



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



Airtime Agreement – for Certus 350/700 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/terms 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	\$2.25 per month
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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
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INTEGRA See+ - Minimum Contract Term – 1 month	Tick if required
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Includes Category expansion to show usage by all Applications with 3 months history.

INTEGRA See+ includes all INTEGRA See features.

Monthly Fee	\$5.00 per month
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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.

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

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
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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.

Monthly Fee	\$10.00 per month
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Static Public IP - Minimum Contract Term – 1 month	Tick if required
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An IP address to allow a terminal to be reached from the internet.

Monthly Fee	\$30.00 per month
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Certus Maritime Plans

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

Data Plan									Local Numbering (+1)		
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	Yes	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 (No DSG or SSG options for Annual Plans)	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

Voice Rates (per minute)	
<i>Voice lines are added at activation if required, they are not a default service</i>	
To Fixed/PSTN (includes call forward to a PSTN)	\$0.43
To Iridium (includes call forward to an Iridium)	\$0.30
To Other Satellite Networks	\$12.92
To Voicemail	\$0.30
PSTN to Iridium using local numbering (+1)	\$0.52
PSTN to Iridium via 2-stage dialling	\$0.52
Call forward to voicemail	\$0.00
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 Prepay. If voice is selected please complete the options for as many lines are required (maximum of 3). Please tick your selection for each line

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

Prepay 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 use of this service needs to be preauthorised by AST/Iridium, please allow time for this).
The VSAT Plan is to be used only when the VSAT service is not available for data services.
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, please click this link and read carefully.

Annual Plans
The maximum period is 12 months. Pay one fee and have access to all the data which can be used at any time during the contract period. Any unused data at the end of the contract period is lost.
If all the data is consumed before the end of the contract period the contact can be renewed early. A new contract period/charge and data allowance would apply from the renewal date.

Annual Plans

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Dynamic Shared Group (DSG) – Not applicable for Annual Plans

Some plans are able to be included in a DSG (see above). 50MB/100MB and VSAT DSG can be shared between Certus 200 and 700 terminal types.

Data Allowance for a Dynamic Shared Group (DSG) = Monthly Allowance per SIM multiplied by Number of SIMs in the DSG.

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.

SSG/Dual SIMs cannot be included in a DSG.

A minimum of 5 SIMs is required for a DSG. 3 billing periods (months) are allowed to achieve the 5 minimum SIMs. After this, and 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 data.

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 then 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 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, except for VSAT DSG's which can be used.

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

Please add to my existing DSG DSG Name _____

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

Activation will require both the IMEI of the equipment and the ICCID of the SIM card. SIMs cannot be moved between terminals.

The service can be activated with up to a maximum of 3 voice lines dependent on equipment type. The lines can be activated as standard postpay or prepay lines. For information on the equipment types please contact your Account Manager.

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.

If an activation is made in the middle of a calendar 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.

An Early Termination Fee (ETF) will apply if the service is deactivated or downgraded before completing the Minimum Contract Period. This is a flat fee, it is not prorated based on the termination date.

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.

Iridium will re-rate the pricing for any Maritime based terminals used with Land-mobile packages and visa versa. AST will flow this down to the terminal owner.

There is no rollover of unused data.

Billing Minimum/Increments**Data:** Billed per 1,000 byte minimum. 100 byte increments.**Voice Calls:** Billed in 20 second minimum and increments.**SMS:** Billed per byte.**Fax:** Not supported on Iridium Certus.**Section 2: Mandatory Requirements for Activation****SIM ID No.:** _____**IMEI No.:** _____**Vessel Name:** _____**Vessel Type:** _____**IMO No.:** _____**MMSI:** _____**Section 3: 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 4: 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 5: Communication Delivery Addresses**

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

Billing email address**Accounts Payable email address****Notification email address****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 6: 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 the box as appropriate. AST's Exchange Rate Policy will apply as per our standard terms € £

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 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: 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 Global Customer Support 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 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 Global Customer Support team at globalcustomersupport@theastgroup.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 London, selecting any other option could add additional latency (up to approx. 150ms).

Select POP	London	New York	Sydney
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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	_____	Destination IP Address 3	_____
Network Address	_____	Network Address	_____
Open – Allows all traffic	<input type="checkbox"/>	Open – Allows all traffic	<input type="checkbox"/>
Closed – Blocks all traffic	<input type="checkbox"/>	Closed – Blocks all traffic	<input type="checkbox"/>
Internet only	<input type="checkbox"/>	Internet only	<input type="checkbox"/>
Email only	<input type="checkbox"/>	Email only	<input type="checkbox"/>
onsatmail only	<input type="checkbox"/>	onsatmail only	<input type="checkbox"/>

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 Support 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/terms>

Our Global Customer Support team are available 24/7 Telephone: +44 1493 444185 Email: globalcustomersupport@theastgroup.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: _____