



# Professional & Managed Services Network Solution Design

May 2025

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# 1. Network Solution Design Service

## Value Proposition

Marlink provides a service to design the best configuration to use onboard, meeting the customer fleet operational needs



For all new Direct customers using XChange Base or Power and/or for Direct existing customers changing their onboard technical solution (including SNG migration)



### Benefit from:

- A consultancy with Marlink experts to create the best configuration to use onboard, meeting their fleet operational needs
- A documented Network Solution Design per fleet



### Peace of mind:

- Reduction of time and effort to find an optimal configuration that meets their needs
- Fleet Standardisation and more efficient fleet roll-out
- Agreement between Marlink and the customer on what to configure onboard
- Can be adjusted when needed to meet customer evolving needs



# 1.1 Network Solution Design Service

## The basics to get started

|   | Basic | Benefits  |
|---|-------|---|
| LAN and WAN Configuration   | ✓     | Get the best connectivity quality & as many separate networks as needed |
| Voice Line Configuration  | ✓     | Enable telephony onboard  |
| Addition of Connectivity (e.g., Starlink)   | ✓     | Use the available carrier in the most efficient way                     |
| Enable Remote Management Configuration  | ✓     | Portal 360 shore management   |
| Default Firewall  | ✓     | Most common firewall filters predefined, ready to use                   |
| Remote Access rules   | ✓     | Ensure system remote access   |
| Default User & User Group   | ✓     | Control system and data access  |
| Creation of initial user account  | ✓     | Guaranteed immediate access to communication                            |
| Creation of machine account   | ✓     | Use the bandwidth in the most efficient and secure way                  |
| Initial creation and setup of OpenLANs<br>(incl. Firewall, Terminal assignment and Terminal Routings) | ✓     | Simplify daily business on corporate networks                           |
| Design and deployment of XChange WiFi   | ✓     | Define the best fitting WiFi set up                                     |
| Validation, tests and handover onboard  | ✓     | Ensure the configuration works onboard                                  |

# 1.1 Network Solution Design Service

And more customization possible with our Premium features

|   | Basic | Premium | Benefits   |
|---|-------|---------|--|
| Creation of additional user groups  | ✗     | ✓       | Control system and data access                                       |
| Configuration of user group details<br>(Firewall, Terminal assignments, Credit options, Terminal Routing per group) | ✗     | ✓       | Ensure a relevant and efficient configuration meeting customer needs |
| Price Matrix customization per terminal   | ✗     | ✓       | Ensure efficient use of the available bandwidth/allowance            |
| Customized Filter Definition & Configuration for Firewall   | ✗     | ✓       | Ensure internet access avoiding misuse or threats                    |
| Definition of access rules  | ✗     | ✓       | Enforce the welfare/security policy onboard the vessel               |
| Creation of corporate remote access rules   | ✗     | ✓       | Ensure 24/7 remote access from shore                                 |
| Configuration of XChange Premium services<br>(e.g.: XChange Cloud,...)  | ✗     | ✓       | Immediate use of the services  |
| Communication Channel Customization   | ✗     | ✓       | Ensure efficient carrier management                                  |

# 1.2 Network Solution Design Service

Which change types do need to be logged in the Merits network change log?

| Change catalogue                        |
|---|
| Adding a Firewall Rule                  |
| Adding a User Group                     |
| Adding a Machine group                  |
| Adding a Machine account                |
| Modify a User Group                     |
| Apply firewall rules to User Group      |
| Modify a single LAN – Network settings  |
| Upgrade XChange                         |
| DNS filtering                           |
| Add or modify WAN                       |
| XChange Wifi Design and related changes |
| Add a change on telephony design        |

- Change catalogue applying for [Direct customers having XChange Base or Power onboard](#)
- Merits network change log to include changes from the change catalogue requested by customer after installation
- **Changes in yellow (to apply to a single vessel):**  
→ To be logged in the Merits network change log and implemented by [RCS](#)
- **Changes in blue (to apply to a single vessel):**  
→ To be logged in the Merits network change log and implemented by [MNOC Bratislava](#)
- **Any change from the change catalogue (to apply fleet-wide):**  
→ Request to be transferred to [CCTS](#) that will follow up with [CSE](#)  
→ Change to be logged in the Merits network change log and implemented by [CCTS](#) (once CSE reviewed the change with the customer and updated the Network Solution design document)  
→ Updated NSD to be uploaded on SharePoint at customer level by [CCTS](#)
- **Out of scope:**
  - Prepaid services
  - Skyfile/EDR changes
  - DataManager
  - UTM/SD WAN
  - ...

# 1.3 Network Solution Design Service

## Managed Service Structure

| Network Solution Design<br>Managed Service                       | Basic                              | Premium   | Premium Plus  |
|--|------------------------------------|---|---|
| Min. 36 months<br>and min. fleet of 5 vessels                    |                                    |   |   |
| Monthly fee  | Included<br>in XChange monthly fee | \$ Contact your KAM/<br>Refers to pricing catalogue | \$ Contact your KAM/<br>Refers to pricing catalogue |
| Initial Network Solution design                                  | Basic                              | Premium   | Premium   |
| Dedicated Network Solution design<br>specialist                  | x                                  | ✓   | ✓   |
| Documentation related to Network<br>Solution design upon request | x                                  | ✓   | ✓   |
| Fleet-wide Network Solution design<br>change per year            | 1                                  | 3   | 6   |
| Single vessel Network Solution design<br>change per year         | x                                  | x   | 3   |
| Network Solution design review<br>per year                       | x                                  | x   | 1   |

