



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



Iridium Monthly Account Airtime Agreement

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

Section 1: Pricing 140 – All Prices in USD(\$)

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

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

Plan Type	Monthly Fee	Monthly Fee paid 12 months in Advance	Min Duration (Months)	Minutes included in monthly fee	SMS included in monthly fee	Activation Fee	Mobile to Fixed, Mobile to Mobile Data (per min)	Mobile to Mobile Voice (per min)	Fax (per min)	Email via onsatmail Rudics (per min)	2 Stage Dialling (per min)	Calls to Other Satellites (per min) SMS	(Mobile orig) per message	Tick one option
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Voice & Data Service

Allowance 10	\$58.00	n/a	3	10	10	\$20	\$1.44	\$0.83	\$1.00	\$1.00	\$1.89	\$12.99	\$0.09	
Allowance 10	n/a	\$52.50	12											
Allowance 75	\$87.00	\$87.00	3	75	0									
Allowance 150	\$116.00	\$116.00	3	150	Unlimited								n/a	

This is an add on option to the above plans:
Unlimited Iridium to Iridium voice calls, using Iridium Handsets only.
 Not to be used with L-Band transceivers or Iridium GO! (subject to Iridium's FUP available on request). \$29.00 Monthly Fee

Allowance plans can be used with a standard SIM card which provides access to the network for voice, SMS and data services. Or a Crew Calling SIM which also allows use with pre-paid scratch cards (GoChat). This allows Crew members' onboard vessels to pre-purchase scratch cards to make calls separately to the monthly account calls. GoChat scratch cards are available on request.
 Allowance minutes for the 75 and 150 plans are voice only and for the 10 plan are voice and data (all plans exclude calls to other satellite networks). There is no rollover of unused minutes/SMS. **Tick if required**

When the payment of the monthly fee is 12 months in advance the minute/SMS allowance is applied on a monthly basis.
 The 75 and 150 allowance plans can be paid up front, there is no associated reduction.

Data Only Service

Circuit Switched (with or without Rudics)	\$21.75	n/a	3	n/a	n/a	\$10	\$1.44	n/a	\$1.00	\$1.00	n/a	n/a	\$0.46	
	n/a	\$20.25	12											

Both a standard and Crew Calling SIM cards can be activated as data only.

+1 Access Monthly Fee **\$7.25** Per Minute Rate **\$2.11** **Tick if required**

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.

2 - Stage Dialling – provisioned as standard, opt out if not required. **Tick if NOT required**

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>

Market Sector - Please advise which market sector the service is going to be associated to, mandatory for the 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 2: SIM Details

SIM ID No.	(SIM Serial No. is found on your SIM Card Sheet)
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Section 3: Monitor/Suspend

- AST offers 5 monitoring alerts **per period** (period = billing period, monthly/annually) 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; \$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 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 € £ 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: 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: _____