



Problem Resolution Report
CoSD Contract No. 568996
Satellite Mobile Services Resource Unit
Peraton/CoSD – 164



Date: May 5, 2026

Title: Satellite Mobile Services Resource Unit

PRR Number: 164

Summary:

In accordance with the provisions of the IT and Telecommunications Service Agreement by and between the County of San Diego (“County”) and Peraton Enterprise Solutions LLC (“Contractor” and hereinafter collectively referred to as “the Parties”) with the effective date November 15, 2016 agreement (“the Agreement”) is reached on the effective date shown below.

Issue or Problem:

The County has a business need for a satellite mobile service to connect County mobile vehicles, whether in motion or stationery, to the County network.

Resolution:

1. Contractor shall provide “Local Priority” mobile satellite subscription service, obtained through Starlink Services LLC, by adding three Resource Units (RUs) to the Agreement:
 - a) **Satellite Mobile Service - Terminal Access**, with a monthly RU Fee of \$85.28. This RU is for the base fee for access to the Starlink network infrastructure.
 - b) **Satellite Mobile Data - 50GB per month**, with a monthly RU Fee of \$39.45. This RU is for 50GB data plan.
 - c) **Satellite Mobile Data - 500GB per month**, with a monthly RU Fee of \$192.21. This RU is for 500GB data plan.
2. For each Satellite Mobile Service activated, County will incur the Satellite Mobile Service – Terminal Access monthly RU Fee and either the Satellite Mobile Data – 50GB or Satellite Mobile Data – 500GB monthly RU Fee, depending on selected bandwidth. Monthly usage that exceeds the selected bandwidth will be billed in additional blocks equal to the selected Satellite Mobile Data RU. For example, if a department selected 50GB option and in a given month has usage of 125GB, the department will be billed three (3) units of Satellite Mobile Data – 50GB.

Departments may adjust their Mobile Data subscription level (e.g., go from 50GB to 500GB) on a month-to-month basis; however, a change requested for a future month must be submitted by the County before that month begins.



Problem Resolution Report
CoSD Contract No. 568996
Satellite Mobile Services Resource Unit
Peraton/CoSD – 164



3. Mobile antennas are also required for Satellite Mobile Service therefore two options are added to the Optional Item Catalog (OIC):
 - Mobile Antenna - Standard Kit, with a one-time fee of \$617.38; or
 - Mobile Antenna - Starlink Performance Kit (Gen3), with a one-time fee of \$2,817.38.

Contractor shall be responsible for the installation of the network equipment (e.g., routers, firewalls, etc.) in County vehicles at no additional cost. The refresh of network equipment supporting this service is included as part of Network Access Resource Units. The County shall be responsible for the installation of the mobile antennas purchased through the OIC.

4. Contractor shall dynamically manage bandwidth usage and inform users, based on contact information provided by County, when 80% and 100% of allocated bandwidth limit is reached. Notification to users shall be made within 24 hours of reaching the 80% and 100% threshold.
5. The Parties acknowledge that the Starlink Mobile Service RUs are derived from the product offered by Starlink Services, LLC (“Starlink”). If, at any time, Starlink adjusts its pricing by more than twenty percent (20%), whether as increase or decrease, the Parties shall negotiate in good faith a corresponding adjustment to the applicable Satellite Mobile Service RU Fees. In addition, should for any reason such Starlink product needs to be replaced, the Parties agree to negotiate in good faith an alternative solution and corresponding applicable fees.
6. Section 5.5, Data Network Services, of Schedule 4.3, Operations Services, is amended, as per Attachment 1 of this PRR.
7. Section 11.8, Satellite Mobile Service, is added to Schedule 16.1, Fees, as per Attachment 2 to this PRR.
8. Exhibits 16.1-6, Resource Unit Price Summary Option Term, and 16.1-6a, Resource Unit Price Decomposition Option Term, of the Agreement are hereby amended to add the new Satellite Mobile Services RUs and corresponding fees, as per Attachments 3 and 4 to this PRR.
9. Section 6, Satellite Mobile Service, is added to Schedule 16.1a, Fees Sample Calculation, as per Attachment 5 to this PRR.

The resolution of the issue or problem as described in this Problem Resolution Report shall govern the Parties’ actions under the Agreement until a formal amendment of the Agreement is implemented in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.