# 1.3 Network Solution Design Service

## Professional Service Structure

|                                 | One-time fee per             | Basic                           | Premium |
|---------------------------------|------------------------------|---------------------------------|---------|
| Initial Network Solution Design | Network Solution design type | Included in XChange monthly fee | \$ 2000 |

|                                | One-time fee per | Fleet-wide | Single vessel Changes |
|--------------------------------|------------------|------------|-----------------------|
| Network Solution Design Change | Change           | \$ 200     | \$ 100                |

| Other Network Solution Design services                        | One-time fee per event |
|---|------------------------|
| Documentation related to Network Solution design upon request | \$ 500                 |
| Network Solution Design review                                | \$ 1500                |

# 1.4 Network Solution Design Service

What does the Network Solution design document cover or not?

| Covers   | Doesn't cover  |
|--|--|
| XChange configuration elements applying to the <b>whole fleet</b>        | Every single XChange configuration element applying to a <b>vessel in particular</b> |
| Reference XChange fleet-wide changes                                     | Reference XChange changes applied to a single vessel                                 |
| Fleet-wide changes implemented by Marlink at the request of the customer | Changes done by the customer on their own  |
|  | Services like e.g: DataManager   |



# 1.5 Network Solution Design Service

## Service Description and Scope

| Network Solution design  | Distribution of the Network Solution design  | Network Solution design implementation   | Changes to the Network Solution design   |
|--|--|--|--|
| <ul style="list-style-type: none"><li>• Done by CSE</li><li>• Creation of a <b>Network Solution design document</b> including what needs to be configured on the XChange</li><li>• Main reference document for Marlink internal teams involved in the Network Solution design implementation</li></ul> | <ul style="list-style-type: none"><li>• Done by CSE</li><li>• Distribution of the <b>Network Solution design</b> to the customer once it is ready and approved by CSE and the customer</li></ul> | <ul style="list-style-type: none"><li>• Done by a <b>Field Engineer/RAI</b> (remotely or not)</li><li>• Implementation of the <b>Network Solution design</b> onboard</li></ul> | <ul style="list-style-type: none"><li>• See slide 5 for more details</li></ul> |

# 1.6 Network Solution Design Service

## Merits – Managed Services section created

Site

Installation

Inmarsat

View All Tickets

View All Open Tickets

AX

Edit Site

New Installation Wizard

SPO Probe

Site Details

SiteID: 52497

Customer

CMA SHIPS

Vessel Type

Container - Dry Transportation

Site Status

Active

IMO

9489572

Flag

MLT

FlagName

MLT

Built

Call Sign

9HA5189

MMSI

GBM site context

S\_0832L9

Billing Entity

BE573619

Managed Services

Managed Service

Created

Network Solution Design Premium

2024-10-29 12:44:20.737

Service First

Any View: Site

Name

CMA CGM Alaska

Sanctioned Party

NO

IMO

9489572

IHS IMO

9489572

Flag

Malta


MMSI

215577000

Callsign

9HA5189

MDM



CMA CGM Alaska

Services

| ID     | Solution                              | Name              | Type            | System                                 | System Version | Commission Date | Installation Status | RCS        | NOC          | Action        | Shortcuts  |
|--------|---------------------------------------|-------------------|-----------------|--|----------------|-----------------|---------------------|------------|--------------|---------------|--|
| 89955  | ✓ CMA CGM Alaska                      | Sealink Service   | Sealink Premium | Premium Plus Service, Contract-Bundled |                | 2023-02-09 [3]  | Active              | Bratislava | INOC Enhance | -- Actions -- | <div><div>BI</div><div>NT</div><div>SPO</div><div>LT</div><div>IT</div><div>ST</div><div>OT</div><div>Contig</div></div> |
| 91385  | CMA CGM Alaska - KJ                   | Intellan VBSXK    | Newtec          | MDM2510                                |                | 2023-02-09      | Active              | Bratislava | INOC Enhance | -- Actions -- | <div><div>BI</div><div>NT</div><div>SPO</div><div>LT</div><div>IT</div><div>OT</div><div>NTS</div><div>CP</div></div>    |
| 91386  | CMA CGM Alaska - MSS (Sealink Backup) | VesselLINK 200    | Indium Certus   |  |                |                 | Active              | Bratislava | INOC Enhance | -- Actions -- | <div><div>BI</div><div>NT</div><div>SPO</div><div>LT</div><div>IT</div><div>OT</div></div>                               |
| 95171  | CMA CGM Alaska - MSS (Stand-alone)    | VesselLINK 200    | Indium Certus   |  |                |                 | Active              | Bratislava | INOC Enhance | -- Actions -- | <div><div>BI</div><div>NT</div><div>SPO</div><div>LT</div><div>IT</div><div>OT</div></div>                               |
| 91387  | CMA CGM Alaska - Network Device       | Router            | XChange         | Power                                  |                |                 | Active              | Bratislava | INOC Enhance | -- Actions -- | <div><div>BI</div><div>NT</div><div>SPO</div><div>LT</div><div>IT</div><div>OT</div></div>                               |
| 112759 | CMA CGM Alaska - FW                   | CyberGuard UTM    | Fortinet        | VM01V-Premium                          |                | 2023-11-20      | Active              | Bratislava | INOC         | -- Actions -- | <div><div>BI</div><div>NT</div><div>SPO</div><div>LT</div><div>IT</div><div>OT</div><div>1</div></div>                   |
| 91383  | ✓ CMA CGM Alaska - 4G                 | Cellular Services | 4G              | Basic 4G                               |                |                 | Active              | Bratislava | INOC         | -- Actions -- | <div><div>BI</div><div>NT</div><div>SPO</div><div>LT</div><div>IT</div><div>ST</div><div>OT</div></div>                  |
| 91384  | CMA CGM Alaska - Global 4G            | Sim Card          | Global 4G       | Amsterdam                              |                |                 | Active              | Bratislava | INOC         | -- Actions -- | <div><div>BI</div><div>NT</div><div>SPO</div><div>LT</div><div>IT</div><div>OT</div><div>CP</div></div>                  |

