



THIS IS AN INTERACTIVE AGREEMENT
(please fill in then download and sign)



Airtime Agreement – for Certus Maritime Services

Please fill in sections ALL and email or fax ALL pages back to your dealer or Account Manager

Section 1: Pricing C144 - All prices in USD(\$)



The smartest way to manage your data

AST Services - Please refer to www.theastgroup.com/uk/tcs for full terms and conditions

All monthly fees are pro-rata for the month of activation, monthly in advance and based on a full billing month at deactivation.

AST Service Fee

AST's Standard Care Package - Includes 24x7 manned Global Customer Support, Extranet and Self-Service Portal, INTEGRA Global IP Network including Resilient and Optimised traffic, firewalling, web filtering, INTERGA See and INTEGRA CyberShield for Intrusion prevention and protection from abnormal connections, Anti-virus and Anti-malware protection.

| | |
|--------------------|-------------------------|
| Monthly Fee | \$2.00 per month |
|--------------------|-------------------------|

INTEGRA See

Real-time visibility of data usage, by service, by data volume across 12 data categories and top 10 Applications and Protocols.

| | |
|--------------------|--------------------------------------|
| Monthly Fee | Included with AST Service Fee |
|--------------------|--------------------------------------|

| | |
|---|-------------------------|
| INTEGRA See+ - Minimum Contract Term – 1 month | Tick if required |
|---|-------------------------|

Includes Category expansion to show usage by all Applications with 3 months history.

INTEGRA See+ includes all INTEGRA See features.

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| Monthly Fee | \$5.00 per month |
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| | |
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| INTEGRA Control Lite - Minimum Contract Term – 1 month | Tick if required |
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Includes real-time, automatic data usage threshold alerting (via e-mail) and subsequent blocking at Category level.

INTEGRA Control Lite includes all INTEGRA See+ features.

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| Monthly Fee | \$10.00 per month |
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| | |
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| INTEGRA Control - Minimum Contract Term – 1 month | Tick if required |
|--|-------------------------|

Complete real-time Monitoring, Control and Management of IP traffic including data bandwidth sizing, all at both Category and Application levels.

INTEGRA Control includes all See+ and Control Lite features.

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| Monthly Fee | \$30.00 per month |
|--------------------|--------------------------|

| | |
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| IRIS: Location Based Services (LBS) – Minimum Contract Term – 1 month (Thales Terminals only) | Tick if required |
|--|-------------------------|

Delivers secure, flexible and accurate asset (terminal) tracking.

The monthly fee includes one user license by default; additional user licenses are available on request via your Account Manager. The following are mandatory for activation: -

IRIS requires a valid email address: _____

Device Name (Friendly name): _____

User Name (Friendly name): _____

IMEI (International Mobile Equipment Identity): _____

The Username and Password for IRIS will be sent to the above email address, together with a user guide. IRIS device and delivery address preferences can be configured via the IRIS portal.

| | |
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| Monthly Fee | \$10.00 per month |
|--------------------|--------------------------|

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|---|-------------------------|
| Static Public IP - Minimum Contract Term – 1 month | Tick if required |
|---|-------------------------|

An IP address to allow a terminal to be reached for the internet

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| Monthly Fee | \$30.00 per month |
|--------------------|--------------------------|

Certus Maritime Plans

Please connect me to the following package (options in tables below):

