1,400	\$245
Germany/QSC AG	16384/1024 Kbps	SpeedAccess WIA-aDSL	Yes	CISCO1941-SEC/K9	SQS26XCN00	\$1,400	\$440
Guatemala/Offnet	<= 8 Mbps	SIA Offnet GT < 8M	No	CISCO881-K9	S1G17VEN00	\$1,400	\$360
Honduras/Offnet	<= 8 Mbps	SIA Offnet HN < 8M	No	CISCO881-K9	SH117VEN00	\$1,400	\$360
Hong Kong/PCCW	1536/640 Kbps	Netvigator. 1 Dynamic IP address. PPPoE	Yes	CISCO881-K9	SPC18VCN00	\$1,400	\$725
India/Offnet	<= 8 Mbps	SIA Offnet IN < 8M	No	CISCO881-K9	SI217VEN00	\$1,400	\$360
Ireland/Offnet	<= 8 Mbps	SIA Offnet IE < 8M	No	CISCO881-K9	SI417VEN00	\$1,400	\$265
Israel/Offnet	<= 8 Mbps	SIA Offnet IL < 8M	No	CISCO881-K9	SI517VEN00	\$1,400	\$345
Italy/Offnet	<= 8 Mbps	SIA Offnet IT < 8M	No	CISCO881-K9	SI617VEN00	\$1,400	\$260
Jamaica/Offnet	<= 8 Mbps	SIA Offnet JM < 8M	No	CISCO881-K9	SJ117VEN00	\$1,400	\$360
Japan/NEC BIGLOBE CORPORATION	1500/512 Kbps	SIA BIGLOBE Agent on NTT East (1.5M)	Yes	CISCO881-K9	SNE11TCN00	\$1,400	\$540
Japan/NEC BIGLOBE CORPORATION	1500/512 Kbps	SIA BIGLOBE Agent on NTT West (1.5M)	Yes	CISCO881-K9	SNE31TCN00	\$1,400	\$540
Japan/NEC BIGLOBE CORPORATION	100000/100000 Kbps	SIA BIGLOBE Agent on NTT East (Flets Hikari Next)	Yes	CISCO1941-SEC/K9	SNE232CN00	\$1,400	\$835
Japan/NEC BIGLOBE CORPORATION	100000/100000 Kbps	SIA BIGLOBE Agent on NTT West (Flets Hikari Next)	Yes	CISCO1941-SEC/K9	SNE432CN00	\$1,400	\$835
Japan/Offnet	<= 8 Mbps	SIA Offnet JP < 8M	No	CISCO881-K9	SJ217VEN00	\$1,400	\$345
Korea Republic of (South)	4000/640 Kbps	Korean Telecom	Yes	CISCO881-K9	S1B12AEN00	\$1,400	\$810
Korea Republic of (South)/Offnet	<= 8 Mbps	SIA Offnet KR < 8M	No	CISCO881-K9	S1S17VEN00	\$1,400	\$345
Kuwait/Offnet	<= 8 Mbps	SIA Offnet KW < 8M	No	CISCO881-K9	SK317VEN00	\$1,400	\$360
Malaysia/TELEKOM MALAYSIA	4096/512 Kbps	SIA Streamyx Enterprise ADSL 4M	Yes	CISCO881-K9	SMN72QEN00	\$1,400	\$965
Mexico/Offnet	<= 8 Mbps	SIA Offnet MX < 8M	No	CISCO881-K9	S1M17VEN00	\$1,400	\$280
Mexico/TELMEX	2048/512 Kbps	SIA INFINITUM NEGOCIO	Yes	CISCO887VA-K9	SUM22AEN00	\$1,400	\$675