Installation List

| ID     | Solution       | Name                   | Type           | System         | System Version | Commission Date | Installation Status | RCS        | NOC  | Action        | Shortcuts  |
|--------|----------------|------------------------|----------------|----------------|----------------|-----------------|---------------------|------------|------|---------------|--|
| 94433  | CMA CGM Alaska | Customer Connect       | ITLink         | ITLink         | ITLink 5.0     | 2023-02-12      | Active              | Bratislava | INOC | -- Actions -- | <div><div>BI</div><div>NT</div><div>SPO</div><div>LT</div><div>IT</div><div>OT</div></div> |
| 101780 | CMA CGM Alaska | CyberGuard EDR Service | CyberGuard EDR | CyberGuard EDR |                |                 | Active              | Bratislava | INOC | -- Actions -- | <div><div>BI</div><div>NT</div><div>SPO</div><div>LT</div><div>IT</div><div>OT</div></div> |

- If the customer has a Network Solution design as a **managed service**, it will be displayed in Merits.
- If the customer has a Network Solution design as a **professional service**, it will NOT be displayed in Merits.
- Automation between CPQ and Merits is in place since April 7<sup>th</sup> 2025
- Example of vessel: [Hellasport Promise](#)

# 1.7 Network Solution Design Service

Merits – Flag if Network Solution doc on SharePoint at customer level

Customer: Stolt Tankers B.V.  
ContactID: 932

Phone +31 10 4090813n/a  
Mobile  
Fax +31 10 2996665  
Email SMO-  
CC MarlinkFleetComms@StoltNielsenTem  
helpdesk@stolt.com; group-bt-marlink-  
comms@stolt.com;  
GBM U20545  
Context

**Network** true  
**Solution**  
**Design**

[Edit Customer](#)  
[Customer Portal](#)  
[Sharepoint](#)

Showing 1323 of 1323  
Show 50 entries

Search:

| SID [126] | Site | Site Type | Site Type Segment | Site Status | Site Active | Site Pros | Flag | IMO | Call Sign | IID | Installation | NOC | End Customer | Installation Status | Installation Type | System | Version | SLA |
|-----------|------|-----------|-------------------|-------------|-------------|-----------|------|-----|-----------|-----|--------------|-----|--------------|---------------------|-------------------|--------|---------|-----|
|           |      |           |                   |             |             |           |      |     |           |     |              |     |              |                     |                   |        |         |     |

- It is now possible to add a tag in Merits when a Network Solution design document has been uploaded to SharePoint at customer level
- If Network Solution Design = True  
→ Document available on SharePoint at customer level
- Example of vessel:  
[Distribuidora Maritima Petrogas](#)

# 1.7 Network Solution Design Service

## Merits – Edit Flag

Customer: Stolt Tankers B.V.  
ContactID: 932

---

**Phone** +31 10 4090813n/a

---

**Mobile**

---

**Fax** +31 10 2996665

---

**Email CC** SMO-  
MarlinkFleetComms@StoltNiel  
helpdesk@stolt.com; group-bt-  
comms@stolt.com;

---

**GBM** U20545


---

**Context**


---

**Network Solution Design** true


---

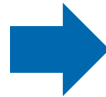
 **Edit Customer**

---

 Customer Portal

---

 Sharepoint



---

**Rapid Change:** ☒ Use this field to flag a customer for rapid change workflow.

---

**High-light Customer Reply:** ☐ Use this field to add text in bold red that will appear under all Email Incoming/Outgoing ticket actions.

---

**Network Solution Design:** ☒ Indicates a Network Solution Design for the fleet is available on SharePoint at customer level.

---

- To add the flag:
  - Click on “*Edit Customer*”
  - Tick the box related to Network Solution design