| | |
|------------------|--|
| Data Plan | |
|------------------|--|

| Data Plans - Monthly | 0MB | 50MB | 100MB | 250MB | 250MB Double Up | 1GB | 1GB Double Up | 5GB | 10GB | VSAT |
|--|------------|-------------|--------------|--------------|------------------------|------------|----------------------|------------|-------------|-------------|
| Activation | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 |
| Monthly Inclusive Allowance (MB) | 0 | 50 | 100 | 250 | 500 | 1,000 | 2,000 | 5,000 | 10,000 | 300 |
| Monthly Subscription | \$108 | \$323 | \$575 | \$869 | \$869 | \$1,275 | \$1,275 | \$1,580 | \$2,297 | \$359 |
| Out of Allowance per MB | \$14.36 | \$7.18 | \$5.74 | \$3.73 | \$3.73 | \$1.08 | \$1.08 | \$0.79 | \$0.50 | \$1.44 |
| Minimum Contract Period (Months) | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| Early Termination Fee | \$144 | \$502 | \$861 | \$1,292 | \$1,292 | \$1,938 | \$1,938 | \$2,297 | \$2,297 | \$2,756 |
| SSG (Static Shared Group) Dual SIM | No | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | n/a |
| SSG Surcharge (applies to monthly subscription and out of allowance) | n/a | 10% | 10% | 10% | 10% | 10% | 10% | 10% | 10% | n/a |
| DSG (Dynamic Shared Group) Pooling | No | No | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| DSG Surcharge (applies to monthly subscription and out of allowance) | n/a | n/a | 10% | 10% | 10% | 10% | 10% | 10% | 10% | 10% |

| Data Plans - Annual | 600MB | 1.2GB | 3GB | 12GB | 60GB |
|----------------------------------|--------------|--------------|------------|-------------|-------------|
| Annual Inclusive Allowance (MB) | 600 | 1,200 | 3,000 | 12,000 | 60,000 |
| Subscription | \$3,876 | \$6,900 | \$10,428 | \$15,300 | \$18,960 |
| Out of Allowance per MB | \$7.18 | \$5.74 | \$3.73 | \$1.08 | \$0.79 |
| Minimum Contract Period (Months) | 12 | 12 | 12 | 12 | 12 |
| Early Termination Fee | \$0 | \$0 | \$0 | \$0 | \$0 |

| Streaming Data Rates (per minute) | | Voice Rates (per minute) - Voice line options must be completed below | |
|--|---------|--|---------|
| 14.4 kbps | \$1.00 | To Fixed/PSTN (includes call forward to a PSTN) | \$0.43 |
| 28 kbps | \$2.87 | To Iridium (includes call forward to an Iridium) | \$0.30 |
| 40 kbps | \$4.31 | To Other Satellite Networks | \$12.92 |
| 56 kbps | \$5.17 | To Voicemail | \$0.30 |
| 96 kbps | \$10.05 | PSTN to Iridium using local numbering (+1) | \$0.52 |
| 128 kbps | \$14.36 | PSTN to Iridium via 2-stage dialling | \$0.52 |
| 168 kbps | \$18.66 | Call forward to voicemail | \$0.00 |
| 256 kbps (available from Q3 2020) | \$28.71 | To AST Global Customer Services | \$0.00 |

Additional Services

| | |
|--|--------|
| Local Number - Monthly Subscription (+1) | \$7.98 |
|--|--------|

Voice lines, maximum number of 3, can be activated as Standard with/without voice mail/local number/2-Stage dialling **or** the default option of Crew. If voice is selected please complete the options for as many lines are required (maximum of 3).

Please tick your selection for each line

| | Tick One | | | Tick One | | | Tick One | |
|---------------|-----------------|--|---------------|-----------------|--|---------------|-----------------|--|
| Line 1 | Standard | | Line 2 | Standard | | Line 3 | Standard | |
| | Voicemail | | | Voicemail | | | Voicemail | |
| | Local Number | | | Local Number | | | Local Number | |
| | 2-Stage | | | 2-Stage | | | 2-Stage | |
| | Crew | | | Crew | | | Crew | |

Crew calling lines can only be used with Certus Chat Scratch Cards (with varying denominations)

Double Up Terms

The Double Up options could be withdrawn at any time with 60 days notice. The customer will receive the double data allowance selected for up to 24 months. Changes to the selected plan or deactivation prior to the end of the minimum term will result in an Early Termination Fee.

VSAT Plan

The VSAT Plan is to be used only as a secondary/complementary service and only when integrated with an associated VSAT service. The VSAT Plan is to be used only when the VSAT service is not available for data services only.

Iridium reserves the right to immediately throttle/suspend or deactivate any service that it determines is not being used as above and/or, in Iridium's sole judgement, if it determines that such service constitutes a threat to the integrity of the Iridium Network including its ability to serve other Iridium customers.