COUNTY OF
SAN DIEGO

Problem Resolution Report
CoSD Contract No. 568996
Satellite Mobile Services Resource Unit
Peraton/CoSD – 164



All other terms and conditions of the Agreement remain unchanged, and the Parties agree that such terms and conditions set forth in the Agreement shall continue to apply. Unless otherwise indicated, the terms used herein shall have the same meaning as those given in the Agreement.

IN WITNESS WHEREOF, The Parties hereto, intending to be legally bound, have executed by their authorized representatives and delivered this Problem Resolution Report as of the date first written above.

COUNTY OF SAN DIEGO

MAGGIE RAMSBERGER, Interim Director
Department of Purchasing and Contracting

By: *Brenda G. Miller*

Name: Brenda Miller
Title: Assistant Director
Date: Jun 12, 2026

PERATON ENTERPRISE SOLUTIONS LLC

By: *Max Pinna*

Name: Max Pinna
Title: Contracts Manager
Email: max.pinna@peraton.com
Date: Jun 10, 2026

By electronically signing this document, all parties accept the use of electronic signatures.

Adobe Acrobat Sign Transaction Number: CBJCHBCAABAAMTeKkwUI2IWimOfJfFrkDHSfWFnhs6Co

5.5 Data Network Services

5.5.1. Overview

This section pertains to the Data Network Services Framework Component within the Network Services Framework. The Data Network is the transport layer of a converged network with voice, video and data communications coexisting seamlessly.

Services provided within this Framework Component include, but are not limited to, the following:

- Network management
- Network capacity and performance monitoring
- Site to site connectivity
- Bandwidth management
- End-User to network connectivity
- Network engineering
- Internet access
- Hardware and Software refresh
- Technology transformation to improve overall service delivery
- Uninterrupted Power Supply (UPS) equipment support

5.5.2. High Level Requirements

5.5.2.1. Contractor shall maintain currency on Data Network Services Hardware and Software.

5.5.2.2. Contractor shall maintain an accurate and up-to-date inventory of all Data Network Services Hardware and Software.

5.5.2.3. Contractor shall standardize, with County approval, all Hardware and Software used in the delivery of Data Network Services.

5.5.2.4. Contractor shall provide bandwidth, as needed, for all Data Network Services, including the Internet, in support of the Services.

5.5.2.5. Contractor shall provide continuous monitoring and corrective action of the Data Network Services, 24/7/365.

5.5.2.6. Contractor shall participate in continuous architecture planning of upgrades, refresh and transformational activities related to operational and technical improvements of Data Network Services.

5.5.2.7. Contractor shall design all Wide-Area-Networks (WAN) with requirements for cloud connectivity.

- 5.5.2.8. Contractor shall continuously assess network impact of County adoption of cloud based services.
- 5.5.2.9. Contractor shall participate in County cloud review committee.
- 5.5.2.10. Contractor shall centralize the management of Data Network Services including cloud activity.
- 5.5.2.11. Contactor shall include cloud services in Service Levels.
- 5.5.2.12. Contractor shall provide network performance management consisting of measuring, modeling, planning, optimizing and reporting of Data Network Services to ensure they carry traffic with the speed, reliability and capacity to meet the needs of the County.
- 5.5.2.13. Contractor shall manage network performance by continuously measuring delay, packet loss, retransmissions, and throughout.
- 5.5.2.14. Contractor shall promptly correct and reported performance or capacity Incidents with Data Network Services.
- 5.5.2.15. Contractor shall perform monitoring and break/fix support and break/fix support of Contractor provided UPS equipment.
- 5.5.2.16. Contractor shall perform active and passive techniques for measuring and analyzing network performance as needed to support Incident Management and Problem Management.
- 5.5.2.17. Contractor shall provide satellite mobile services.

5.5.3. Environment

The following further describe and scope Data Network Services elements supported by the Contractor and with which Contractor shall comply.

- 5.5.3.1. Technology Refresh
Contractor shall refresh Data Network Services core hardware and software on a 4-year refresh schedule and Data Network Services LAN Switch hardware and software on a 5-year refresh schedule unless otherwise agreed by the County in writing, and at a County-approved deployment schedule that minimizes disruption and reduces risk.
- 5.5.3.2. Hardware and Software



Problem Resolution Report
CoSD Contract No. 568996
Satellite Mobile Services Resource Unit
Peraton/CoSD – 164



Contractor shall own, provision, install, manage, maintain, and support all Hardware, Software, licenses, tools needed in the delivery of services for Data Network Services.