# 1.8 Network Solution Design Service

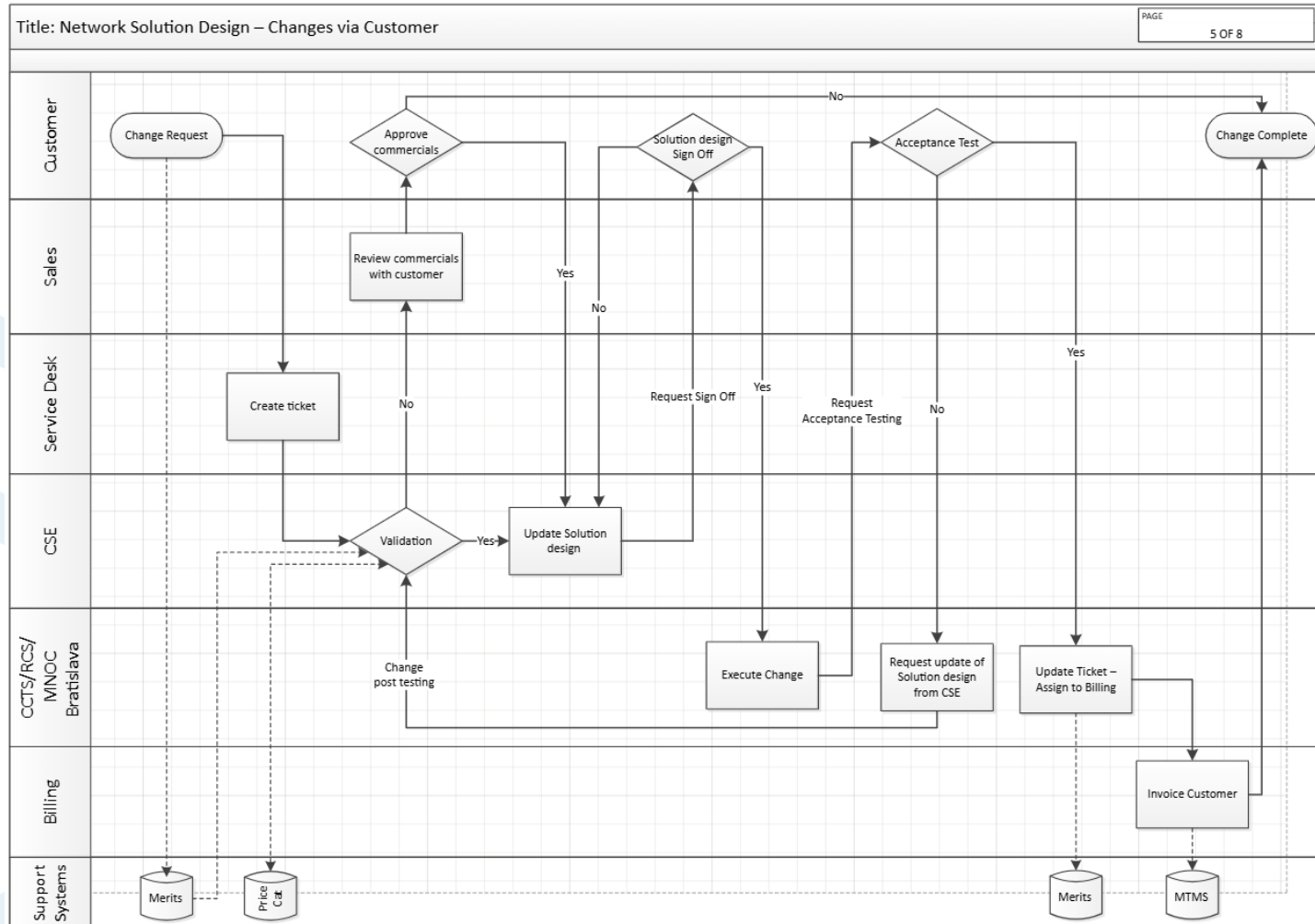
SharePoint at company level to store the updated Network Solution design version

The screenshot displays the Marlink SharePoint interface. The top navigation bar includes the Marlink logo, a search bar, and a menu. The main content area is divided into several sections. On the left, there is a list of sites. The central pane shows the 'Scorpio Ship Management Sam' site, which is highlighted with a blue box. The right pane displays a list of documents, including 'Project', 'Service Management', 'Media', and 'Support'. The 'Network' section is highlighted with a blue box, and the 'Media' section shows a list of files including 'BlueCore 5.0\_ Cable Drawing\_STI ...' and 'Iridium.txt'.

- SharePoint at company level can be used to share the Network Solution design of the fleet
- Advantage to store it at a single place

## 2. Network Solution Design Service

### Change process



- Change request received from customer
- For vessel-specific changes:
  - MNOC Bratislava or RCS can directly implement the change (Sales or CSE don't have to be involved).
- Important to log in the change in the Merits Network Change log
- For fleet-wide changes:
  - Request to be transferred to CCTS so they follow up with CSE
  - CSE will reference the fleet-wide change in the Network Solution Design document and validate it with the customer
  - Once done, CSE will transfer the request to CCTS for implementation
  - CCTS will record the change in Merits Network Change log and upload the Solution design latest version in Merits on the SharePoint at company level

# 2.1 Network Solution Design Service

## Log changes via the [network change log](#) in Merits

- Each change request related to Network Solution design needs to be logged in the Merits Network change log
- Each change request from the log will have to be related to a Merits ticket and/or eCOF number
- Vessel-specific change implementation to be performed by RCS or MNOC Bratislava
- Fleet-wide change implementation to be performed by CCTS

Change Type

Sub Category

Installation (Optional)