Country Provider	Access Speed	Service Type	POTS	CPE	Tariff Code	Installation Charge	Monthly Charge
Mexico/TELMEX	6144/768 Kbps	SIA INFINITUM NEGOCIO PREMIUM	Yes	CISCO887VA-K9	SUM258EN00	\$1,400	\$800
Mexico/TELMEX	2000/640 Kbps	SIA INFINITUM NEGOCIO RED	Yes	CISCO881-K9	SUM222EN00	\$1,400	\$810
Mexico/TELMEX	4096/640 Kbps	SIA INFINITUM NEGOCIO RED	Yes	CISCO887VA-K9	SUM22REN00	\$1,400	\$915
Mexico/Uninet	4000/768 Kbps	SIA INFINITUM NEGOCIO PREMIUM	Yes	CISCO881-K9	SUM27DEN00	\$1,400	\$925
Netherlands/Offnet	<= 8 Mbps	SIA Offnet NL < 8M	No	CISCO881-K9	SN317VEN00	\$1,400	\$260
Nicaragua/Offnet	<= 8 Mbps	SIA Offnet NI < 8M	No	CISCO881-K9	SN717VEN00	\$1,400	\$360
Nigeria/Offnet	<= 8 Mbps	SIA Offnet NG < 8M	No	CISCO881-K9	SN917VEN00	\$1,400	\$360
Norway/Nextgentel	8000/1000 Kbps	SIA aDSL 8000	Yes	CISCO881-K9	SNG62YEN00	\$1,400	\$685
Peru/Offnet	<= 8 Mbps	SIA Offnet PE < 8M	No	CISCO881-K9	SP517VEN00	\$1,400	\$360
Philippines/Offnet	<= 8 Mbps	SIA Offnet PH < 8M	No	CISCO881-K9	SP617VEN00	\$1,400	\$360
Portugal/Offnet	<= 8 Mbps	SIA Offnet PT < 8M	No	CISCO881-K9	SP717VEN00	\$1,400	\$265
Puerto Rico/Offnet	<= 8 Mbps	SIA Offnet PR < 8M	No	CISCO881-K9	SP817VEN00	\$1,400	\$280
Qatar/Offnet	<= 8 Mbps	SIA Offnet QA < 8M	No	CISCO881-K9	SQ117VEN00	\$1,400	\$360
Singapore/SINGAPORE TELECOMMUNICATIONS LIMITED	512/256 Kbps	SIA SingNet I-Link	Yes	CISCO887VA-K9	SSI500EN00	\$1,400	\$585
Spain/Offnet	<= 8 Mbps	SIA Offnet ES < 8M	No	CISCO881-K9	S2S17VEN00	\$1,400	\$260
St. Lucia/Offnet	<= 8 Mbps	SIA Offnet LC < 8M	No	CISCO881-K9	SS217VEN00	\$1,400	\$360
Switzerland/SWISSCOM	6000/600 Kbps	BBCS Access Business (aDSL)	No	CISCO887VA-K9	SSW22WPN00	\$1,400	\$590
Switzerland/SWISSCOM	6000/600 Kbps	BBCS Access Business (aDSL)	No	CISCO886VA-K9	SSW22WIN00	\$1,400	\$590
Switzerland/SWISSCOM	6000/600 Kbps	BBCS Access Business (aDSL)	Yes	CISCO887VA-K9	SSW22WEN00	\$1,400	\$615
Switzerland/SWISSCOM	6000/600 Kbps	BBCS Access Business shared (VDSL)(Plus)	Yes	CISCO887VA-K9	SSW32WCN00	\$1,400	\$615
Taiwan/CHUNGHWA TELECOM	512/512 Kbps	SIA Fixed IP multi PC	Yes	CISCO881-K9	SCH10PEN00	\$1,400	\$735
Turks and Caicos Islands/Offnet	<= 8 Mbps	SIA Offnet TC < 8M	No	CISCO881-K9	ST817VEN00	\$1,400	\$360
U.S.A./MEGAPATH	1536/384 Kbps	SIA SOHO 1.5/384 BIA Dedicated Loop	Yes	CISCO887VA-K9	SCOG71EN00	\$1,400	\$335
U.S.A./MEGAPATH	3072/768 Kbps	SIA SOHO 3.0/768 BIA Dedicated Loop	Yes	CISCO887VA-K9	SCOG6BEN00	\$1,400	\$385
U.S.A./MEGAPATH	6144/768 Kbps	SIA SOHO 6.0/768 BIA Dedicated Loop	Yes	CISCO887VA-K9	SCOG58EN00	\$1,400	\$435
U.S.A./Offnet	<= 2 Mbps	SIA Offnet US < 2M	No	CISCO871-K9	SU612AEN00	\$1,400	\$335
U.S.A./Offnet	<= 8 Mbps	SIA Offnet US (Serial interface) - Always On	No	CISCO881-K9+CAB-ETH-S-RJ45	SU627VEN00	\$1,400	\$260
U.S.A./Offnet	<= 8 Mbps	SIA Offnet US < 8M	No	CISCO881-K9	SU617VEN00	\$1,400	\$260
Uganda/Offnet	<= 8 Mbps	SIA Offnet UG < 8M	No	CISCO881-K9	SU217VEN00	\$1,400	\$360
United Arab Emirates/Offnet	<= 8 Mbps	SIA Offnet AE < 8M	No	CISCO881-K9	SU117VEN00	\$1,400	\$360
United Kingdom/BT WHOLESALE	8000/512 Kbps	BT IPStream Office Max Premium Enhanced	Yes	CISCO887VA-K9	SBT16VEN00	\$1,400	\$365
United Kingdom/BT	8128/1000	WBC EUA aDSL 8M	Yes	CISCO887VA-	SBT686EN00	\$1,400	\$365

Country Provider	Access Speed	Service Type	POTS	CPE	Tariff Code	Installation Charge	Monthly Charge
WHOLESALE	Kbps	uncapped/elevated/class 14		K9			
United Kingdom/BT WHOLESALE	24384/2048 Kbps	WBC EUA aDSL2+24M uncapped/elevated/class 14	No	CISCO887VA-K9	SBT694PN00	\$1,400	\$425
United Kingdom/BT WHOLESALE	24384/2048 Kbps	WBC EUA aDSL2+24M uncapped/elevated/class 14	Yes	CISCO887VA-K9	SBT694EN00	\$1,400	\$450
United Kingdom/Offnet	<= 8 Mbps	SIA Offnet GB < 8M	No	CISCO881-K9	SU317VEN00	\$1,400	\$260
Venezuela/Offnet	<= 8 Mbps	SIA Offnet VE < 8M	No	CISCO881-K9	SV217VEN00	\$1,400	\$360
Vietnam/Offnet	<= 8 Mbps	SIA Offnet VN < 8M	No	CISCO881-K9	SV317VEN00	\$1,400	\$360

(**)For these (Offnet) offers DSL is not included in the service and NAS Backup, NAS Backup All Inclusive, Air Backup and Air Quick Start are not available.

DSL offers change regularly and consequently SITA cannot guarantee that the above tariff codes are available over the contract duration. In the case a DSL offer is updated and replaced with a new one (i.e. new tariff code); pricing needs to be checked and confirmed as it shall not be assumed that the same pricing applies for the alternative offer.

