

STARLINK SATELLITE INTERNET SERVICE



NaiTel

A member of Aqaba Digital Hub

OFFICIAL RESELLER OF
STARLINK

Discover Naitel and experience unrivaled coverage –
seamless, dependable connectivity to power
your business wherever it takes you.



OFFICIAL RESELLER OF
STARLINK

DEAR CLIENT/CUSTOMER,

Thank you for the opportunity to present our proposal for providing high-speed satellite internet services to your organization.

We understand the critical importance of reliable, secure, and widely available connectivity for modern operations, especially in remote or mission-critical environments. Our goal is to deliver a satellite internet solution that ensures consistent performance and uninterrupted service, wherever your operations are located.

NaiTel, the telecommunications arm of Aqaba Digital Hub, is the first authorized Starlink reseller in Jordan. We are ready to offer a robust and dependable satellite internet service that enables seamless communication between your teams, facilities, and global platforms, without dependence on terrestrial infrastructure.

As part of Aqaba Digital Hub's ecosystem, we also provide advanced data center services, peering services, public and private cloud platforms, cybersecurity solutions, and international connectivity services, ensuring we can support your organization's digital needs from end to end.

Thank you once again for considering NaiTel as your connectivity partner. We look forward to delivering a secure, high-performance solution you can depend on.

Yours sincerely,



NaiTel

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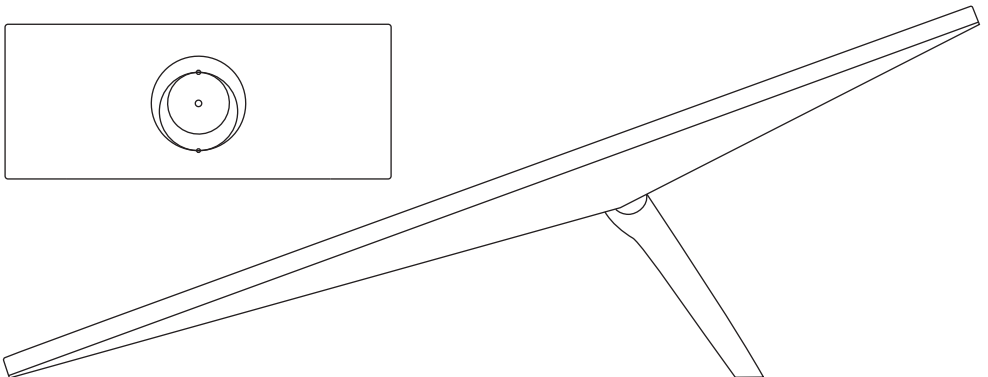
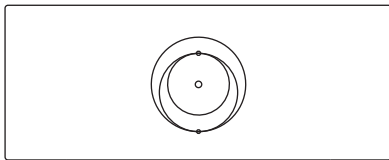
STARLINK SATELLITE INTERNET SERVICE

Starlink provides two-way satellite-based internet service ("Services"), receivable with a Starlink user terminal, Wi-Fi router, power supply and mount ("Starlink Kit" or "Kit"). The Starlink Kit and Services are novel, under development, and subject to change. Starlink performance goals will be amended by Starlink from time to time based on experience and innovation.

Offered by NaiTel – Authorized Starlink Reseller in Jordan

NaiTel, the telecommunications arm of Aqaba Digital Hub, is proud to offer Starlink satellite internet services in Jordan. As the first official reseller, we bring you a high-speed, reliable connectivity solution that works anywhere – from urban centers to the most remote locations.

With Starlink's cutting-edge satellite technology, your operations can benefit from consistent, high-performance internet without reliance on traditional terrestrial infrastructure. This makes it the perfect solution for government, security, commercial, and industrial sectors that demand dependable connectivity.



KEY ADVANTAGES



**NATIONWIDE
COVERAGE**

Reliable connectivity in cities, rural areas, and mobile locations.



**HIGH-SPEED
PERFORMANCE**

With speeds that meet or exceed many land-based connections.



**RAPID
DEPLOYMENT**

Get connected within minutes of setup.



**VERSATILE
APPLICATIONS**

Suitable for fixed sites, mobile units, and mission-critical field operations.

PRIORITY SERVICE PLANS

The Priority Service Plans are designed for high-bandwidth land- and ocean-use and can be used in motion. In motion use is subject to Section 3.3. Stated speeds and uninterrupted use of the Priority Service Plans are not guaranteed and may vary by geographical area. Priority data is given network precedence over Residential and Roam data, meaning users will typically experience faster and more consistent download and upload speeds. Unused Priority data in a Data Block does not rollover to the next month.

LOCAL PRIORITY PLAN

For inland coverage (including lakes and rivers) only; not for global or ocean use. Services may be used (i) locally in-country, or (ii) for up to 60 consecutive days within your region in a location outside the country of your Service address.

