



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

## Airtime Agreement – Inmarsat Fleet One Monthly Account

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

### Section 1: Pricing 613 - All prices in USD(\$)



**INTEGRA**  
The smartest way to  
manage your data



**AST Services - Please refer to [www.ast-networks.com/terms-and-conditions](http://www.ast-networks.com/terms-and-conditions) for full terms and conditions**

#### 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.

<b>Monthly Fee</b>	<b>\$2.25 per month</b>
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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.

<b>Monthly Fee</b>	<b>Included with AST Service</b>
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<b>INTEGRA See+ - Minimum Contract Term – 1 month</b>	<b>Tick if required</b>
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Includes Category expansion to show usage by all Applications with 3 months history.

**INTEGRA See+** includes all INTEGRA See features.

<b>Monthly Fee</b>	<b>\$5.00 per month</b>
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<b>INTEGRA Control Lite - Minimum Contract Term – 1 month</b>	<b>Tick if required</b>
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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.

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

<b>Monthly Fee</b>	<b>\$30.00 per month</b>
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<b>Static Public IP - Minimum Contract Term – 1 month</b>	<b>Tick if required</b>
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An IP address to allow a terminal to be reached from the internet

<b>Monthly Fee</b>	<b>\$30.00 per month</b>
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<b>onsatmail - Minimum Contract Term – 1 month</b>	<b>Tick if required</b>
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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>
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IRIS: Location Based Services (LBS) – Minimum Contract Term – 1 month				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.					
Monthly Fee				\$20.00 per month	
Fleet One Plans					
Please connect me to the following package (options in tables below):					
Package					
Coastal SIM Plans		Standard	Standard* 10 MB Data	10MB + 15 Minutes** Data and Voice Allowance	25MB + 60 Minutes** Data and Voice Allowance
Activation		\$50.00	\$50.00	\$50.00	\$50.00
Monthly Subscription		\$25.00	\$61.25	\$59.99	\$157.25
Minimum Contract Period (Months)		1	1	1	1
Data (IP) Allowance (MB)		0	10	10	25
Voice Allowance (Minutes)		0	0	15	60
Data - Out of Allowance - All above Plans		Inside Home Region			
Standard IP (per MB)		\$6.13			
Coastal SIM Plans			Australia and New Zealand	Americas Leisure	
Activation			\$50.00	\$50.00	
Monthly Subscription			\$210.00	\$210.00	
Minimum Contract Period (Months)			1	1	
Data (IP) Allowance (MB)			AYCE	AYCE	
Voice Allowance (Minutes)			0	0	
Data - Out of Allowance - All above Plans			Out of AL Region		
Standard IP (per MB)			\$21.00		
Global SIM Plan ^				Standard	
Activation				\$50.00	
Monthly Subscription				\$140.00	
Minimum Contract Period (Months)				1	
Money Allowance				\$140.00	
Standard IP (per MB)				\$10.50	
Call Charges					
Voice (per Minute) - Out of Allowance		Americas Leisure Australia/New Zealand	Coastal Plan		Global Plan
Fixed		\$0.67	\$0.44		\$0.67
Cellular		\$0.67	\$0.60		\$0.67

Voicemail	\$0.67	\$0.44	\$0.67
Fleet One/BGAN/FB/SB/GSPS	\$0.67	\$0.44	\$0.67
<b>SMS</b>		<b>All Plans</b>	
Per Message		\$0.44	
<b>Mobile to Mobile (per Minute)</b>		<b>All Plans</b>	
Fleet/Swift Voice v/f/d		\$2.19	
Aero Voice		\$4.29	
Iridium		\$9.63	
Globalstar		\$7.00	
Thuraya Voice		\$4.38	
Other MSS Carriers		\$6.04	
Emergency 505		Free	

## 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.
  - If an activation is made in the middle of a calendar month both the subscription fee and allowance are prorated.
  - There is no rollover of unused data.
  - All monthly subscriptions will be billed during periods of suspension.
  - **This rate plan is available only for Fleet One terminals and Fleet One SIM cards.**
- IMPORTANT NOTE: There is a different range of SIM cards for coastal and global plans, i.e. a coastal SIM cannot be activated on a global plan. SIMS cannot migrate between coastal and global plans.