Related Ticket

eCOF

Implementation Time

Router Firmware Update - Router / Firewall

XC

Add Firewall Rule - XChange

Add Machine Account - XChange

Add Machine Group - XChange

Add User Group - XChange

Add or Modify WAN - XChange

Apply Firewall Rules to User Group - XChange

Overview

Changelog

Active Beam

Sat Network

TX Lineup

Configuration

Parameters

Linkbudget

NTD

Live

Status

Availability

VLAN

IP

SDWAN

Starlink

HP

VSAT

Network

Network change log

New Change Log

| Product Group           | Change                 | Sub Category   | Since    | Date                 | Name  | Billable | Implementation Time | eCOF Rapid Change | Billing Comments          | Billing Entity | Ticket  | Comment            | Modified  | Actions   |
|-------------------------|------------------------|----------------|----------|----------------------|---|----------|---------------------|-------------------|---------------------------|----------------|---------|--------------------|---|---|
| XChange                 | Upgrade XChange        | Upgrade to 5.6 | 1 minute | 17 Jan 2025 10:08:00 | Customer: TUI Cruises Site: Mein Schiff Relax | ⊖        | 1 hour              | CO012345          |                           | TMI1003        |         | Also upgrade spare | Last updated 17 Jan 2025 10:08:39 by: Magnus Dragnes<br>Created 17 Jan 2025 10:07:50 by: Magnus Dragnes | <a href="#">✎</a> <a href="#">📄</a> <a href="#">🗑</a> |
| Hotspot (Wise / Ucopia) | Unique Description     |                | 15 hours | 16 Jan 2025 19:08:00 | Customer: TUI Cruises                         | ⊖        |                     |                   |                           | TMI1003        | 1629670 |                    | Last updated 16 Jan 2025 19:08:45 by: Magnus Dragnes<br>Created 16 Jan 2025 19:08:45 by: Magnus Dragnes | <a href="#">✎</a> <a href="#">📄</a> <a href="#">🗑</a> |
| Router / Firewall       | Router Firmware Update |                | 15 hours | 16 Jan 2025 18:39:00 | Customer: TUI Cruises                         | ⊖        |                     |                   |                           | TMI1003        | 1688818 |                    | Last updated 16 Jan 2025 18:39:48 by: Magnus Dragnes<br>Created 16 Jan 2025 18:39:48 by: Magnus Dragnes | <a href="#">✎</a> <a href="#">📄</a> <a href="#">🗑</a> |
| Router / Firewall       | Router Firmware Update |                | 16 hours | 16 Jan 2025 17:57:00 | Customer: TUI Cruises                         | ⊖        |                     |                   |                           | TMI1003        |         |                    | Last updated 16 Jan 2025 17:59:14 by: Magnus Dragnes<br>Created 16 Jan 2025 17:59:14 by: Magnus Dragnes | <a href="#">✎</a> <a href="#">📄</a> <a href="#">🗑</a> |
| Hotspot (Wise / Ucopia) | Unique Description     |                | 19 hours | 16 Jan 2025 14:21:00 | Customer: TUI Cruises                         | ✅        | 3 hours             |                   | this is a billing comment | TMI1003        |         |                    | Last updated 16 Jan 2025 14:22:26 by: Magnus Dragnes<br>Created 16 Jan 2025 14:22:26 by: Magnus Dragnes | <a href="#">✎</a> <a href="#">📄</a> <a href="#">🗑</a> |
| Router / Firewall       | Router Firmware Update |                | 1 day    | 16 Jan 2025 09:44:00 | Customer: TUI Cruises Site: Mein Schiff Relax | ⊖        | 2 hours             |                   |                           | TMI1003        | 1676632 |                    | Last updated 17 Jan 2025 09:44:30 by: Magnus Dragnes<br>Created 16 Jan 2025 19:34:52 by: Magnus Dragnes | <a href="#">✎</a> <a href="#">📄</a> <a href="#">🗑</a> |

Change Log Entries: 6

# 2.1 Network Solution Design Service

How to log a change via the [network change log](#) in Merits?

- Find the NewTec OP

The screenshot displays the MARLINK web interface. At the top, there's a navigation bar with the MARLINK logo, a menu, a search bar, and a department work list dropdown. Below this, the 'Site: Tmr' section is visible, with tabs for 'Site', 'Installation', and 'Inmarsat'. Under 'Installation', there are buttons for 'View All Tickets', 'View All Open Tickets', 'AX', 'Edit Site', 'New Installation Wizard', and 'SPO Probe'. The 'Site Details' panel shows information for SiteID: 18123, including Customer (Marlink Training), Vessel Type (Default - Default), Site Status (Active), IMO (040403), Flag, FlagName, Built, Call Sign, MMSI, GBM Site Context S\_DER937-mp, and Billing Entity. The 'Managed Services' panel lists a 'Managed Service' (Network Solution Design Premium Plus) with a 'Created' date of 2025-01-08 12:50:15.363. The 'Service First' panel shows an 'MDM' button. Below these panels is a table of network services. The table has columns for ID, SNG, TMR SNG 1 - Network Services, Network Service, MSS Standby, Status, and Actions. The 'Actions' column for the last row (134221) is highlighted with a blue box, showing a dropdown menu with options like 'OP' and 'NT'.

| ID     | SNG | TMR SNG 1 - Network Services          | Network Service        | MSS Standby | Status  | Actions       |
|--------|-----|---------------------------------------|------------------------|-------------|---------|---------------|
| 116508 | SNG | ✓ TMR SNG 1 - Network Services        | Network Service        | MSS Standby | Active  | -- Actions -- |
| 111093 |     | Test 1 Edge System                    | Router                 | 1Edge       | Active  | -- Actions -- |
| 103218 |     | Tmr - Fw                              | SDWAN Router           | Fortinet    | Planned | -- Actions -- |
| 28244  |     | Tmr4                                  | Router                 | Fortinet    | Active  | -- Actions -- |
| 39960  |     | Tmr5                                  | Router                 | XChange     | Active  | -- Actions -- |
| 113139 |     | Vuk 1edge Test 2                      | Router                 | 1Edge       | Active  | -- Actions -- |
| 134219 |     | ✓ AH Test - Wifi Audit - Sealink      | Sealink Service        | Sealink     | Active  | -- Actions -- |
| 134220 |     | AH Test - Wifi Audit - KU             | Cobham Sailor 1000 XTR | Newtec      | Active  | -- Actions -- |
| 134221 |     | AH Test - Wifi Audit - Network Device | XChange SD-WAN         | Qualys      | Active  | -- Actions -- |



# 2.1 Network Solution Design Service

How to log a change via the [network change log](#) in Merits?

