



April 2025

**RE: Availability of Network Solution Design Service and Related Commercial Updates**

Dear Valued Customer,

We are pleased to introduce our new **standard Network Solution Design service**, designed to help you optimise your fleet-wide **XChange** configuration for seamless onboard connectivity. This service provides expert guidance in designing the optimal setup and offers the flexibility to request modifications as your needs evolve. It is now available for all vessels equipped with **XChange Base or Power**.

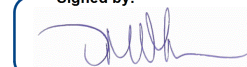
As part of this launch, and to ensure a structured approach to network configuration changes, we are updating our **change request policies**, effective **1st June 2025**. From this date, network design change requests handled by Marlink will be subject to a fee (please refer to **Appendix 1** for details on the change catalogue and associated pricing). While we appreciate that this represents a change, our commitment to delivering the highest level of service remains unchanged.

For ongoing flexibility and self-management, you will continue to have the ability to make many of the configuration changes at no cost via **Portal P360, Universal Remote Access, or locally on board**.

For further details, please refer to **Appendix 1**. Additional documentation, including the **Network Solution Design service description**, is available on [PartnerLink](#).

Should you have any questions or require further clarification, please do not hesitate to contact your designated **Key Account Manager**.

Yours Sincerely

Signed by:  
  
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Tore Morten Olsen

President, Maritime Marlink



## **Appendix 1:**

### **Information & Pricing related to Marlink Network Solution Design service and new commercial design changes policy**

*With Marlink Network Solution Design service, Marlink shall support Customer in defining a fleet wide network solution design (the "Network Solution Design") including the configuration of the XChange. The Service will lead to one Design per fleet at a time, provided all Vessels included in the fleet will have the same onboard Equipment for the Connectivity Service(s) as well as the same overall onboard IT and network environment.*

*Design change requests can also be implemented by Marlink over time as part of our Network Solution Design service.*

#### ***Change catalogue:***

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

#### ***Pricing from 1<sup>st</sup> June 2025:***

<b><i>Professional service</i></b>	<b><i>One-time fee per</i></b>	<b><i>Fleet-wide or complex change</i></b>	<b><i>Single vessel change</i></b>
<b><i>Network Solution Design Change</i></b>	<b><i>Change</i></b>	<b><i>\$ 200*</i></b>	<b><i>\$ 100*</i></b>

***\*Fleet-wide Design changes that would require more than 2 hours and single Vessel Design changes that would require more than 1 hour will count for a number of changes proportional to time spent.***