



THIS IS AN INTERACTIVE AGREEMENT
(PLEASE FILL IN THEN DOWNLOAD AND SIGN)

Iridium Monthly Account Airtime Agreement

Please fill in ALL sections and email back ALL pages to your dealer

Section 1: Pricing 140 – All Prices in USD(\$)					
AST Networks Services - Please refer to www.ast-networks.com/terms-and-conditions for full terms and conditions					
AST Networks Service Fee					
Providing instant access to our industry-leading services including a 24 x 7 manned Global Customer Support desk; and our intuitive and powerful self-service web Portal, My AST Portal, your gateway to managing your services with us.					
Monthly Fee				\$0.75 per month	
onsatmail - Minimum Contract Term – 1 month				Tick if required	
onsatmail is an email service designed for satellite connections. Utilising specialised data transfer protocol tailored for low bandwidth, minimising connection time and employing compression to deliver a fast and reliable solution. The software is free of charge, but there is a monthly service access fee.					
Monthly Fee				\$15.00 per month	
Plans					
Please connect me to the following package (options in tables below):					
Plan					
Add on services					
+1 Access				Tick if required	
Unlimited Iridium to Iridium Voice				Tick if required	
2-Stage Dialling				Tick if not required	
One Time Charges				Price	
Reactivation of a Deactivated SIM Card (Promotion, charge reduced to \$15 for all reactivations through to December 2026)				\$220.00	
Deactivation				\$0.00	
Call Suspension/Barring				\$0.00	
Post Pay Plans (excludes Crew SIM cards)		Seasonal	Starter	Advance	Power
Activation		\$0.00	\$0.00	\$0.00	\$0.00
Monthly Subscription		\$69.83	\$77.18	\$91.88	\$113.93
Monthly Allowance (Minutes)		10	25	100	250
Monthly Allowance (SMS)		10	25	100	250
Minimum Contract Period (Months)		3	1	6	6
Early Termination Fee		\$22.05	\$0.00	See Below	See Below
DSG (Dynamic Shared Group) Pooling		No	Yes	Yes	Yes
DSG surcharge (applies to monthly subscriptions and out of allowance charges)		n/a	10%	10%	10%
Data Only (standard or crew SIM) (with or without RUDICS)				\$33.08	
Register only for use with an SBD unit (SBD activated with AST)				\$0.00	

Out of Allowance/Overage/Standard call rates (Per Minute)	Price
Fixed (PSTN/Cellular) – Voice and Circuit Switched Data	\$0.97
RUDICS (Data)	\$0.97
Fax	\$0.97
Iridium (including Voicemail)	\$0.97
Iridium – Data	\$0.97
Other Satellite Services	\$13.23
+1 Access	\$1.32
2-Stage Dialling	\$1.76
Short Message Service (SMS) (Mobile Originated) (Per Message)	\$0.07
Below are add on services to the plans above (excl. data only/follow me/register only, and paging)	Price
Unlimited Iridium to Iridium voice calls (subject to Iridium's FUP available on request) - Minimum commitment 1 month, standard billing terms apply	\$29.40
+1 Access - This option provides a US (+1) phone number that is linked directly to your satellite phone, allowing the PSTN caller to be charged at International Call rates rather than the high charges for calling the 8816 Iridium code direct. The caller pays for the standard international call to the +1 number, the Iridium account holder pays for the satellite portion, charged at the rates on this agreement.	\$7.35
Early Termination Fees - Advance and Power Plans	
A flat fee (based on months) will be charged based on the number of days the service has been active in the Minimum Contract Period at the point of deactivation.	
Between or equal to 1 and 90 days	3 x monthly fees
Between or equal to 91 and 150 days	2 x monthly fees
Between or equal to 151 and 180 days	1 x monthly fee
Notes	
<ul style="list-style-type: none"> ▪ The Starter and Seasonal plans are for new connections, some older plans can migrate to these plans, please check with your account manager on a case by case basis. ▪ The Advance and Power plans are available for a new activations/migrations or package change. ▪ Package changes between the Starter, Seasonal, Advance and Power plans are permitted upon completion of the minimum contract period. ▪ An Early Termination Fee (ETF) will apply if the service is deactivated/downgraded or <u>upgraded</u> before completing the Minimum Contract Period. This is a flat fee, it is not prorated based on the deactivation date. ▪ Calls included in the allowance: Voice = Fixed (PSTN/Cellular), Iridium including voicemail, SMS = Mobile Originated ▪ There is no rollover of un-used allowance ▪ Any changes to plans (including moving SIMs into a DSG) will result in a new minimum term. SIMs can only be moved into a DSG in line with the billing period. ▪ 2-Stage Dialling - This service avoids high direct PSTN charges to the Iridium phone and offers a lower cost to the Iridium user. The caller first dials +1 480 768 2500 and follows the voice prompts to connect to the Iridium phone. The caller pays for this standard international rate call. The Iridium account holder pays for the satellite portion at a cost as stated above. ▪ RUDICS - an enhanced data service that utilizes circuit switching technology via a dial-up modem and ISDN for low-bandwidth data transfer, enabling a host of applications to originate and terminate numerous connections simultaneously. AST Networks' onsatmail offering uses this service. Customer can have their own RUDICS offering if required please discuss with your account manager. 	
Dynamic Shared Group (DSG)	
<ul style="list-style-type: none"> ▪ Some plans are able to be included in a Dynamic Shared Group (DSG) (see above) ▪ The DSG is for voice services only. SMS are not included, they stay as a single SIM allowance, and are charged as overage once the allowance has been consumed. ▪ All DSG are billed by calendar month. ▪ Monthly Charge/Allowance for a Dynamic Shared Group (DSG) = Monthly Allowance per SIM multiplied by Number of SIMs in the DSG. ▪ A 10% premium applies to the monthly subscription and overage charges. ▪ A DSG has to be approved by Iridium, please contact your Account Manager for more details. Please allow 5 days to complete the process. ▪ All SIMs in the DSG need to be on the same Plan. ▪ A DSG can be created once there are 5 active connections. If the number of SIMs drops below 5 at any time, the monthly charge will be for the equivalent of the minimum (5 SIMs). However, the Allowance will be based on the actual number of SIMs multiplied by the Monthly Allowance per SIM. Overage will apply once the allowance has been consumed. ▪ Addition and removal of SIMs in a DSG can only take place at the start of a billing period (month). 	