5.5.4. Roles and Responsibilities

The following table identifies the Plan, Build and Operate roles and responsibilities associated with Data Network Services.

Data Network Services: Plan, Build and Operate Roles and Responsibilities		
Plan Roles and Responsibilities	Contractor	County
1. Produce and submit recommendation for Data Network Services architecture.	X	
2. Review and approve recommendations for Data Network Services architecture.		X
3. Produce and submit Data Network Services refresh plan on a yearly basis.	X	
4. Review and approve Data Network Services refresh plan on a yearly basis.		X
5. Identify, recommend and submit Data Network Services solutions that best meet County business needs.	X	

Data Network Services: Plan, Build and Operate Roles and Responsibilities		
6. Review and approve Data Network Services.		X
7. Perform and submit recommendations for Data Network Services capacity and performance policies and procedures.	X	
8. Review and approve recommendations for Data Network Services capacity and performance policies and procedures.		X
9. Produce and submit recommendations for Data Network Services migration to current technology.	X	
10. Review and approve recommendations for Data Network Services migration to current technology.		X
11. Produce and submit operational policies and procedures for monitoring and maintaining Data Network Services.	X	



Problem Resolution Report

CoSD Contract No. 568996

Satellite Mobile Services Resource Unit

Peraton/CoSD – 164



12. Review and approve operational policies and procedures for monitoring and maintaining Data Network Services.		X
13. Produce and submit network provisioning policies and procedures.	X	
14. Review and approve network provisioning policies and procedures.		X
15. Produce and submit network administration policies and procedures.	X	
16. Review and approve network administration policies and procedures.		X
17. Produce and submit documentation of Data Network Services asset configuration files and IP addressing schemas.	X	
18. Review and approve documentation of Data Network Services asset configuration files and IP addressing schemas.		X
Build Roles and Responsibilities	Contractor	County
19. Produce and submit to County all design and engineering documentation to support Data Network Services.	X	
20. Review and approve all design and engineering documentation for Data Network Services.		X
21. Design, test and implement approved Data Network Services architecture.	X	
22. Deploy, manage, communicate and report on activities related to Data Network Services refresh.	X	

Data Network Services: Plan, Build and Operate Roles and Responsibilities		
23. Review and approve Data Network refresh report.		X
24. Design and Implement Data Network Services capacity and performance policies and procedures.	X	
25. Design, test and implement Data Network Services migration to current technology.	X	
26. Implement operational policies and procedures for monitoring and maintaining Data Network Services.	X	



Problem Resolution Report

CoSD Contract No. 568996

Satellite Mobile Services Resource Unit

Peraton/CoSD – 164



27. Design and implement network provisioning policies and procedures.	X	
28. Implement approved recommendations for Sites additions or deletions.	X	
29. Implement approved network administration policies and procedures.	X	
30. Order and expedite WAN circuits, Assets and Services.	X	
31. Configure Data Network Assets prior to installation.	X	
Operate Roles and Responsibilities	Contractor	County
32. Provide support, including break-fix, for all Data Network Services.	X	
33. Manage public carriers and other circuit Third-Parties to ensure delivery of WAN Services.	X	
34. Monitor Data Network Services to established baseline and thresholds.	X	
35. Provide and support Data Network Services refresh.	X	
36. Provide and support Data Network Services migration to new technology or architecture.	X	
37. Produce and submit Data Network Services utilization, capacity and performance reports monthly.	X	
38. Review and approve requirements for WAN/LAN/VPN/Firewall Services.		X
39. Provide LAN/WAN connectivity to Locations.	X	
40. Manage and support provisioning of new and upgraded Data Network Services.	X	

Data Network Services: Plan, Build and Operate Roles and Responsibilities		
41. Procure, provision and maintain all network components and circuits.	X	
42. Provide support in accordance with approved network administration policies and procedures.	X	