6.2 Select DSL Access to IP VPN Option Charges

6.2.1 Extended Support 7 days x 24 Hours Coverage

Please refer to the section "Other charges/Enhanced Router Management Section"

6.2.2 Network Protect Monthly Charges

A Monthly Network Protect Service charge applies per configured router and depends on the following parameter:

- Option Type (Firewall * / Intrusion Prevention / Firewall * & Intrusion Prevention)

Option Type	Monthly Charge per Router in USD
Netwk Protect-Firewall	125.00
Netwk Protect-Intrusion	125.00
Netwk Protect-Intrusion&Firewall	205.00

- Note (*): the above Firewall option charges include the Local Internet Browsing (LIB) option where available and if elected by customer.

6.3 One-Time DSL Access to IP VPN De-installation Charges

A One Time Select DSL Access to IP VPN de-installation charge of USD 500.00 will be waived per DSL.

7. Premier DSL Access to IP VPN

7.1 Premier DSL Access to IP VPN Installation and Monthly Service Charges

The Premier DSL Access to IPVPN one-time installation charge (Normal Business Hours) and monthly service charge apply per DSL access, covering DSL circuit and profile, IP VPN bandwidth at the aggregation node, CPE router (model as indicated in Table below or equivalent) with extended support 24hours x 7days coverage and new dedicated POTS Line.

DSL offers change regularly and consequently SITA cannot guarantee that the above tariff codes are available over the contract duration. In the case a DSL offer is updated and replaced with a new one (i.e. new tariff code); pricing needs to be checked and confirmed as it shall not be assumed that the same pricing applies for the alternative offer.

Country Provider	Access Speed	Service Type	POTS	CPE	Tariff Code	Installation Charge	Monthly Charge
Australia/OPTUS	512/512 Kbps	ZedEthernet 512kbit/s 4:1 Business SLA - West	Yes	C888EA-K9	POPP0PCN00	\$1,400	\$895
Australia/OPTUS	512/512 Kbps	ZedEthernet 512kbit/s 4:1 Business SLA - East	Yes	C888EA-K9	POPG0PCN00	\$1,400	\$895
Australia/OPTUS	512/512 Kbps	ZedEthernet 512kbit/s 4:1 Business SLA - Remote	Yes	C888EA-K9	POPT0PCN00	\$1,400	\$945
Australia/OPTUS	512/512 Kbps_MAX	ZedEthernet 512kbit/s 1:1 Business SLA - West	Yes	C888EA-K9	MOPE0PCN00	\$1,400	\$1,040
Australia/OPTUS	512/512 Kbps_MAX	ZedEthernet 512kbit/s 1:1 Business SLA - East	Yes	C888EA-K9	MOP60PCN00	\$1,400	\$1,040
Australia/OPTUS	512/512 Kbps_MAX	ZedEthernet 512kbit/s 1:1 Business SLA - Remote	Yes	C888EA-K9	MOPS0PCN00	\$1,400	\$1,085
Australia/OPTUS	1024/1024 Kbps	ZedEthernet 1Mbit/s 4:1 Business SLA - East	Yes	C888EA-K9	POPG1ACN00	\$1,400	\$1,170
Australia/OPTUS	1024/1024 Kbps	ZedEthernet 1Mbit/s 4:1 Business SLA - West	Yes	C888EA-K9	POPP1ACN00	\$1,400	\$1,170
Australia/OPTUS	1024/1024 Kbps	ZedEthernet 1Mbit/s 4:1 Business SLA - Remote	Yes	C888EA-K9	POPT1ACN00	\$1,400	\$1,235
Australia/OPTUS	1024/1024 Kbps_MAX	ZedEthernet 1Mbit/s 1:1 Business SLA - West	Yes	C888EA-K9	MOPE1ACN00	\$1,400	\$1,345
Australia/OPTUS	1024/1024 Kbps_MAX	ZedEthernet 1Mbit/s 1:1 Business SLA -	Yes	C888EA-K9	MOP61ACN00	\$1,400	\$1,345

