

## To Whom It May Concern

### Customer Support

ST Electronics (Satcom & Sensor Systems) Pte Ltd supports all our customers on the supplied VSAT products and emergency 24/7 support because downtime is never an option. The support includes installation, operation & maintenance of any ST Electronics VSAT products. Our skilled support engineers are available to resolve your inquiry in a timely manner, ST Electronics support can be reached at, Email: [customerservice@agilissatcom.com](mailto:customerservice@agilissatcom.com) / Singapore Telephone: +65-65217954 /Canada Telephone: +1 647 808-6728

Please provide the information needed and email back to us, our support team will contact you as quickly as possible and address your needs. Our authorized overseas service centers in USA, UK, Brazil, Russia, Indonesia and India also provide technical service & support worldwide; they can be contacted if you are in that region. For more details, please visit <http://www.agilissatcom.com/>

### RMA Support Service

For ST Electronics Products requiring repair service, regardless of warranty status, ST Electronics Customer Service department or nearest authorized service centre can be contacted for a Return Material Authorization (RMA) number. When requesting an RMA number, you will need to provide the Product part number, serial number and as the nature of your difficulty.

Our support team will assist to resolve the difficulty remotely prior to issuing the RMA number. In the event a product needs to be returned to ST Electronics for further investigation, testing and/or repair, fill up the RMA Request form and send it to us an attachment to [customerservice@agilissatcom.com](mailto:customerservice@agilissatcom.com). Once the form has been received and reviewed, customer will be contacted with your RMA number and provided with additional information on shipping the product back to ST Electronics or authorized service Centre

### Warranty Information

ST Electronics provides standard warranty of 2 years for all its products, Warranty repairs will be made at no cost to the customer if returned within the warranty period. Units out of warranty or those which have been mishandled will require Service Order from the customer authorizing the repair charges prior to the repair being completed. All products being returned to ST Electronics for repair must be shipped with the shipping charges prepaid. In-warranty products will be repaired & returned back to the customer at no charge. The customer will be responsible for return shipping charges for items that are out of warranty or that have been mishandled in addition to the evaluation and repair charges.

The typical Repair Turnaround Time (TAT) is 14 working days after receipt of the warranty units at ST Electronics or authorized service centers, in case of out of warranty units it is 4 weeks after receiving the Service order.

For **ST Electronics (Satcom and Sensors Systems) Pte Ltd.**

Name: Periyasamy Balamurugan  
Designation: Customer Service Manager