Problem Resolution Report

CoSD Contract No. 568996

Satellite Mobile Services Resource Unit

Peraton/CoSD – 164



43. Perform day-to-day network operations and administration activities.	X	
44. Maintain TCP/IP addressing schemes, router configurations, routing tables, VPN configurations, network addresses, MAC addresses, etc.	X	
45. Support legacy data networks and associated terminals, controllers and CSU/DSU, tied to current mainframe and midrange platforms.	X	
46. Manage LAN infrastructure, including wiring, patch panels, jack configuration and documentation.	X	
47. Implement measures for proactive monitoring and self-healing to limit network Incidents.	X	
48. Identify network Incidents and resolve in accordance with Incident Management Services.	X	
49. Perform and support physical (e.g., equipment) and logical (e.g., IP address change) IMAR associated with Sites for LAN/WAN and transport environments.	X	
50. Manage the performance of public carriers (and other Third- Parties) to meet defined schedules, Project plans, and performance.	X	
51. Coordinate ordering, procurement and inventory management of network circuits from public carriers.	X	
52. Perform point-to-point and promiscuous network traffic analysis.	X	
53. Provide monitoring and break/fix support for Contractor supplied UPS equipment.	X	

Data Network Services: Plan, Build and Operate Roles and Responsibilities		
6. Review and approve Data Network Services.		X
7. Perform and submit recommendations for Data Network Services capacity and performance policies and procedures.	X	
8. Review and approve recommendations for Data Network Services capacity and performance policies and procedures.		X



Problem Resolution Report

CoSD Contract No. 568996

Satellite Mobile Services Resource Unit

Peraton/CoSD – 164



9. Produce and submit recommendations for Data Network Services migration to current technology.	X	
10. Review and approve recommendations for Data Network Services migration to current technology.		X
11. Produce and submit operational policies and procedures for monitoring and maintaining Data Network Services.	X	
12. Review and approve operational policies and procedures for monitoring and maintaining Data Network Services.		X
13. Produce and submit network provisioning policies and procedures.	X	
14. Review and approve network provisioning policies and procedures.		X
15. Produce and submit network administration policies and procedures.	X	
16. Review and approve network administration policies and procedures.		X
17. Produce and submit documentation of Data Network Services asset configuration files and IP addressing schemas.	X	
18. Review and approve documentation of Data Network Services asset configuration files and IP addressing schemas.		X
Build Roles and Responsibilities	Contractor	County
19. Produce and submit to County all design and engineering documentation to support Data Network Services.	X	
20. Review and approve all design and engineering documentation for Data Network Services.		X
21. Design, test and implement approved Data Network Services architecture.	X	
22. Deploy, manage, communicate and report on activities related to Data Network Services refresh.	X	



Data Network Services: Plan, Build and Operate Roles and Responsibilities		
23. Review and approve Data Network refresh report.		X
24. Design and Implement Data Network Services capacity and performance policies and procedures.	X	
25. Design, test and implement Data Network Services migration to current technology.	X	
26. Implement operational policies and procedures for monitoring and maintaining Data Network Services.	X	
27. Design and implement network provisioning policies and procedures.	X	
28. Implement approved recommendations for Sites additions or deletions.	X	
29. Implement approved network administration policies and procedures.	X	
30. Order and expedite WAN circuits, Assets and Services.	X	
31. Configure Data Network Assets prior to installation.	X	
Operate Roles and Responsibilities	Contractor	County
32. Provide support, including break-fix, for all Data Network Services.	X	
33. Manage public carriers and other circuit Third-Parties to ensure delivery of WAN Services.	X	
34. Monitor Data Network Services to established baseline and thresholds.	X	
35. Provide and support Data Network Services refresh.	X	
36. Provide and support Data Network Services migration to new technology or architecture.	X	
37. Produce and submit Data Network Services utilization, capacity and performance reports monthly.	X	
38. Review and approve requirements for WAN/LAN/VPN/Firewall Services.		X
39. Provide LAN/WAN connectivity to Locations.	X	