Country Provider	Access Speed	Service Type	POTS	CPE	Tariff Code	Installation Charge	Monthly Charge
		East					
Australia/OPTUS	2048/2048 Kbps	ZedEthernet 2Mbit/s 4:1 Business SLA - West	Yes	C888EA-K9	POPP25CN00	\$1,400	\$1,490
Australia/OPTUS	2048/2048 Kbps	ZedEthernet 2Mbit/s 4:1 Business SLA - East	Yes	C888EA-K9	POPG25CN00	\$1,400	\$1,490
Australia/OPTUS	2048/2048 Kbps	ZedEthernet 2Mbit/s 4:1 Business SLA - Remote	Yes	C888EA-K9	POPT25CN00	\$1,400	\$1,640
Australia/OPTUS	1024/1024 Kbps_MAX	ZedEthernet 1Mbit/s 1:1 Business SLA - Remote	Yes	C888EA-K9	MOPS1ACN00	\$1,400	\$1,665
Australia/OPTUS	2048/2048 Kbps_MAX	ZedEthernet 2Mbit/s 1:1 Business SLA - West	Yes	C888EA-K9	MOPE25CN00	\$1,400	\$1,725
Australia/OPTUS	2048/2048 Kbps_MAX	ZedEthernet 2Mbit/s 1:1 Business SLA - East	Yes	C888EA-K9	MOP625CN00	\$1,400	\$1,725
Australia/OPTUS	2048/2048 Kbps_MAX	ZedEthernet 2Mbit/s 1:1 Business SLA - Remote	Yes	C888EA-K9	MOPS25CN00	\$1,400	\$1,880
Belgium/MOBISTAR	256/256 Kbps	Unmanaged Ethernet VPN - standard 256/256K	Yes	C888EA-K9	PMB40DCN00	\$1,400	\$660
Belgium/MOBISTAR	512/512 Kbps	Unmanaged Ethernet VPN - standard 512/512K	Yes	C888EA-K9	PMB40PCN00	\$1,400	\$695
Belgium/MOBISTAR	1024/1024 Kbps	Unmanaged Ethernet VPN - standard 1/1M	Yes	C888EA-K9	PMB41ACN00	\$1,400	\$870
Belgium/MOBISTAR	2048/2048 Kbps	Unmanaged Ethernet VPN - standard 2/2M	Yes	C888EA-K9	PMB425CN00	\$1,400	\$1,040
France/ORANGE BUSINESS SERVICES	1280/1280 Kbps	Multiservice 1M	Yes	C888EA-K9	POB11OCN00	\$1,400	\$660
France/ORANGE BUSINESS SERVICES	2048/2048 Kbps	Multiservice 2M	Yes	C888EA-K9	POB125CN00	\$1,400	\$765
France/ORANGE BUSINESS SERVICES	640/640Kbps_MAX	MultiservicePlus 1M	Yes	C888EA-K9	MOB20ZCN00	\$1,400	\$875
France/ORANGE BUSINESS SERVICES	1280/1280 Kbps_MAX	MultiservicePlus 1M	Yes	C888EA-K9	MOB21OCN00	\$1,400	\$1,070
France/ORANGE BUSINESS SERVICES	2048/2048 Kbps_MAX	MultiservicePlus 2M	Yes	C888EA-K9	MOB225CN00	\$1,400	\$1,560
Germany/QSC AG	2048/2048 Kbps	SpeedAccess SHDSL 2M	Yes	C888EA-K9	PQS625CN00	\$1,400	\$895
Germany/QSC AG	2048/2048 Kbps	SpeedAccess WIA- SDSL	Yes	CISCO881-K9	PQS125CN00	\$1,400	\$895
Italy/TELECOM ITALIA	1536/1536 Kbps	Datawan HDSL One Flat - PCR 1536K MCR 512K	Yes	CISCO1941/K9+HWIC- 1T	PTI11VCN00	\$1,400	\$955
Italy/TELECOM ITALIA	1984/1984 Kbps	Datawan HDSL One Flat - PCR 1984K MCR 1024K	Yes	CISCO1941/K9+HWIC- 1T	PTI27CCN00	\$1,400	\$1,060

Country Provider	Access Speed	Service Type	POTS	CPE	Tariff Code	Installation Charge	Monthly Charge
Japan/NIPPON TELEGRAPH AND TELEPHONE EAST CORPORATION	1000/1000 Kbps_MAX	Business Ethernet TypeS Plan 2 ptmp 1000	Yes	CISCO881-K9	MNJ13XCN00	\$1,400	\$990
Japan/NIPPON TELEGRAPH AND TELEPHONE EAST CORPORATION	2000/2000 Kbps_MAX	Business Ethernet TypeS Plan 2 ptmp 2000	Yes	CISCO881-K9	MNJ13FCN00	\$1,400	\$1,250
Sweden/DGC ACCESS AB	2048/2048 Kbps_MAX	xDSL-Layer2 Access 2M (Silver SLA)	Yes	CISCO881-K9	MDS425CN00	\$1,400	\$1,040
Switzerland/SWISSCOM	2000/2000 Kbps	BBCS Access Business Naked (VDSL)(Plus) 2000	Yes	CISCO887VA-K9	PSW73FCN00	\$1,400	\$1,040
United Kingdom/BT WHOLESALE	1024/1024 Kbps	Ethernet over Copper standard COS 1/1	Yes	CISCO881-K9	PBTA1ACN00	\$1,400	\$710
United Kingdom/BT WHOLESALE	2048/2048 Kbps	Ethernet over Copper standard COS 2/2	Yes	CISCO881-K9	PBTA25CN00	\$1,400	\$895
United Kingdom/BT WHOLESALE	4096/4096 Kbps	Ethernet over Copper standard COS 4/4	Yes	CISCO881-K9	PBTA2PCN00	\$1,400	\$1,335

7.2 Premier DSL Access to IP VPN Option Charges

7.2.1 Network Protect Monthly Charges

A Monthly Network Protect Service charge applies per configured router and depends on the following parameter:

- Option Type (Firewall / Intrusion Prevention / Firewall & Intrusion Prevention)

Option Type	Monthly Charge per Router in USD
Network Protect-Firewall	125.00
Network Protect-Intrusion	125.00
Network Protect-Intrusion&Firewall	205.00

7.3 One-Time Premier DSL Access to IP VPN De-installation Charge

A one-time Premier DSL Access to IP VPN de-installation charge of USD 500.00 will be waived per DSL.

8. ATeX Service

8.1 One-Time ATeX Installation Charge

A one-time installation charge of USD 1,400.00 per connection will apply (Normal Business Hours).

8.2 Monthly ATeX Service Charges

Monthly service charges per connection, covering the access router at the customer's site (hardware & IOS IP Software),

Country	Router Series	Speed	Charge
U.S.A.	CS26xx	128	\$ 420.00
	CS26xx	256	\$ 510.00
	CS26xx	512	\$ 660.00
	CS26xx	768	\$ 820.00
	CS26xx	1024	\$ 925.00

8.3 Option Charges

8.3.1 Monthly Router Interface Charges

Router Interface and Peripheral Equipment Charges

For any router based service, a monthly service charge for the provided router interface/peripheral equipment applies in addition to the monthly service charge.

Note: For any other interface/peripheral equipment not listed in this section, price is available on request.

The monthly service charge already includes the provision of one interface card WIC-1T (1-port Serial) or WIC-2T (2-port Serial) for routers supporting those interfaces.