- To create register a change: click on “ChangeLog” → “Network” → “+ New Change Log”
- Merits Ticket number needs to be referenced for each change request

**Martlink Training** AH Test - Wifi Audit - KU MDM2510

Current contracted BW:  
Shore -> Ship PIR: 0 kbps Ship -> Shore PIR: 0 kbps  
Shore -> Ship CIR: 0 kbps Ship -> Shore CIR: 0 kbps **No Active Change Log Found**

Extract Data Copy URL Refresh Cache Site Info All Tickets Printable version External Links

Overview **Changelog** Active Beam Sat Network TX Lineup Configuration Parameters Linkbudget NTd Live Status Availability VLAN IP Analyzer SDWAN Fortigate Starlink HP

VSAT **Network**

Network change log + New Change Log

| Product Group           | Change                | Sub Category      | Since  | Date                 | Name  | Billable | Implementation Time | eCOF Rapid Change | Billing Comments     | Billing Entity | <b>Ticket</b>                    | Comment                          | Modified  | Actions |
|-------------------------|-----------------------|-------------------|--------|----------------------|---|----------|---------------------|-------------------|----------------------|----------------|----------------------------------|----------------------------------|---|---------|
| XChange                 | Add Firewall Rule     | test              | 2 days | 14 Mar 2025 14:09:00 | Site: Tmr<br>Customer: Martlink Training<br>IMO: 040403                             | 🔴        | 1 hour 30 minutes   | CO12345678        |                      |                | Ticket: 1732046<br>TA#: 16817724 |                                  | Last updated 14 Mar 2025 14:19:49 by: Magnus Dragnes<br>Created 14 Mar 2025 10:03:06 by: Magnus Dragnes | ✎ 📄 🗑   |
| XChange                 | Add User Group        | test              | 3 days | 14 Mar 2025 09:35:55 | Installation: Tmr2 - Sim<br>Site: Tmr<br>Customer: Martlink Training<br>IMO: 040403 | 🔴        | 30 minutes          | CO000123          | test                 |                | Ticket: 1732046<br>TA#: 16817092 | test                             | Last updated 14 Mar 2025 09:36:42 by: Magnus Dragnes<br>Created 14 Mar 2025 09:36:42 by: Magnus Dragnes | ✎ 📄 🗑   |
| XChange                 | DNS Filtering         | some sub category | 3 days | 13 Mar 2025 13:48:00 | Installation: Tmr2 - Sim<br>Site: Tmr<br>Customer: Martlink Training<br>IMO: 040403 | 🟢        | 1 hour              |                   |                      |                | Ticket: 1732046<br>TA#: 16144156 | sn                               | Last updated 14 Mar 2025 09:35:00 by: Magnus Dragnes<br>Created 13 Mar 2025 13:49:41 by: Magnus Dragnes | ✎ 📄 🗑   |
| XChange                 | DNS Filtering         | TEST              | 4 days | 13 Mar 2025 12:53:14 | Installation: Tmr2 - Sim<br>Site: Tmr<br>Customer: Martlink Training<br>IMO: 040403 | 🟢        | 30 minutes          | RC001234          | Some billing comment |                | Ticket: 1732046                  | Some comment                     | Last updated 13 Mar 2025 12:54:05 by: Magnus Dragnes<br>Created 13 Mar 2025 12:54:05 by: Magnus Dragnes | ✎ 📄 🗑   |
| Hotspot (Wise / Utopia) | Adjust user bandwidth |                   | 4 days | 13 Mar 2025 12:38:28 | Installation: Tmr2 - Sim<br>Site: Tmr<br>Customer: Martlink Training<br>IMO: 040403 | 🔴        | 30 minutes          |                   |                      |                | Ticket: 1732046                  |                                  | Last updated 13 Mar 2025 12:50:47 by: Magnus Dragnes<br>Created 13 Mar 2025 12:43:49 by: Magnus Dragnes | ✎ 📄 🗑   |
| XChange                 | Modify a Single LAN   |                   | 6 days | 10 Mar 2025 15:40:00 | Installation: Tmr - Nad<br>Site: Tmr<br>Customer: Martlink Training<br>IMO: 040403  | 🟢        | 1 hour              |                   |                      |                | Ticket: 1732046                  | Change requested by the customer | Last updated 10 Mar 2025 15:42:23 by: Coline Polvin<br>Created 10 Mar 2025 15:42:23 by: Coline Polvin   | ✎ 📄 🗑   |

Change Log Entries 6

## 2.1 Network Solution Design Service

How to log a change via the [network change log](#) in Merits?

- Select the type of change

Create New Change Log for Tmr

Change Log Time: 2025-03-10 15:36

Change Type: XChange - Modify a Single LAN

Sub Category: [Empty]

Installation (Optional): [Empty]

Related Ticket: [Empty]

eCOF: [Empty]

Implementation Time: [Empty]

Billable Task (Optional): ☐

Billing Comments: [Empty]

Comments: [Empty]

Close Create

- Select the related ticket

Create New Change Log for Tmr

Change Log Time: 2025-03-10 15:40

Change Type: XChange - Modify a Single LAN

Sub Category: [Empty]

Installation (Optional): Tmr - Nsd - 71662

Related Ticket: Search or enter a Ticket ID

eCOF: 1732

Implementation Time: 1732046 2025-03-05 Network Change... Minor MNOC Eik

Billable Task (Optional): ☐

Billing Comments: [Empty]

Comments: [Empty]

Close Create

## 2.1 Network Solution Design Service

How to log a change via the [network change log](#) in Merits?

Create New Change Log for Tmr

|                          |                             |                  |  |
|--------------------------|-----------------------------|------------------|--|
| Change Log Time          | 2025-03-17 13:03            |                  |  |
| Change Type              | XChange - Add User Group    |                  |  |
| Sub Category             |                             |                  |  |
| Installation (Optional)  | None                        |                  |  |
| Related Ticket           | Search or enter a Ticket ID | Ticket Action    |  |
| eCOF                     |                             |                  |  |
| Implementation Time      | 30 minutes                  |                  |  |
| Billable Task (Optional) | <input type="checkbox"/>    | Billing Comments |  |
| Comments                 |                             |                  |  |

Close Create

- **Implementation time**
  - Insert the time it took to implement the change
  - Min. 30 min
- **Billable task**
  - Box to be ticked from June 1<sup>st</sup> 2025 as changes will become payable


Action Type: Network Changlog when creating a new ticket action

Action Type: Network Changlog when creating a new ticket action

[illegible]



# 2.2 Network Solution Design Service

Direct link to the Network Changelog overview (all entries for a site) from ticket:











Menu


Search. Type --help for more options.