Problem Resolution Report

CoSD Contract No. 568996

Satellite Mobile Services Resource Unit

Peraton/CoSD – 164



40. Manage and support provisioning of new and upgraded Data Network Services.	X	
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Data Network Services: Plan, Build and Operate Roles and Responsibilities		
41. Procure, provision and maintain all network components and circuits.	X	
42. Provide support in accordance with approved network administration policies and procedures.	X	
43. Perform day-to-day network operations and administration activities.	X	
44. Maintain TCP/IP addressing schemes, router configurations, routing tables, VPN configurations, network addresses, MAC addresses, etc.	X	
45. Support legacy data networks and associated terminals, controllers and CSU/DSU, tied to current mainframe and midrange platforms.	X	
46. Manage LAN infrastructure, including wiring, patch panels, jack configuration and documentation.	X	
47. Implement measures for proactive monitoring and self-healing to limit network Incidents.	X	
48. Identify network Incidents and resolve in accordance with Incident Management Services.	X	
49. Perform and support physical (e.g., equipment) and logical (e.g., IP address change) IMAR associated with Sites for LAN/WAN and transport environments.	X	
50. Manage the performance of public carriers (and other Third- Parties) to meet defined schedules, Project plans, and performance.	X	
51. Coordinate ordering, procurement and inventory management of network circuits from public carriers.	X	
52. Perform point-to-point and promiscuous network traffic analysis.	X	
53. Provide monitoring and break/fix support for Contractor supplied UPS equipment.	X	



Problem Resolution Report
CoSD Contract No. 568996
Satellite Mobile Services Resource Unit
Peraton/CoSD – 164



54. Install network equipment (e.g. routers, firewalls, etc.) in vehicles to support satellite mobile service.	X	
55. Procure, turn up and test satellite mobile service.	X	
56. Dynamically manage bandwidth requirements for satellite mobile users and inform users when 80% of allocated bandwidth limit is reached.	X	
57. Provide monitoring and break/fix support for network equipment and antennas to support satellite mobile service.	X	



Problem Resolution Report
CoSD Contract No. 568996
Satellite Mobile Services Resource Unit
Peraton/CoSD – 164



PRR 164 – Satellite Mobile Services Resource Unit – Attachment 2
Schedule 16.1 – Fees

11.8 Satellite Mobile Service

This section pertains to the Satellite Mobile Service as described in Schedule 4.3 Section 5.9, Data Network Services, and listed in Exhibit 16.1-6, Fees Summary by Resource Unit Option Term.

The Satellite Mobile Service consists of:

1. Satellite Mobile Service - Terminal Access, with a monthly RU Fee of \$85.28, to access the satellite network; and
2. One of the following Satellite Mobile Data options, depending on bandwidth needs:
 - a. Satellite Mobile Data - 50GB per month, with a monthly RU Fee of \$39.45; or
 - b. Satellite Mobile Data - 500GB per month, with a monthly RU Fee of \$192.21.

For each Satellite Mobile Service activated, County will be billed the Satellite Mobile Service RU and either the Satellite Mobile Data – 50GB or Satellite Mobile Data – 500GB RU, depending on bandwidth needs. Monthly usage that exceeds the selected bandwidth will be billed in additional blocks equal to the selected Satellite Mobile Data RU.

Mobile antennas are required to activate the Satellite Mobile Service. Two options are available through the Optional Item Catalog (OIC): Mobile Antenna - Standard Kit and Mobile Antenna - Starlink Performance Kit (Gen3).

Contractor shall dynamically manage bandwidth requirements for the Satellite Mobile Service users and shall inform users when 80% and 100% of the allocated bandwidth limit is reached.

Notification to users shall be made within 24 hours of reaching these thresholds.

Departments may adjust their Mobile Data subscription level (e.g., go from 50GB to 500GB) on a month-to-month basis; however, a change requested for a future month must be approved by the County before that month begins.



Problem Resolution Report
CoSD Contract No. 568996
Satellite Mobile Services Resource Unit
Peraton/CoSD – 164



PRR 164 - Satellite Mobile Services - Attachment 3

Exhibit 16.1-6 - Resource Unit Price Summary Option Term

Resource Unit (RU)	*Reference	Framework	Unit of Measure	Pricing Method	Bundle	Measurement Method	Baseline Volumes (per Contract Year)	RU Fee (90-110% band)	Baseline Annual Fee	RU Fee (70% to 80% band)	RU Fee (80% to 90% band)	RU Fee (110% to 120% band)	RU Fee (120% to 130% band)	RU Fee (130% to 150% band)	RU Fee (150% to 200% band)	Depreciation Period (in Years)
Satellite Mobile Service - Terminal Access	Schedule 4.3 Section 5.5	Data Network Services	Terminal	Fixed Monthly Fee Per Unit		Cumulative	120	\$ 85.28	\$ 10,233.60	NA	NA	NA	NA	NA	NA	5
Satellite Mobile Service - 50GB	Schedule 4.3 Section 5.5	Data Network Services	Gigabytes (50GB increments)	Fixed Monthly Fee Per Unit		Cumulative	120	\$ 39.45	\$ 4,734.00	NA	NA	NA	NA	NA	NA	5
Satellite Mobile Service - 500GB	Schedule 4.3 Section 5.5	Data Network Services	Gigabytes (500 GB increments)	Fixed Monthly Fee Per Unit		Cumulative	120	\$ 192.21	\$ 23,065.20	NA	NA	NA	NA	NA	NA	5