8.3.2 Contingency Charges

Mission critical options description

Contingency option	Option description	Contingency charges applicable	Other Charges applicable
Dual connection shadow access	Dual connection, with secondary (dual) router. The secondary connection is activated in the event of the primary connection's failure	Surcharge for Dual router and Dual connection	Local access charges will also apply on the secondary connection (refer to "Network access charges" of this document)

Contingency One-Time Installation

Charges in USD	Both dual connection and router
One-time installation charge	100% of IP VPN install charge

Contingency Monthly Service Charges

Contingency options requiring dual connection and/or router will be subject to a surcharge on the ATeX main site charges, as follows:

Contingency Charge in % of the main site monthly charges	Both dual connection and router
Monthly CONTINGENCY service charge	+55%

8.4 One-Time ATeX De-installation Charge

A One-time ATeX de-installation charge of USD 1,400.00 will be waived per connection.

9. ServiceNet Service

9.1 Introduction and Pricing Structure

ServiceNet is an architecture that enables customers to access a range of Air Transport applications via their existing IP infrastructure, whether IP VPN, LAN Access or ATeX services. Each ServiceNet is based on an application or group of applications.

The pricing structure for ServiceNet is composed of a Monthly service charge: Gateway fee to access the ServiceNet. This covers the provision of a shared service infrastructure and the traffic across the network. Gateway fees may be applied per customer VPN or per router configured with ServiceNet access

Accessed application: The above charges cover only the network access to the application. It does not cover the usage, content and availability of the application. The application services will be charged by each application provider as per specifically agreed pricing terms and conditions

9.2 ServiceNet Charges

For ServiceNet, the following monthly service charges will apply:

ServiceNet	Monthly charges in USD	Gateway charge applies per	Application Service Provider	Applications available
ISNet	1 350.00	Customer VPN	SITA	Flight Operations: GraFlite (AIRCOM Flight Planning), Surface Weather, NOTAMS if requested through GraFlite, Graphical Weather, AIRCOM FleetWatch (operations control), Aerocater. WorldTracer, Gabriel, PRA, DCS, MaestroDCS, Strategy, Airfare, Fares Data Supply, Credit Card Authorization, Liaison, Ticketing, Interline e-Ticketing, Timatic, Sahara/SITA Cars, SuperCargo, Cargo Information Repository.
Canada IDNet	350.00	Router configured	Border Office	Canada border & immigration control
TravelSkyVendomet	675.00	Router configured	TravelSky	Access to Travelsky reservation system
GovIDNet	175.00	Router configured	SITA	Multi Government ServiceNets

10. Integrated Traffic Management Service

10.1 One-Time ITM Setup Charge

The set-up charge (Normal Business Hours) applies per site and is based upon site configuration: Standard or Mission Critical. This charge covers delivery and initial setup of the equipment at the customer site.

- Standard Configuration applies in general where no additional resiliency is required
- Mission Critical applies for specific sites where additional equipment is needed to provide resiliency

Please note that Project Management is not included in this price and must be contracted separately.

One-time ITM Setup charges are not applicable when migrating an existing Juniper device to a Riverbed device.

One-time Setup Fee	Charge in US\$
Primary Standard Configuration	US\$ 1,200.00
Primary with Backup Mission Critical	US\$ 1,800.00

10.1.1 Optional Enhanced One-Time Setup Charges

In addition to the regular ITM setup charges, SITA can provide enhanced one-time setup service as follow:

- Validation and documentation of site specific configuration requirements
- Validation, documentation and change coordination of SITA and customer router, switch and associated equipment
- Customer specific infrastructure validation, documentation and change coordination including application layer components (Active directory, Certificates, etc)
- Customer site specific documentation updates
- Validation of current infrastructure including Juniper components network integration
- Application layer acceleration validations
- Acceptance testing documentation
- Technical coordination in collaboration with Project Managers

One-time Fee	Charge in US\$
Enhanced Set-Up Charge	US\$ 750.00 per device

10.2 Monthly ITM Charge

Monthly service charges applicable per site depending on

- Site configuration (Standard or Mission Critical)
- Compressed bandwidth that will be connected to the WAN router
- Integrated Traffic Management equipment model

10.2.1 Juniper ITM Monthly Charges

Equipment Model	Compressed Bandwidth	Site Configuration	Monthly Charge in USD
WXC1800	512	Standard	\$400
WXC1800	1024	Standard	\$485
WXC1800	2048	Standard	\$640
WXC2600	4096	Standard	\$1,100
WXC2600	10240	Standard	\$1,400
WXC500	10240	Standard	\$1,475
WXC590	10240	Standard	\$1,650
WXC590	10240	Mission Critical	\$3,300
WXC590	46080	Standard	\$2,460
WXC590	46080	Mission Critical	\$4,920

10.2.2 Juniper Monthly IPSec Encryption Optional Charges

The Juniper IPSec encryption charge applies monthly per site and depends on configuration (Standard/Mission Critical) and on the model:

Model	IPSec Standard in USD	IPSec Mission Critical in USD
WXC1800	50.00	100.00
WXC500 or WXC590	100.00	200.00

10.2.3 Monthly Riverbed ITM Service Charge

Monthly Riverbed ITM service charges applicable per site depending on

- Site configuration (Standard or Mission Critical),
- Location
- Compressed bandwidth that will be connected to the WAN router
- Integrated Traffic Management equipment model

This charge covers the use and maintenance of the equipment at customer's site.