 


-- Department Work List --





 Ticket


 Email


 Notes


 Subtask


 Monitoring


 Config


 SLA


 AX


 Files


 Tasks


 Auto-update


 Edit Ticket


 View All Tickets


 New Ticket


 Delete Ticket


 Edit Installation


 Create PDF


 Single Site encLogin


 Network Changelog


 Site changeLog


 iDirect Stat


 Ticket Change Log


 Deviation Report (NCR)


 New Order Wizard

 dNetwork

 dModem

 Add Watchlist

 Ping from Shore

 Escalate ticket

 Customer Notes

This is an WaveCall agent....

1762998 Tmr (Marlink Training )

|                         |  |              |                      |             |   |
|-------------------------|--|--------------|----------------------|-------------|---|
| Site SID: 18123         | Tmr (Marlink Training )  | In Date      | 14-Apr-2025 12:50:01 | Created By  | Morten Tønnesen   |
| Installation PIN: 26852 | TMR SNG 1 - Sealink - Sealink Allowance - Sealink Service (Default, Default) | Due Date     | Unknown              | Assigned To | Assign ticket to me...  |
| Service Level           | MNOC Eik: Standard   | Confirm Date | Confirm              | Resource    | Network Delivery Customized   |
| Category                | Order Request Order Incident Internal Change Default                         | Resolve Date | Resolve...           | Resolved By |   |
| Severity                | Medium Minor Medium High   | Close Date   | q2Close...           | Closed By   |   |
| Status                  | In Progress  | Modified     | 14-Apr-2025 12:50:01 | Modified By | Morten Tønnesen   |
| Ticket Description      | Reported by Abhijit Harohalli: SDWAN Implementation                          |              |                      | HotSpot     |   |
|                         |  |              |                      | CPQ         |  |

Service tree

Sealink Service


Cobham Sailor 1000 XTR MDM2510

XChange SD-WAN

Starlink Service

# 2.3 Network Solution Design Service

How to edit a change in the [network change log](#) in Merits?

- Click on: 

AH Test - Wifi Audit - KU




MDM2510

Extract DataCopy URLRefresh CacheSite InfoAll TicketsPrintable versionExternal Links

LinkbudgetNTdLiveStatusAvailabilityVLANIPAnalyzerSDWANFortigateStarlinkHP

Network

New Change Log

| Implementation Time | eCOF<br>Rapid Change | Billing<br>Comments | Billing<br>Entity | Ticket          | Comment                          | Modified  | Actions  |
|---------------------|----------------------|---------------------|-------------------|-----------------|----------------------------------|---|--|
| 1 hour              |                      |                     |                   | Ticket: 1732048 | Change requested by the customer | Last updated 10 Mar 2025 15:42:23 by: Coline Potvin<br>Created 10 Mar 2025 15:42:23 by: Coline Potvin |    |

Edit Change Log (ID 269) for Tmr

Change Log Time

2025-03-10 15:40

Change Type

XChange - Modify a Single LAN

Sub Category

Installation (Optional)

Tmr - Nsd - 71882

Related Ticket

1732048

Ticket Action

eCOF

Implementation Time

-

-

1 hour

Billable Task (Optional)

☒

Billing  
Comments

Comments

Change requested by the customer

Close

Update

# 2.4 Network Solution Design Service

How to duplicate a change in the [network change log](#) in Merits?

- Click on: 

AH Test - Wifi Audit - KU

MDM2510




Create New Change Log for Tmr

Extract DataCopy URLRefresh CacheSite InfoAll TicketsPrintable versionExternal Links

LinkbudgetNTdLiveStatusAvailabilityVLANIPAnalyzerSDWANFortigateStarlinkHP

Network

New Change Log

| Implementation Time | eCOF<br>Rapid Change | Billing<br>Comments | Billing<br>Entity | Ticket          | Comment                          | Modified  | Actions  |
|---------------------|----------------------|---------------------|-------------------|-----------------|----------------------------------|---|--|
| 1 hour              |                      |                     |                   | Ticket: 1732048 | Change requested by the customer | Last updated 10 Mar 2025 15:42:23 by: Coline Potvin<br>Created 10 Mar 2025 15:42:23 by: Coline Potvin |    |

Change Log Time2025-03-18 09:27

Change TypeXChange - Modify a Single LAN

Sub Category

Installation (Optional)None

Related TicketSearch or enter a Ticket IDTicket Action

eCOF

Implementation Time1 hour

Billable Task (Optional)☒Billing Comments

Comments

CloseCreate

## 2.5 Network Solution Design Service Reporting

Menu ▾

Search. Type --help for more options.

Q K2

Department Work List --

Customer, Site, Installation

Customer

Search for Customer

Site

Search for Site

Installation

Search for Installation

Changelog

Product Group

XChange

Change Type

Search for Change Type

Billable Task

- Any - ▾

Change Order

- Any - ▾

Implementation Time

- Any - ▾

Time Selection

Time Frame

Last Month ▾

Start Date / Time (UTC)

2025-02-10T15:44:41Z

End Date / Time (UTC)

2025-03-10T15:44:41Z

Reset Filter

Apply Filter

Statistics

Changelogs by Product Group

| Product Group | Implementation Time | Count |
|---------------|---------------------|-------|
| XChange       | 1710                | 53    |
| Total         | 1710                | 53    |