Problem Resolution Report
CoSD Contract No. 568996
Satellite Mobile Services Resource Unit
Peraton/CoSD – 164



PRR 164 - Satellite Mobile Services - Attachment 4

Exhibit 16.1-6a - Resource Unit Price Decomposition Option Term

Resource Unit (RU)	*Reference	Unit of Measure	Pricing Method	Decomposition	Resource Unit Fee	Component Fee	Component Description
Satellite Mobile Service - Terminal Access	Schedule 4.3 - Section 5.5	Unit	Fixed monthly fee per unit		\$ 85.28		
				Hardware			
				Hardware maintenance			
				Software			
				Software maintenance			
				IMAR's		\$ 5.22	This component represents labor costs for IMAR and break/fix activities.
				Service plan		\$ 80.06	This component represents the base monthly fee to access the satellite network infrastructure.

Resource Unit (RU)	*Reference	Unit of Measure	Pricing Method	Decomposition	Resource Unit Fee	Component Fee	Component Description
Starlink Satellite Mobile Service - 50GB	Schedule 4.3 - Section 5.5	Unit	Fixed monthly fee per unit		\$ 39.45		
				Hardware			
				Hardware maintenance			
				Software			
				Software maintenance			
				IMAR's		\$ 5.22	This component represents labor costs for IMAR and break/fix activities.
				Data Plan		\$ 34.23	This component represents the fee for the satellite data plan.

Resource Unit (RU)	*Reference	Unit of Measure	Pricing Method	Decomposition	Resource Unit Fee	Component Fee	Component Description
Starlink Satellite Mobile Service - 500GB	Schedule 4.3 - Section 5.5	Unit	Fixed monthly fee per unit		\$ 192.21		
				Hardware			
				Hardware maintenance			
				Software			
				Software maintenance			
				IMAR's		\$ 5.22	This component represents labor costs for IMAR and break/fix activities.
							This component represents the fee for the satellite data plan.



Problem Resolution Report
CoSD Contract No. 568996
Satellite Mobile Services Resource Unit
Peraton/CoSD – 164



PRR 164 – Satellite Mobile Services Resource Unit - Attachment 5
Exhibit 16.1-1a – Fees Sample Calculation

6. Satellite Mobile Service Resource Units Calculation

For each Satellite Mobile Service activated, County will be billed the Satellite Mobile Service – Terminal Access Resource Unit (RU) and either the Satellite Mobile Data – 50GB RU or Satellite Mobile Data – 500GB RU, depending on which RU the department selected.

Monthly usage that exceeds the selected Satellite Mobile Data RU will be billed in additional blocks equal to the selected Satellite Mobile Data RU (50GB or 500GB, as applicable).

Example 1: Given that a department selected the 50GB option and in a given month has a usage of 25GB, the department will be billed one (1) unit of Satellite Mobile Service – Terminal Access RU and one (1) unit of Satellite Mobile Data – 50GB RU Fee.

Example 2: Given that a department selected the 50GB option and in a given month has a usage of 200GB, the department will be billed one (1) unit of Satellite Mobile Service – Terminal Access RU and four (4) units of Satellite Mobile Data – 50GB RU Fee.

Example 3: Given that a department selected the 500GB option and in a given month has a usage of 450GB, the department will be billed one (1) unit of Satellite Mobile Service – Terminal Access RU and one (1) unit of Satellite Mobile Data – 500GB RU Fee.

Example 4: Given that a department selected the 500GB option and in a given month has a usage of 525GB, the department will be billed one (1) unit of Satellite Mobile Service – Terminal Access RU and two (2) units of Satellite Mobile Data – 500GB RU Fee.