



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

## Iridium GO! Monthly Account Airtime Agreement

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

<b>Section 1: Pricing 140 – All Prices in USD(\$)</b>				
<b>AST Service Fee - Please refer to <a href="http://www.ast-networks.com/terms-and-conditions">www.ast-networks.com/terms-and-conditions</a> for full terms and conditions</b>				
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.				
<b>Monthly Fee</b>				<b>\$0.75 per month</b>
<b>onsatmail - Minimum Contract Term – 1 month</b>				<b>Tick if required</b> <input type="checkbox"/>
onsatmail is an email service for use over satellite connections. Using a specialised data transfer protocol designed for data transmission over low bandwidth, it reduces connection time and uses compression to provide a fast and reliable solution. The software is free of charge, but there is a monthly service access fee.				
<b>Monthly Fee</b>				<b>\$15.00 per month</b>
<b>Plans</b>				
<b>Please connect me to the following package (options in tables below):</b>				
<b>Plan</b>				
<b>Add on services</b>				
<b>+1 Access</b>				<b>Tick if required</b> <input type="checkbox"/>
<b>2-Stage Dialling</b>				<b>Tick if not required</b> <input type="checkbox"/>
<b>One Time Charges</b>				<b>Price</b>
Activation				\$0.00
Reactivation of a Deactivated SIM Card ( <b>Promotion, charge reduced to \$15 for all reactivations through to December 2024</b> )				\$220.00
Deactivation				\$0.00
Suspension/Barring				\$0.00
<b>Monthly Charges</b>	<b>5</b>	<b>75</b>	<b>150</b>	<b>Unlimited</b>
Subscription	\$83.70	\$120.90	\$158.10	\$204.60
Monthly Inclusive GO! Data Minutes (via Access Number 88160000330) and/or Voice minutes* (excluding plan 5, which is data only)	5 Data minutes No voice minutes	75 minutes Data, Voice or a combination of both	150 minutes Data, Voice or a combination of both	Unlimited Data and up to 150 Voice minutes
Monthly Inclusive SMS Messages	0	0	Unlimited	Unlimited
Minimum Contract Period (Months)	1			
<b>Monthly Charges - Promotional Plan aimed at GPS tracking and emergency or backup</b>				<b>1500 SMS</b>
Iridium GO! provides GPS tracking capability and this plan allows users to send hourly location messages for an entire month – a great solution for land based lone workers, solo adventurers or recreational maritime users to help maintain two-way emergency communications. (Message sizes need to be considered, 1 SMS charge is created for every 160-characters).				
Subscription				\$93.00
Monthly Inclusive GO! Data Minutes (via Access Number 88160000330) and/or Voice minutes*				5 Data or voice minutes
Monthly Inclusive SMS Messages				1,500
Minimum Contract Period (Months)				1

Charges (per Minute)				
Iridium GO! Data (via Access Number 88160000330)	\$0.99	\$0.72	\$0.28	Unlimited
Fixed (PSTN/Cellular) – Voice and Circuit Switched Data	\$1.44			
RUDICS Data	\$0.99			
Iridium Data	\$1.44			
Iridium Voice (including Voicemail)	\$0.83			
Other Satellite	\$12.92			
+1 Access	\$2.10			
2 Stage Dialling	\$1.88			
SMS (Per message)	\$0.18	\$0.09	Unlimited	Unlimited

### Other Monthly Charges - All Plans

+1 Access (Optional extra) - This 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.	\$9.30
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### Notes

- 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.
- All monthly subscriptions will be billed during periods of suspension.
- The Iridium GO! can be used with either a Standard or a Crewcalling SIM.
- The GO! service pricing is restricted to the IMEI range of the GO! devices. Any other Iridium devices (e.g. 9555, 9575) can technically use a GO! plan, however, if they are not in the specified IMEI range then calls using the Iridium – Direct Internet GO! call destination will be charged at the
  - \* Bundled voice minutes include Iridium to fixed, Iridium to Iridium and Voicemail only.
- **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.

### 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

<b>SIM ID No.</b>
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### Section 3: Market Sector

Please advise which market sector the service is going to be associated to, <b>mandatory for activation:</b>				
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: Monitor/Suspend

- AST 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 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; \$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 to have the service unsuspended - 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 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 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 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

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.**

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 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](mailto: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:

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