Equipment Model	Maximum Compressed Bandwidth	Standard Configuration Monthly Charge in USD	Mission Critical Configuration Monthly Charge in USD
SH255L	6M	\$350	\$700
SH255M	6M	\$435	\$870
SH255H	6M	\$520	\$1,040
SH555M	6M	\$670	\$1,340
SH555H	10M	\$730	\$1,460
SH755L	10M	\$880	\$1,760
SH755M	10M	\$980	\$1,960
SH755H	10M	\$1,185	\$2,370
SH5055M	200M	\$3,390	\$6,780

Equipment Model	Maximum Compressed Bandwidth	Standard Configuration Monthly Charge in USD	Mission Critical Configuration Monthly Charge in USD
SH5055H	400M	\$4,760	\$9,520
SH7055L	622M	\$7,990	\$15,980
SH7055M	1000M	\$10,180	\$20,360
SH7055H	1500M	\$12,600	\$25,200
CMC-ve	Virtual	No charge	No charge
CCMC 8150	(Managing up to 80 Steelheads)	\$1,300	\$2,600
INT	1M	\$1,930	\$3,860

11. Monthly Router Interface charges and Peripheral Equipment Charges

For any router based service, a monthly service charge for the provided router interface/peripheral equipment applies in addition to the monthly service charge.

Type	Code	Monthly charge in USD	Description
Network Modules	AIM-ATM-4E1	140.00	4 port ATM IMA bundle
Network Modules	AIM-ATM-4T1	140.00	4 port ATM IMA bundle
Network Modules	HWIC-1FE	33.00	1-port 10/100 Routed Port HWIC
Network Modules	NM-1A-E3	220.00	1-Port E3/T3 ATM
Network Modules	NM-1A-T3	220.00	1-Port DS3 ATM Network Module
Network Modules	NM-1E	35.00	1-Port Ethernet
Network Modules	NM-1FE1R2W	130.00	1-10/100 Ethernet 1 4/16 Token-Ring 2 WAN Card Slot
Network Modules	NM-1FE2W-V2	115.00	1-10/100 Ethernet with 2 WAN Card Slot
Network Modules	NM-1T3/E3	425.00	1-Port T3/E3
Network Modules	NM-2E2W	90.00	2 Ethernet 2 WAN Card Slot
Network Modules	NM-2FE2W	110.00	2 10/100 Ethernet 2WAN Card Slot
Network Modules	NM-2FE2W-V2	150.00	2 port 10/100 Ethernet with 2 WAN Card Slot
Network Modules	NM-4A/S	25.00	4-Port Async/Sync Serial
Network Modules	NM-4B-S/T	55.00	4-Port ISDN-BRI
Network Modules	NM-4B-U	75.00	4-Port ISDN-BRI with NT-1
Network Modules	NM-4E	140.00	4-Port Ethernet
Network Modules	NM-4E1-IMA	150.00	4-Port E1 ATM with IMA
Network Modules	NM-4T1-IMA	150.00	4-Port T1 ATM with IMA
Network Modules	NM-8A/S	121.00	8-Port Async/Sync Serial
Network Modules	NM-8T1-IMA	260.00	8-Port T1 ATM with IMA
Port Adapters	PA-4T+	226.00	4 Port Serial, Enhanced
Port Adapters	PA-A6-OC3MI	440.00	1 Port ATM Enhanced
WAN Interface Cards	HWIC-2A/S	27.00	2-Port Async/Sync Serial
WAN Interface Cards	HWIC-4A/S	55.00	4-Port Async/Sync Serial
WAN Interface Cards	HWIC-4ESW	21.00	4-Port 10/100 ethernet switch
WAN Interface Cards	WIC-1B-S/T-V3	26.00	1-Port ISDN (dial and leased line)
WAN Interface Cards	WIC-1B-U-V2	36.00	1-Port ISDN BRI NT-1

Note: For any other interface/peripheral equipment not listed in this section, price is available on request.

The monthly service charge already includes the provision of one interface card HWIC-1T (1-port Serial) or HWIC-2T (2-port Serial) for routers supporting those interface cards.

12. ISP Services

12.1 ISP Services Setup and Monthly Charges

The one-time ISP set-up (Normal Business Hours) and monthly service charges cover the subscription to and the provision of the Internet access service. These one-time ISP set-up and monthly charges apply per ISP access.

In some countries, SITA can order for the customer a PSTN/POTS local access line. In such case, PSTN/POTS local access line installation/de-installation and monthly rental charges will be charged by SITA as an option. When SITA provides the PSTN/POTS line voice calls are not allowed and SITA will always request call barring from the provider. In case this rule is not respected and voice calls are made on SITA's ordered PSTN/POTS line, SITA will charge back to the customer any calls and associated charges and reserve the right to disconnect the PSTN/POTS line and therefore the ISP service.

Current pricing for existing ISP connections as of February 2014 is listed below.

