



PROTOCOLS AND AGREEMENT FOR SATELLITE COMMUNICATIONS ON MISTRALIS

As stated in the Mistralis Agreement, satellite communications via the Iridium Fleet Broadband satellite system are available for client's use as per this Communications Agreement which outlines protocols for use and the costs.

1. PHILOSOPHY

Although we offer the means to communicate via Email and voice, it must be understood that our clients are encouraged to use this service sparingly. Through our experience, overuse on a personal basis (by up to 8 to 10 people) can result in 'communicating with the shore' taking over the cruise/expedition let alone dominating the skipper's time sending and receiving.

We have therefore set down some protocols in order for this service to be used efficiently in order that it becomes the least intrusive as practical with respect to the group as a whole.

2. SERVICES OFFERED AND COST (in USD)

- Email text sending, picture transmission and receiving text messages (only) by the Fleet Broadband System. COST \$5.00 per 10 KB sending and receiving plus a log on charge of \$10.00 to set up your personalized account.
- Voice connection via the Fleet Broadband. COST \$15.00 per minute rounded to the next whole minute

All accounts will be kept in a running spreadsheet by the skipper (who is the only one who will transmit and receive) and presented to the client on the last day of the charter. Accounts must be settled before departure in cash, either in USD, GBP or EUROS so please have some available according to your estimated usage.

3. THE SET UP FOR COMMUNICATING WITH THE SHORE ON EMAIL

The incoming mail address for Mistralis is mistralis@mailasail.com.

PLEASE ADVISE YOUR CONTACTS THAT THERE IS A 70 KB LIMIT ON INCOMING MESSAGES (if they exceed that they will receive a rejection notice). This means no pictures, no attachments, etc. The reason is that large files could block the system.



4. ON BOARD USAGE

Anytime a client sees that the computer is free, he can write messages for sending and view messages received, all in a secure password protected environment.

The skipper will do the actual transmission and reception of messages, and this will happen at 0800 and 2000 ships time daily. We cannot entertain sending and receiving at other times as the skipper's primary responsibility is to run the vessel and manage the day's activities.

5. VESSEL TRACKING FROM THE SHORE

Friends and family can track Mistralis on our Facebook Page – [mistralis1](#).

6. BRINGING YOUR LAPTOP ON BOARD

All emails, picture transmission and access to the web must be done on the vessel's computer. If you do bring your own PC, to view your digital pictures for example, and you write text to send, you will have to write your message in Word and then transfer it to our PC on a USB memory stick.

7. BRINGING YOUR OWN IRIDIUM SATELLITE PHONE ON BOARD

If you envisage being a 'heavy user' of the telephone (keeping in mind charges for the Fleet Broadband are expensive), it might be more cost effective for you to buy or rent an Iridium phone for the voyage, which many clients today are doing. This will give you maximum independence.

Contact Satellite Phone Store at the Internet and see better prices. Our consultant is Callie Parsons.

8. NO GUARANTEES

Because we are in an expedition environment on a sailing vessel operating in remote areas, and subject to the vagaries of the wind and sea, which implies possible mechanical breakdown transmitting equipment, as well as in some cases being in anchorages that are 'in shadow' of the satellite signal, we will endeavor, but cannot guarantee that you will be able to send and receive mails and talk on the telephone at all. Failure to do so will not in any way be grounds for a refund of charter fees.