The VSAT Plan is subject to Iridium's Fair Access Policy which is available on request.

Dynamic Shared Group (DSG)

Some plans are able to be included in a DSG (see above).

Data Allowance for a DSG = Monthly Allowance per SIM x Number of SIMs in the DSG.

All SIMs in the DSG need to be on the same Plan.

A minimum of 5 SIMs is required for a DSG. 3 billing periods (months) are allowed to achieve the 5 minimum SIMs. After this, the monthly charge will be for the full minimum (5 SIMs) even if the number of SIMs is less. However, the Allowance will still be based on the actual number of SIMs x the Monthly Allowance per SIM, no roll over. Addition and removal of SIMs in a DSG can only take place at the start of a billing period (month).

The minimum term for a DSG is 12 months, the Early Termination Fee is equal to the Monthly Subscription x 5 (Minimum number of SIMs in the DSG). Creation of a DSG is on request only, please allow 5 days and all SIMs in the DSG need to be on the same Plan.

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

Please add to my existing DSG DSG Name _____

Additional SIM cards can be added to an existing DSG on the 1st of the month, any SIM card activated during a month will be treated as a standalone SIM and added to the group on the 1st of the following month.

Local Numbering

This option provides a local 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 local number; the Iridium account holder pays for the satellite portion, charged at the rates on this agreement.

Currently only available for the US +1, more coming soon.

2-Stage Dialling

This service also 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.

onsatmail

Iridium is a low bandwidth service and does not operate efficiently with standard email services. However, onsatmail is a specialised data transfer protocol designed for data transmission over low bandwidth. Onsatmail reduces connection time and uses compression to provide a fast and reliable email service over satellite connections. The software is free of charge. To download the software and access the user guide go to: <https://www.theastgroup.com/uk/solutions/onsatmail>

Service Specific Terms

Voice Calls: Billed in 20 second minimum and increments.

IP Data Calls: Billed per 1000 byte minimum. 100 byte increments. (NB: 1000 bytes = 1Kb, 1000Kb = 1MB).

Streaming IP Calls: Billed in 6 second minimum and increments.

Package changes: SIM cards that are not connected with an extended commitment can change package without penalty, all changes are **processed in line with the billing run effective 1st of the month. Changes to connections on a commitment period will be liable for the change fees as stated above.**

SMS/Fax: Not supported on Iridium Certus.

Section 2: 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 3: Mandatory Requirements for Activation

SIM ID No.:

IMEI No.:

Vessel Name: _____

Vessel Type: _____

IMO No.:

MMSI:

Section 4: Monitor/Suspend

- AST offers 5 monitoring alerts per monthly period with an option to suspend.
- 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 as per clause 3 of 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; **500MB 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.
- AST also automatically issues an email alert once 80% then 100% of the allowance linked to the package selected for connection has been consumed.
- To restrict unwanted usage please refer to the checklist for controlling your traffic, available on request.
- Alternatively, please contact our Customer Service team for assistance on +44 (0) 1493 441485.

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

Data/Voice suspend is based on raw CDR's which AST retrieves every 15 minutes

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 | Data (MB) _____ | Voice (Mins) _____ | Spend \$US _____ |
| 2 | Data (MB) _____ | Voice (Mins) _____ | Spend \$US _____ |
| 3 | Data (MB) _____ | Voice (Mins) _____ | Spend \$US _____ |
| 4 | Data (MB) _____ | Voice (Mins) _____ | Spend \$US _____ |
| 5 | Data (MB) _____ | Voice (Mins) _____ | Spend \$US _____ |

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

| | | |
|-----------------|--------------------|------------------|
| Data (MB) _____ | Voice (Mins) _____ | Spend \$US _____ |
|-----------------|--------------------|------------------|

Please nominate an email address for notification: _____

Section 5: Payment Method

Consolidated/Group Invoice: If more than one service is registered by the above company/individual, AST 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's 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's secure payment system please provide a contact telephone number to enable us to call you: _____