Serving country	Tariff code	Download speed (kbps)	Upload speed (kbps)	Supplier Name	ISP Installation	ISP Monthly Recurring	POTS Installation	POTS Monthly Recurring
Bahamas	ITBS-1A-512A-IN-COP	512	512	Inteliglobe Bahamas	\$540	\$365	\$0	\$0
Bahamas	ITBS-1C-512A-IN-COP	512	512	Inteliglobe Bahamas	\$540	\$365	\$0	\$0
Bahamas	ITBS-4B-512A-IN-COP	512	256	Inteliglobe Bahamas	\$780	\$765	\$0	\$0
Bahamas	ITBS-3L-1536A-IN-LLY	1536	1536	Inteliglobe Bahamas	\$1,085	\$775	\$0	\$0
Bahamas	ITBS-4B-1536B-IN-COP	1536	1536	Inteliglobe Bahamas	\$1,145	\$1,985	\$0	\$0
Belize	BTL-1A-1024A-IN-EPN	1024	512	BTL	\$300	\$345	\$53	\$29
Bermuda	CWBM-1A-1544A-IN-CPN	1544	512	C&W	\$480	\$660	\$0	\$0
Brazil	GPBR-1C-1024A-IN-COP	1024	100	Getplus	\$760	\$600	\$0	\$0
Canada	RACA-1A-6144A-IN-COP	6144	1024	Radiant	\$710	\$130	\$0	\$0
Colombia	IMCO-1B-1024B-IN-LLY	1024	1024	IMPSAT	\$3,680	\$1,555	\$0	\$0
Colombia	ETCO-1B-2048A-IN-EPN	2048	1024	ETB	\$240	\$235	\$0	\$7
Costa Rica	ITCR-1A-1024A-IN-COP	1024	512	Inteliglobe Costa Rica	\$660	\$365	\$0	\$0
Costa Rica	ICCR-1A-1536A-IN-COP	1536	768	ICE	\$230	\$110	\$0	\$0
Dominican Republic	CODR-1B-512A-IN-CPN	512	256	Codetel	\$180	\$55	\$29	\$11
Dominican Republic	CODR-1A-768B-IN-COP	768	768	Codetel	\$725	\$580	\$0	\$0
Dominican Republic	CODR-1A-1500A2-IN-EPN	1536	768	Codetel	\$220	\$150	\$34	\$12
Ecuador	PNT-1A-1024C-IN-COP	1024	512	PuntoNet	\$300	\$615	\$0	\$0
El Salvador	TSV-1B-1024A-IN-COP	1024	256	Telecom El Salvador	\$325	\$350	\$0	\$0
France	ADPT-1A-2048D-IN-EPN	2048	512	ADP Telecom	\$565	\$90	\$73	\$31
France	ESFR-IE-4096M-COP	4096	4096	Easynet France	\$180	\$555	\$0	\$0
Germany	ESDE-1A-1024B-IN-COP	1024	128	Easynet	\$1,520	\$210	\$0	\$0
Guam	FSFM-1A-256E-IN-LLY	256	256	FSMTC	\$1,570	\$1,010	\$0	\$0
Guatemala	TGGT-1C-1024A-IN-COP	1024	512	Getplus	\$340	\$105	\$0	\$0
Honduras	MTHN-1A-1536A-IN-COP	1536	1536	Metrored	\$1,000	\$430	\$0	\$0
Hong Kong	PCCW-1A-3000A-IN-COP	3072	640	PCCW	\$365	\$300	\$0	\$0
Ireland	EIR-1B-3072B-IN-COP	3072	384	Eircom	\$925	\$205	\$0	\$0
Italy	ESIT-1A-2048D-IN-COP	2048	512	Easynet	\$1,615	\$230	\$0	\$0

Serving country	Tariff code	Download speed (kbps)	Upload speed (kbps)	Supplier Name	ISP Installation	ISP Monthly Recurring	POTS Installation	POTS Monthly Recurring
Mexico	TLMX-1A-2048A-IN-EPN	2048	256	TelMex	\$295	\$205	\$185	\$21
Mexico	TMMX-1A-4000D-IN-EPN	4096	768	Telmex Mexico	\$295	\$165	\$185	\$21
Micronesia	FSFM-1A-512A-IN-LLY	512	512	FSMTC	\$1,570	\$1,940	\$0	\$0
Palau	PNCC-1B-256A-IN-COP	256	256	Palau National Communications	\$780	\$810	\$0	\$0
Panama	ANT-1A-1536C-IN-EPN	1536	512	C&W Panama	\$270	\$380	\$42	\$16
Peru	TELP-1A-2048B-IN-COP	2048	512	Telefónica del Per	\$320	\$450	\$0	\$0
Portugal	NVPT-1A-4096B-IN-LLY	4096	256	Novis Telecom	\$405	\$90	\$0	\$0
Spain	TFES-1A-8192A-IN-EPN	8192	8192	Telefonica	\$355	\$235	\$122	\$20
United Kingdom	TWGB-1A-2048A-IN-COP	2048	256	Telewest	\$890	\$180	\$0	\$0
United Kingdom	TWGB-1A-8128A-IN-COP	8128	448	Telewest	\$890	\$180	\$0	\$0
Venezuela	ITVE-1A-1536A-IN-COP	1536	512	Inteliglobe	\$600	\$515	\$0	\$0
Virgin Islands (US)	ITVI-1C-512A-IN-WIP	512	512	Inteliglobe Virgin Islands	\$1,085	\$675	\$0	\$0

Actual prices for future ISP connections shall be agreed in writing by the parties through the ordering process on a case-by-case basis at the time an order is executed. ISPs do not necessarily provide coverage for an entire country (so regional ISPs may be indicated). A feasibility study may be required to determine service availability. The Customer shall contact the SITA Account Director to request further information concerning particular sites.

Customer agrees that written consent is achieved through an affirmative response to SITA written quotation of the price and terms of service via an electronic mail to SITA. SITA's service quotation with Customer's response via electronic mail shall be an effective written amendment.

12.2 ISP Services Specific Terms and Conditions

12.2.1 Minimum Duration

All ISP connections have to be maintained with SITA for a minimum period of 12 months commencing from the date of connection. In the event the customer, prior to the end of this 12-month period, cancels any of the connections, the full remaining monthly service charges will be billed to the customer.

13. Other Charges

13.1 Handling Move and Change Charges

The below charges are applicable to all network services:

Description	One-time charge in USD	Unit
Changed order (after order acknowledgement)	100.00	/ order
Configuration change to be handled within a week (standard)	100.00	/ change
Configuration change to be handled within 72 hours (express)	200.00	/ change
Configuration change to be handled within 24 hours (expedite)	500.00	/ change
Move (within a building that requires a change in the address) during Normal Business Hours	0.00	/ move

Note: Migrations are to be treated as a disconnect of the existing service plus the installation charge of the new service.