- Services activated mid month will be billed as a standard plan and will be added to the DSG in line with the bill run. No ETF or new minimum period will apply.
- There is no rollover of unused allowance.
- The minimum term for a DSG is 12 months, the Early Termination Fee is equal to the Monthly Subscription multiplied by 5 (Minimum number of SIMs in the DSG).
- Each SIM card has the standard ETF SIM card rules, as per the Minimum Contract Period above. After the Minimum Contract Period is completed they can be moved in/out of the DSG with no penalty.
- A DSG can be upgraded. No ETF will apply for upgrading a DSG but a new Minimum Contract Period starts.
- DSG's can be used for single organisations such as a Fleet, a Government body or a Corporation. Not to be used across multiple end users or organisations.

Please create a DSG based on the above data selection DSG Name: _____

Please add to my existing DSG DSG Name: _____

Post Pay Plans - 2022 that are being maintained- Minimum Contract Period 1 Month	Price
Activation Fee	\$20.00
Crew 10 – Voice and Circuit Switched (CS) Data (with or without RUDICS) Includes 10 voice/data minutes (excluding calls to other satellite networks) and 10 SMS's included free in the monthly subscription. This applies to standard voice and data connections only. There is no roll over of unused minutes/SMS's. This plan is for new activations only, SIM cards cannot be package changed to this plan. (Connections prior to November 2014 will have the same monthly fee with no voice/data minutes or SMS included).	\$69.83
Out of Allowance/Overage/Standard call rates (Per Minute)	Price
Fixed (PSTN/Cellular) – Voice and Circuit Switched Data	\$1.15
RUDICS (Data)	\$0.79
Fax	\$0.79
Iridium (including Voicemail)	\$0.66
Iridium – Data	\$1.15
Other Satellite Services	\$10.32
+1 Access	\$1.68
2-Stage Dialling	\$1.50
Short Message Service (SMS) (Mobile Originated)	\$0.37
Short Message Service (SMS) (Mobile Originated) Applies to standard voice and data activations from 1 st November 2014 and 150 bundles from 15 th July 2015 only, outside of the SMS's included in the monthly subscription fee.	\$0.07

Notes all plans

- The day of activation is the first day of the minimum contract period.
- Monthly subscription charges are prorated in the month of activation, are charged in advance and will be charged a full billing month on deactivation regardless of what date in the month the service is deactivated.
- The full month charge/allowance will only apply if activated at the start of a billing period.
- If an activation is made in the middle of a billing month both the subscription fee and allowance are prorated.
- A service can be upgraded at any time or in line with the next billing period. A new minimum period will apply once upgraded. For mid-month upgrades, the initial package will remain chargeable and the new subscription and allowance will be prorated.
- Any changes to plans (including moving SIMs into a DSG) will result in a new minimum term. SIMs can only be moved into a DSG in line with the billing period.
- All monthly subscriptions will be billed during periods of suspension.
- A Crew SIM is a SIM card with 697 in the SIM number (8988169700000****), these SIM cards can be used with the crew calling scratch cards. These SIM cards cannot be activated with the new 2023 plans.

Billing Minimum/Increments

Call Type	Minimum Duration	Billing Increment
Voice & Circuit Switch	20 Seconds	20 Seconds
RUDICS Data	20 Seconds	20 Seconds
Incoming Calls	20 Seconds	20 Seconds
SMS	160 chars = 1	N/A

Section 2: SIM Details

SIM ID No. _____

Section 3 : Monitor/Suspend

- AST Networks offers 5 monitoring alerts **per period** with an option to suspend. (period = billing period, monthly)
- This service is offered to assist with usage control, however, if because of system failure or any other reason outside of our control a report is not generated, all usage will be invoiced and due for payment in accordance with our Terms and Conditions.
- We recommend that a suspension limit is set to stop further usage once the service reaches the set limit in any given period; \$2,000 has been set as a default please amend as appropriate.
- Spend \$US alerts are triggered once the entire monthly bundle has been consumed. CDR's within bundle are zero rated.

