

NewsSpotter and Sentinel Additional Terms and Conditions

If you subscribe to our News Spotter or Sentinel Services then the following additional terms and conditions shall apply.

- a. News Spotter & Sentinel modems must remain on at all times in order to ensure that firmware and software updates and general maintenance can occur at a network level. In the event that a modem has been turned off the system once turned back on will first need to ensure that any firmware and software updates not already implemented are carried out first and this will impact the time for the Sentinel Services to be operational. The extra delay is a function of the amount and size of updates required.
- b. Sessions can be booked in multiples of slots of 15 minutes each and the chargeable session time period is calculated as the session booking start date/time + the session duration.
- c. The scheduling of a new session for the same satellite modem or service is only possible if there's a minimum 30 minute gap between the start date/time of the new session from the end of another/the last booked session on that modem (MAC address) or account.
- d. However, booked sessions can be extended in 15min intervals.
- e. The deadline for cancelling any session without charge is 24 hours. No charges shall apply when a booked session is cancelled at least 24 hours prior to its scheduled "Start Time". However, if a session is cancelled within 24 hours of its Start Time then the full fee shall be charged.
- f. Booked sessions can be modified without incurring fees and/or restrictions if this is done at least 24 hours prior to its Start Time.
- g. Booked sessions can be modified without incurring fees and/or restrictions up to 4 hours before the Start Time provided the booking maintains or increases the duration or speed. If the duration or speed is reduced then the full fee for the original session will be charged.
- h. If a change is required on a booked session within the 24 hours period before the booking starts:
 - a. The Start Time / date can only be modified to a future date in respect of the Current Start Date (this applies also to multiple changes);
 - b. The required speed can only be changed incrementally upwards, not reduced or cancelled without penalty;
 - c. The duration can only be increased (start time cannot be changed).