13.2 Enhanced Router Management

The below charges will apply on CPE based service, depending on the level of support chosen:

Description	Charge in USD per router
Standard router management	No charge
Monthly enhanced coverage charge	75.00 (*)
Monthly enhanced response time charge	50.00
Monthly enhanced restore time charge	50.00

(*) SITA will waive the monthly Enhanced Coverage Charge.

Note: Standard/Enhanced support response times are valid for sites within 50km from a Service Center.

14. Professional Services

14.1 Project Management

SITA will provide Customer with a dedicated Project Management Team throughout the contract lifecycle at no additional cost consisting of the following resources working during normal business hours:

- Senior Project Manager
- Delivery Specialist
- Order Manager
- Regional Delivery Coordinator

Changes may be initiated by Customer or by SITA and will need to be evaluated, reviewed and formally agreed-to by both parties before including in the project plan.

14.2 Service Management

SITA will provide Customer with Service Support resources at no additional cost. The resources involved in Incident Management, Problem Management and Operational Change Management include:

- Operations Director (OD)
- SITA Service Manager (SM)
- Customer Network Service Manager (CSM)
- Technical Service Manager (TSM)
- Life Cycle Manager (LCM)

14.3 Premium Service Desk

SITA will provide Customer with a Premium Service Desk at no additional cost. The Premium Service Desk provides:

- Basic up/down monitoring
- Proactive threshold monitoring
- Integrated Performance Reporting Service (IPRS) is an online tool for reporting on the service of IP network products. Accessing and monitoring the whole network performance through a single program.

14.4 MyService Space

SITA will provide Customer with MyService Space at no additional cost. My Service Space is a web browser service management application that allows SITA's customers to monitor the status and performance of WAN Access, LAN routers, Network Topology, devices status in real time and statistical information (reports) on network utilization. The MyService Space portal provides visibility and self service to:

- Inventory of IP devices, Voice and data assets
- Self Service Performance Reporting on IP and voice services
- Incident inventory, tracking and creation
- Event Notification rules

15. Network Access Charges

15.1 Local Access Line Charges

Local access line installation, removal and monthly rental charges will be re-charged to United Airlines, Inc. by SITA at cost. This document may include budgetary quotes for the local access lines but these are indicative only.

By exception, SITA has agreed to waive the one-time installation charges for the sites listed below where SITA recommended migrating to a new provider to achieve reductions in the monthly rental charge.

Affiliate	Country	Center	Address	Station	Router Name	Speed
UA	BE	BRU	11162322617	BRU01UA	PBRU049	2048
UA	BE	BRU	11162324786	BRUSS	PBRU433	2048
UA	BE	BRU	11162323039	BRUTRUA	PZYR002	1536
UA	BH	BAH	FI00VF5SF2	NEW IPVPN	PBAH201	10000
UA	CA	YHZ	11164131734	YHZ1UA-1	PYHZ040	1536
UA	CH	ZRH	11162415897	ZRH1UA-2	PZRH743	2048
CO	CR	SJO	11162051205	SJOCUCO	PSJO046	512
UA	DE	FRA	FI00UBY78D	FRA1UA-7	PFRA2304	2048
UA	DE	FRA	FI00UC9PEF	LFRA552	PFRA2310	2048
UA	IT	FCO	11164392082	FCOCS	PFCO189	2048
CO	JP	CTS	GO00EFZFF7	CTSCUCO	PCTS016	10000
UA	JP	NRT	GO00DE1DFC	PNRT011	PNRT011	10000
UA	JP	NRT	11162812930	NRTHOUA	PNRT029	256
CO	JP	OKJ	GO00R41GDA	OKJBOCO	POKJ028	2000
CO	JP	SDJ	GO0161V3A1	SDJCUCO	PSDJ044	1000
UA	KR	SEL	11162821971	SELFF	PSEL270	512
UA	KR	SEL	11162821984	sel1ua-26	PSEL277	256
UA	TH	BKK	11162662371	BKKRR Primary	PBKK056	2048
UA	TH	BKK	11162662372	BKKRR Primary	PBKK057	2048
UA	VN	SGN	11162841736	PSGN319	PSGN319	512

16. Minimum Annual Commitment

United Airlines, Inc. agrees to pay a Minimum Annual Commitment ("MAC") of USD \$4,000,000 per year when the actual monthly service, option and usage charges, related to the use of the below services, fall below this minimum:

- IP VPN
- IP VPN at Airports
- DSL Access to IP VPN
- ATeX
- Service Net Services
- Integrated Traffic Management
- ISP
- All other Communication Solutions services supplied by the SITA Group to Customer under new agreements/amendments entered into by Customer after the Effective date of this Agreement.

Network access charges (as described in a subsequent section of this document) are excluded and shall not count towards this minimum.

During any Renewal Term, the MAC shall be calculated at 55% of Customer's previous year's actual spend on the services listed above which contribute toward the fulfilment of the MAC.

17. Discount for Payments via the IATA Clearing House

SITA shall grant Customer an additional 2% discount on Monthly Eligible Charges if Customer settles all monthly payments due to SITA via the International Air Transport Association (IATA) Clearing House in accordance with the IATA procedures. SITA shall provide the IATA Form One in the monthly SITA invoice detailing the Charges by region in US dollars. Network Access charges are excluded from this discount.

Eligible services are defined as the same services listed as contributing to the Minimum Annual Commitment.