GLOBAL PRIORITY PLAN

For global and ocean coverage. In-motion use up to 550 mph. Starlink may immediately suspend your Services if your location is not in an authorized territory (marked “Available or Waitlist”) on the Starlink map

TECHNICAL SPECIFICATION

EQUIPMENT OPTIONS

Standard Kit	Compact phased-array antenna, Wi-Fi router, power supply, cables, and mounting tripod
Performance Kit (Gen2)	Larger high-performance phased-array antenna designed for enterprise, government, and industrial users
Mini Kit	Lightweight, portable system optimized for mobility and temporary deployments

POWER & ENVIRONMENTAL

Power Consumption	Average 50–75W (Standard Kit); up to 100W (Performance Kit)
Operating Temperature	–30°C to +50°C
Ingress Protection	IP54 for outdoor dish and equipment

SECURITY & MANAGEMENT

Encryption	End-to-end AES 256-bit encryption for data traffic
Network Management	Centralized monitoring through Starlink mobile and web application
QoS Support	Available in enterprise service tiers to prioritize business-critical applications

WEATHER RESILIENT

Starlink is designed to endure the elements - it can melt snow and withstand sleet, heavy rain, and harsh winds.

SERVICE PLANS

LOCAL PRIORITY

Download 100-280 Mbps
– **Upload** 10-30 Mbps

50 GB	JOD 31 /mo
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500 GB	JOD 79 /mo
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1 TB	JOD 139 /mo
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2 TB	JOD 259 /mo
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Add-Ons:

+50 GB	JOD 12 /mo
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+500 GB	JOD 60 /mo
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ONE-TIME FEE

JOD 350

EQUIPMENT

Standard Kit	JOD 310
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Performance (Gen2) Kit	JOD 550
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Mini Kit	JOD 275
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SERVICE PLANS

GLOBAL PRIORITY

Download 100-280 Mbps
– **Upload** 10-30 Mbps

50 GB	JOD 208 /mo
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500 GB	JOD 540 /mo
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1 TB	JOD 955 /mo
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2 TB	JOD 1,785 /mo
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Add-Ons:

+50 GB	JOD 83 /mo
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+500 GB	JOD 415 /mo
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Top-Up Data Opt-In

For Priority Plans, if you exhaust the Data Block(s) purchased for a given monthly billing cycle, you can, at any time during a given monthly billing cycle, elect (opt-in) to be assigned and charged a fixed amount of "top-up" Priority data ("Top-Up Data"). Once the initial Top-Up Data is exhausted, additional Top-Up Data will be automatically assigned. Top-Up Data charges will be reflected on the invoice for the following monthly billing cycle. Unused Top-Up Data does not rollover to the next monthly billing cycle.



SERVICE TERMS

All prices are subject to 16% sales tax.
Minimum Commitment: 24 months
Billing: Monthly or annual prepayment options

SERVICE LEVEL AGREEMENT

NaiTel, as an authorized Starlink reseller in Jordan, provides satellite internet services backed by Starlink's Enterprise Service Level Agreement.

Key highlights of the SLA:

Network Availability Guarantee: 99.9% uptime per monthly billing period.

Compensation:

If service availability falls below the guaranteed level, a service credit equal to 20% of the monthly service fee for the affected service line is applied.

Measurement:

Outage Time is measured in real-time and recorded automatically by the Starlink Kit.

Coverage:

SLA applies to Local Priority and Global Priority plans in Starlink "Available" service areas.

Exclusions:

SLA does not cover outages caused by installation issues, obstructions, interference, exceeded data allowance, force majeure, or operation outside Starlink's covered regions.

The full SLA terms are included in Appendix A of this proposal.

TERMS AND CONDITIONS:

All prices are in Jordanian Dinars (JOD) and subject to 16% sales tax.

Minimum service commitment: 24 months.

Billing: Monthly or annual prepayment options.

Pricing excludes any internal cabling, mounting, or specialized installation beyond standard kit setup.

Service provisioning lead time: 2-4 weeks from order confirmation, subject to equipment availability.

Offer validity: 14 days from the date of this proposal.

Early termination: 100% of remaining contract value applies.

30 days written notice is required before the end of the contract term to avoid automatic renewal for an equivalent period.

Once the Service Delivery Note (including billing start date) is issued, the client must acknowledge acceptance within 48 hours. After this period, the service will be deemed accepted.

NaiTel® reserves the right to amend this offer at any time before formal acceptance.

DISCLAIMER:

Please note that the speeds stated and the uninterrupted use of the Priority Service Plans may vary depending on your geographical location. Priority data is given network precedence over Residential and Roam data, which generally allows for faster and more consistent download and upload speeds.

If you use the Local Priority Plan for more than 30 days in a country different from your registered service address, we may ask you to update your registered address to your current location or consider upgrading to the Global Priority Plan. Starlink reserves the right to suspend services if your new location is outside the authorized territories, as consistent service cannot be assured in areas where Starlink does not operate.



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