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

Section 6: Communication Delivery Addresses

AST require email addresses to enable efficient communications. All email addresses will be treated in strictest confidence and held only in secure systems fully compliant with latest Data Protection legislation: One of each address is mandatory to create an account.

| | | |
|-------------------------------------|--|--|
| <u>Billing email address</u> | <u>Accounts Payable email address</u> | <u>Notification email address</u> |
| _____ | _____ | _____ |

Billing address is used to provide you with your bill (invoice).
Accounts Payable address is used for credit control communications.
Notification address is used to provide you with important information regarding any changes that may affect your account such as, but not limited to, contractual communication, dispute resolution and legal matters. This email address will be used as the default to create your account on MY AST Portal.

The notification email address will also be used to create an account on the AST Extranet. The AST Extranet gives you access to a complete information sharing platform that provides you with product and service related information, as well as the latest news. The email address is used to send important information such as service/portal outage notifications, network changes etc. You can unsubscribe to the AST Extranet but please consider this as you will stop receiving important notifications which may be business critical.

The notification email address will be used to provide you with product and service information, promotions, AST sponsored events and new technologies which we feel will benefit your business. If you wish to receive these communications, please tick here.

Section 7: 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 8: AST INTEGRA Network POP & Firewall Rules

The AST Integra network provides several benefits to help manage your traffic (stated below). Customer preferences (rules) can be applied to block all or certain types of traffic, or to/from specific destinations. If your requirement is not covered by the options below, please contact our Customer Service team at customer.service@ast-uk.com or call on +44 (0) 1493 441485.

- INTEGRA See, INTEGRA See+, INTEGRA Control Lite & INTEGRA Control.
- Public static and dynamic IP addressing.
- Optimised internet routing using multiple Tier 1 providers.
- Advanced firewalling – Inbound/outbound/IP address/port rules and pre-built templates.
- Intrusion prevention – Inspection of all IP traffic for malware, vulnerabilities, etc.
- Web filtering, security, and optimisation – Category blocking, deep inspection of web traffic and optimisation.
- High bandwidth content blocking.
- Major update sites filtered/blocked.
- Usage reporting and alerting.
- Fully resilient infrastructure monitored 24 x 7 x 365.
- X3 Points of presence – London, New York & Sydney in world-class data centres.
- Various inter-connect options via global telco's.

Home POP

Selecting your Home POP dictates where your IP traffic breaks out of the Integra network and onto the internet. Your traffic will appear on the internet with a public IP address specific to the region. Internet services will be able to detect the region and may display different content based on this selection. The default option is New York, selecting any other option could add additional latency (up to approx. 150ms).

Select POP **New York** **London** **Sydney**

Firewall Rules

Mobile to Fixed – Outbound rules (E.g. Terminal to the internet) – Default is 'Open'

If no outbound firewall rules exist then the firewall will not restrict any outbound traffic, but standard web filtering policies (Blocking advertisements and software updates, etc) will still be in place.

Please select one option per protocol required for each IP destination **Example of IP address format 10.20.30.40 OR**
Example of Network address 10.20.30.0/24

Source IP Address This will be the terminal IP address (default)

Destination IP Address 1 _____ Destination IP Address 2 _____ Destination IP Address 3 _____

Network Address _____ Network Address _____ Network Address _____

Open – Allows all traffic

Closed – Blocks all traffic

Internet only

Email only

onsatmail only

Open – Allows all traffic

Closed – Blocks all traffic

Internet only

Email only

onsatmail only

Open – Allows all traffic

Closed – Blocks all traffic

Internet only

Email only

onsatmail only

Fixed to Mobile – (e.g. Internet to terminal) - Default is 'Blocked' (requires Static Public IP)

Inbound rules to allow traffic from the internet are only applicable to terminals with Public Static IP addresses. Inbound rules can be applied as above. If required, please contact the Global Customer Service team.

Section 9: Agreement to Terms and Conditions

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

AST Group Companies Full Terms and Conditions: <https://www.theastgroup.com/uk/tcs/>

Our Customer Services team are available 24/7 Telephone: +44 1493 444185 Email: customer.service@ast-uk.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: | _____ |