

TO: REFINERY CONTRACTORS

RE: Access to Marathon Petroleum's pLTE network

We are improving safety and operational efficiency at our facilities each and every day. In 2025, we began a staged approach to launching the electronic permitting system across the refining network. As we grow and adopt technology within the refinery fence line, it has become apparent that additional connectivity options are needed for all Contractors. As a result, we are providing an option for Contractors to have access to Marathon Petroleum's Private LTE (pLTE) network. Please read the pLTE program guide below

1. PROGRAM OVERVIEW

What pLTE is, why it is available, when contractors may find it useful, and cost

Marathon Petroleum is making its Private LTE (pLTE) network available for eligible devices used to support approved refinery work activities. The service is intended to provide an additional connectivity option inside the refinery fence line where field personnel may benefit from reliable wireless data access.

The Core Message

Use of pLTE is completely optional. Contractors may continue using their existing cellular or other approved connectivity methods if preferred.

What pLTE Provides

For the device user, pLTE provides data access similar to connecting to Wi-Fi. It can support internet access and approved applications needed for refinery work.

INCLUDED

- ✓ Wireless data connectivity
- ✓ Internet and approved application access
- ✓ Wi-Fi Calling when supported by the device and existing carrier

NOT INCLUDED

- ✗ Marathon-provided cellular voice service
- ✗ Marathon-provided SMS/text service
- ✗ A replacement for the contractor's existing carrier plan

Potential Use Cases

Contractors may find pLTE valuable when their work requires mobile connectivity within the refinery. Examples include:

Electronic Permitting

Access electronic permit workflows in the field.

Drawings and Work Packages

View or mark up engineering drawings, including Bluebeam files.

Inspections and Data Collection

Complete mobile inspections, forms, and field data entry.

Digital Work Execution

Use approved web, collaboration, maintenance, and future field-work applications.

Cost

This program will become available on September 1, 2026, and is being offered as an optional connectivity solution for eligible contractor devices. There is currently no charge to request an eSIM. However, Marathon may evaluate program participation, usage, support needs, and overall adoption over time, and may introduce a charge or cost-recovery model in the future. Any changes to cost or billing expectations will be communicated proactively before they take effect.

2. DEVICE ELIGIBILITY AND COMPATIBILITY

What to validate before submitting a request

Minimum Device Requirements

- LTE Band 48 compatibility
- eSIM capability
- Carrier-unlocked status
- Current operating system, firmware, and security updates
- Approval by the contractor company for refinery-related use

Preferred Devices

Apple iPhone and iPad products are preferred because they generally provide a more consistent validation and provisioning experience. Other devices may be used when they meet all program requirements.

How to Validate Device Compatibility

The contractor or device user should review the manufacturer's published specifications and confirm both LTE Band 48 and eSIM support before requesting service. Marathon may provide a general list of commonly compatible devices; however, that list will not cover every model, region, or device variation. Devices not listed should be validated using the manufacturer's specifications.

How to Check Carrier-Lock Status

iPhone / iPad Settings > General > About > Carrier Lock If the field reads "No SIM Restrictions," the device is unlocked. Any other message may indicate that the device is restricted to its existing carrier.	Android and Other Devices Menus vary by manufacturer. Review manufacturer or carrier guidance. A practical validation method is to test the device with a valid SIM from another carrier.
Finding the IMEI Dial *#06# from the phone application or locate the IMEI/EID under the device's About or SIM settings. This information may be required during the request process.	

3. REQUESTING AN ESIM

All requests begin with the contractor's Marathon representative

1	Contractor identifies the device and business need.
2	Contractor contacts its Marathon representative or sponsor.
3	The Marathon representative submits the request through the established request system.
4	After approval, most requests can be fulfilled within one business day.
5	For large crews, turnarounds, or planned mobilizations, requests should be submitted in advance as a bulk request.

Common request information may include contractor company, site location, user name, device type, IMEI or EID, phone number if available, and supervisor or point of contact.

Planning Ahead for Turnarounds and Multi-Site Projects

To ensure a smooth onboarding experience, contractors are encouraged to plan ahead when:

- Mobilizing large contractor workforces
- Supporting turnaround activities
- Deploying shared devices across multiple users
- Utilizing the same device at multiple Marathon locations
- Coordinating projects that span multiple sites

Early engagement allows Marathon personnel and local IT teams to validate device compatibility, complete provisioning, and identify site-specific requirements before work begins.

4. RESPONSIBILITIES AND SERVICE CONSIDERATIONS

Important expectations for device use, support, and offboarding

Device approval	The device should be approved by the contractor company for use in support of refinery work activities.
Ownership and management	Marathon does not assume ownership or management responsibility for the device.
Updates and maintenance	The device user and contractor remain responsible for keeping the device operating system, firmware, and security updates current.
Applications and carrier service	The device user and contractor remain responsible for applications, device support, and the existing commercial carrier service.
Marathon support scope	Marathon support is limited to pLTE provisioning and connectivity assistance.
Device changes	Because the eSIM is assigned to a specific device, replacement, upgrade, or reset may require a new provisioning request.
End of need	Notify the Marathon representative when the eSIM is no longer needed so the service can be retired.
Device quantity	There is no established device limit, but large deployments should be coordinated in advance.

Working at Multiple Marathon Sites

pLTE service is typically requested for a specific Marathon refinery or facility.

While some devices may be able to operate at multiple Marathon locations, this capability is not guaranteed for every deployment.

If contractor personnel expect to travel between Marathon sites and require pLTE connectivity at more than one location, this should be identified during the request process. Marathon representatives can coordinate with local IT teams to determine whether additional configuration or approvals may be necessary.

5. FREQUENTLY ASKED QUESTIONS

Do contractors have to use pLTE?

No. The service is optional. Contractors may continue using their existing connectivity methods.

Does pLTE replace the contractor's cellular plan?

No. pLTE provides data connectivity inside the refinery and is not a replacement for the contractor's voice, text, or carrier service.

Will phone calls work?

pLTE does not provide Marathon cellular voice service. Wi-Fi Calling may work when supported and enabled by the device and the user's existing carrier.

Can a personally owned device be used?

The program does not require contractor-company ownership. The device should be approved by the contractor company for refinery-related use and must meet all technical and update requirements.

Can Android devices be used?

Yes, when the device supports Band 48 and eSIM, is carrier unlocked, and is current on operating system and firmware/security updates. iOS products are preferred.

How long does provisioning take?

After approval, most requests can be fulfilled within one business day.

What happens when the device is replaced or no longer needed?

A replacement device may require a new request. When service is no longer needed, notify the Marathon representative so the eSIM can be retired.

Ready to Request Service?

Contact your Marathon representative or sponsor. Your representative will submit the request through the established request system.

Who to Contact

Marathon Representative / Sponsor	Derek Papp, dapapp@marathonpetroleum.com Tanya Stookey, tjstookey@marathonpetroleum.com
Supply Chain Contact	Rose Reinardy, rmreinardy@marathonpetroleum.com
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