In the case that automatic suspension of the service takes place, please contact AST Networks to have the service unsuspected - It will NOT automatically unsuspend at the start of the next period.

US\$ monitoring/suspend is based on billable CDR's received from Iridium daily (the CDR's could be up to 24-hours in arrears).

Alert Levels - Up to five notification alerts can be set per period:

- 1 Spend \$US _____
- 2 Spend \$US _____
- 3 Spend \$US _____
- 4 Spend \$US _____
- 5 Spend \$US _____

Suspend Options – If any of the suspension limits are reach the SIM card is suspended.

Spend \$US _____

Please nominate an email address for notification: _____

Section 4: Market Sector

Please advise which market sector the service is going to be associated to, **mandatory for activation:**

Agriculture	Aid and NGOs	Financial Services - Banking	Cable Layer	Civil Government
Construction	Cruise	Dredger	Education	Environmental Monitoring
Fishing	Government Health or Education	Healthcare	Financial Services - Insurance	Leisure
Limited Ground Test	Local Government	Manufacturing	Media	Merchant
Military Government	Mining	National Government	Offshore Supply Vessels	Oil and Gas
Passenger or Ferry	Retail and Wholesale Trade	Super-Yachting	Transportation and Logistics	Travel and Tourism
Tug Boat	Utilities	If the market sector for this connection is not listed, please select nearest alternative		

Section 5: Personal Details: Invoice Address / Credit Card registered address

By completing this section, I acknowledge that this information may be used to make a search with a Credit Reference Agency, we will keep a record of that search.

Title: _____ PO or Ref No: _____
Forename(s): _____ Surname: _____
Company: _____ Co Reg No: _____
VAT Number: _____ Telephone: _____
Address: _____ Town/City: _____
Country: _____ Postcode: _____

VAT-registered applicants: Must provide a valid VAT number. If this is not provided VAT will be charged and proof of address will be required in the format of a copy of a bank statement or utility bill.

Private individuals / non-VAT registered applicants: Must provide proof of address: **Bank Statement** **Utility Bill**

Section 6: Payment Method

Consolidated/Group Invoice: If more than one service is registered by the above company/individual, AST Networks will create one consolidated/group invoice. If you would prefer not to have this new service added to the group invoice, please tick here.

Payment of invoices: Invoices will be raised in US Dollars, if you would prefer to pay the total in Euro or Sterling please tick box as appropriate. AST Networks Exchange Rate Policy will apply as per our standard terms and conditions. € £

UK Customers paying in £ Sterling: If your preferred method of payment is by Direct Debit please tick here for an application form.

Customers who wish to pay by Credit Card: If your preferred method of payment is by Credit Card through AST Networks secure payment system please provide a contact telephone number to enable us to call you: _____

If you have previously provided Credit Card details for another connection and wish to use these again for this connection, please confirm the following:

Last 4 digits of card no: _____ **Expiry Date:** ____/____

If you require a credit account, please contact your Account Manager.

Section 7: Communication Delivery Addresses

In accordance with Article 6(1)(b) and 6(1)(f) of the UK GDPR, AST Networks requires the provision of certain business email addresses in order to: (i) perform the contract we enter into with you (e.g., providing billing and support); and (ii) communicate essential service-related updates where it is in both our legitimate interests to do so. These addresses will be held securely and processed solely for the specified purposes outlined below.

The following email addresses are mandatory for account setup and ongoing service management. Each serves a specific and limited purpose.

Billing email address

Accounts Payable email address

Notification email address

Billing address: Used solely for issuing invoices.

Accounts Payable address: Used for credit control and payment follow-up communications.

Notification address: Used to enable access to AST Networks' platforms (including MyASTPortal and the 24/7 Technical Support Hub), and for sending essential communications such as contractual updates, service changes, disputes, and legal notices.

MyASTPortal: AST Networks' secure web platform provides access to service provisioning, SIM management, billing, reporting, and support from any device. Notifications sent to your Notification Email Address via MyASTPortal are essential to account functionality and cannot be disabled.

24/7 Technical Support Hub: This hub is used to issue service alerts (e.g. outages, maintenance) and manage support tickets. Notifications are sent to your Notification Email Address. You may unsubscribe from these alerts, but doing so may result in missing critical operational updates that could affect your services.

Section 8: Agreement to Terms and Conditions

By signing this document, you will be deemed to have read and accepted:-

AST Networks Master Service Agreement Terms and Conditions: <https://www.ast-networks.com/terms-and-conditions>

Our Global Customer Support team are available 24/7

Telephone: +44 1493 444185

Email: globalcustomersupport@ast-networks.com

The person signing this agreement must be the customer named in the agreement, or in the case of a company, must be authorised by the company to sign contractual documents.

Signed: _____ Name: _____ Date: ____ / ____ / ____

INTERNAL USE:

A/C Number:	_____	A/C Mgr ID:	_____
Dealer:	_____	Commission:	_____
Terms/Deposit: Refundable after 12 months trading	_____	Manager Sign-off:	_____