Changelogs by Change Type

| Product Group - Change Type                  | Implementation Time | Count |
|--|---------------------|-------|
| XChange - Add Firewall Rule                  | 570                 | 19    |
| XChange - Add Machine Account                | 30                  | 1     |
| XChange - Add User Group                     | 30                  | 1     |
| XChange - Add or Modify WAN                  | 90                  | 1     |
| XChange - Apply Firewall Rules to User Group | 30                  | 1     |
| XChange - Modify User Group                  | 480                 | 16    |
| XChange - Modify a Single LAN                | 420                 | 13    |
| XChange - Upgrade XChange                    | 60                  | 1     |
| Total  | 1710                | 53    |

Distinct Sites Per Customer

| Customer                                   | SiteIDs |
|--|---------|
| CSL Americas                               | 1       |
| Iseaco Shipmanagement Pte. LTD             | 1       |
| Marlink Training                           | 1       |
| Mediterranean Shipping Company S.A.        | 16      |
| Subsea 7 International Contracting Limited | 20      |
| Total                                      | 39      |

Changelogs by Customer

| Customer                                   | Billable Changes | Not billable Changes | Total Changes | Billable Time | Not billable Time | Implementation Time |
|--|------------------|----------------------|---------------|---------------|-------------------|---------------------|
| CSL Americas                               | 0                | 1                    | 1             | 0             | 60                | 60                  |
| Iseaco Shipmanagement Pte. LTD             | 0                | 1                    | 1             | 0             | 90                | 90                  |
| Marlink Training                           | 1                | 0                    | 1             | 60            | 0                 | 60                  |
| Mediterranean Shipping Company S.A.        | 0                | 30                   | 30            | 0             | 900               | 900                 |
| Subsea 7 International Contracting Limited | 20               | 0                    | 20            | 600           | 0                 | 600                 |
| Total                                      | 21               | 32                   | 53            | 660           | 1050              | 1710                |

Changelogs by Customer and Product Group

| Customer                                   | Product Group | Billable | Not billable | Total |
|--|---------------|----------|--------------|-------|
| CSL Americas                               | XChange       | 0        | 1            | 1     |
| Iseaco Shipmanagement Pte. LTD             | XChange       | 0        | 1            | 1     |
| Marlink Training                           | XChange       | 1        | 0            | 1     |
| Mediterranean Shipping Company S.A.        | XChange       | 0        | 30           | 30    |
| Subsea 7 International Contracting Limited | XChange       | 20       | 0            | 20    |



# 2.6 Network Solution Design Service

## FAQ

- How do you know if the customer has a subscription to Network Solution design managed service?
  - It is referenced in Merits under “Managed services” (see slide 10)
- Where do I find the fleet-wide Network Solution design document?
  - For new designs: It should be stored under SharePoint at customer level under “Network” (see slide 13)
  - For existing designs/IT policy: The current design/IT Policy will be kept until a new one is needed (e.g: SNG migration, migration from XChange Base to Power,...)
- What to do when I receive a vessel-specific change request related to Network Solution design?
  - Log it in Merits Network Change log
  - Implement it
  - Confirm to the customer when implemented
- What to do when I receive a fleet-wide change request related to Network Solution design?
  - Transfer it to CCTS who will follow up with CSE
    - CSE will review and discuss it with the customer + update the Network Solution design document (before the change implementation)
    - Once reviewed by CSE, CCTS will implement the fleet-wide change.
- Does CSE always need to be involved?
  - No, only for fleet-wide changes

# 2.6 Network Solution Design Service

## FAQ

- From when will changes related to Network Solution design service become payable?  
→ From June 1<sup>st</sup> 2025 for existing customers
- How will the customers be informed the changes related to Network Solution design service are payable?  
→ For new customers and renewals: Service description and related pricing to be added to the contracts  
→ For existing customers: Via notification letter to be sent on April 30<sup>th</sup> and via KAMs – Changes to be charged from June 1<sup>st</sup> 2025
- Will all changes logged in Merits Network Change log be billed to customers?
  - Before June 1<sup>st</sup> 2025: No, but they need to be tracked in the Merits Network Change log
  - From June 1<sup>st</sup> 2025: Yes (unless agreed otherwise)
  - For new installations: Customers can benefit from free of charge changes during 30 days following the roll out of the 1<sup>st</sup> vessel of the fleet  
→ **Note:** Customers taking Network Solution design Basic can only benefit from free changes that are included in the scope of Basic offer
- What are the alternatives for customers to perform the changes are their own?
  - Performing the changes on their own (free of charge) via P360  
→ Support available: **XChange How to guides** uploaded in P360  
→ “How to” videos being developed
  - XChange URA (for customers having a URA subscription)
  - Attending a Master class/dedicated training given by CCTS (→ Part of customer training service to be launched by end Q2 25)

# 2.6.1 Network Solution Design Service

## Updated How to guides updated in P360

MARLINK

PORTAL360 > MARLINK GROUP > COMPANIES

MARLINK GROUP

FAVORITES

STARLINK SUBSCRIPTIONS

SITES

COMPANIES

FLEETS 6057

VESSELS 12327

SEALINK

FLEET XPRESS

How to manage XChange Templates

How to manage box user self-registration

How to create a box user

How to edit an existing box user

How to manage an existing box user

How to edit credit request settings

How to manage box user credit

How to create a box user group

How to manage a box user group

How to manage DNS filters

How to assign a price matrix template

How to assign a price matrix template to multiple boxes

How to edit a price matrix template

How to manage an existing price matrix

How to create a machine account

How to manage telephony settings

How to relocate a box

How to relocate a box to a static site

How to manage a remote task

How to manage interfaces

How to create a VLAN

How to manage Network Permissions

Partner Applications

XChange 5.6 version changes

- Documents in yellow have been reviewed
- Already available on P360



**Thank you!**  
Any questions?