### Coastal:

\* **This is a data (MB) allowance only. All other services are charged in addition.**

\*\* Monthly Subscription includes INSIDE HOME REGION CALLS ONLY. The following is included in the allowance: Data (MB) and Voice to Fixed, Cellular, Fleet One to Fleet One/BGAN/FB/SB/GSPS and Voicemail only. All other services are charged in addition.

### Standard Background IP does not work outside of the home region.

- Standard IP data speed is restricted to 150kbps.
- The service can only be used with vessels below 500 GRT.
- Continental coastline to 200NM or greater

### Americas Leisure and Australia/New Zealand Plan:

- The Americas Leisure and Australian/New Zealand plan can only be activated using a Fleet One Coastal SIM card.
- AYCE data is throttled to 32kbps at 60MB.
- Out of region IP data applies when outside of the America/Australia/New Zealand regions but in another coast region.
- Voice service is available in and out of region.

### Global:

^ **This is a money allowance. Allowance is decremented by all call types.**

- The Global plan is available to all sizes of vessels in any location.
- Standard IP data speed is restricted to 150kbps.

### Billing Minimum/Increments

Call Type	Minimum Duration	Billing Increment
Voice and ISDN	30 Seconds	15 Seconds
IP Data	100 Kbytes	20 Kbytes
SMS	160 Chars = 1	N/A

- The thresholds for the production of Call Data Records (CDRs) for data connections: 60 minutes for voice and ISDN, approx. 2MB or 12 hours for Standard IP and Streaming IP, 1 SMS.
- Idle session: Inmarsat will drop an IP session if it has been idle/passed no traffic for 12 hours, if the terminal has auto-reconnect set as default a new session will be established, and a 100kb minimum charge applied.

## Section 2: Vessel Details

**ALL fields are mandatory for commercial vessels over 100GRT and for all vessels without an IMO number.**

**If the above does not apply, then only fields marked with an \* need to be completed.**

### SIM ID No.

Region of usage*:	_____	(Where the service will be used, example Europe, Americas, Africa etc.)		
Vessel Name*:	_____	Country of Registration*:	_____	
Call Sign*:	_____	Vessel Type*:	Fishing	Leisure
MMSI*:	_____	Vessel Type/Industry*	_____	
		(Must specify if not above, examples: Oil & Gas, Aid, Government)		
Self Propelled*:	YES                      NO	Sea Going*:	YES	
Gross Tonnage (if over 100 GRT)*:	_____	Home Port*:	_____	
Registered Port*:	_____	IMO Number:	_____	
Year of Manufacture:	_____	Passengers and Crew*:	_____	

## Section 3: Vessel Emergency Contact Details

**Please note all fields are mandatory for activation**

Emergency Contact Forename(s):	_____	Address:	_____
Emergency Contact Surname:	_____		_____
Emergency Telephone:	_____		_____
Fax:	_____		_____
E-Mail:	_____	Postcode:	_____

## 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: Monitor/Suspend - Data monitoring is not used if service is subscribed to INTEGRA Control

- AST offer 5 monitoring alerts **per period** (period = billing period monthly) with an option to suspend. AST can not monitor Annual Period/Plans
- 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; **\$5000 has been set as a default please amend as appropriate.**
- Spend \$US alerts are triggered once the entire monthly bundle has been consumed. CDRs within bundle are zero rated.
- For a SCAP, these options can be applied at the SCAP level and individual SIM level.
- 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 44 1485.

**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.**

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

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

**Suspend Options – The \$US spend will suspend the SIM card. Voice and data will suspend the service type only:**

Spend \$US \_\_\_\_\_ Voice (Mins) \_\_\_\_\_ Data (MB) \_\_\_\_\_

Please nominate an email address for notification: \_\_\_\_\_

#### 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: 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 9: AST INTEGRA Network & 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@ast-networks.com](mailto:globalcustomersupport@ast-networks.com) or call on +44 (0) 1493 441485.**

- INTEGRA See, INTEGRA See+, INTEGRA Control Lite & INTEGRA Control.
- Public dynamic and static 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).

<b>Select POP</b>	<b>London</b>	<b>New York</b>	<b>Sydney</b>
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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

This will be the terminal IP address (default)

Source IP Address		Destination IP		Destination IP Address	
Destination IP	_____	Destination IP	_____	Destination IP Address	_____
Network Address	_____	Network Address	_____	Network Address	_____
Open – Allows all traffic	<input type="checkbox"/>	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"/>	Closed – Blocks all traffic	<input type="checkbox"/>
Internet only	<input type="checkbox"/>	Internet only	<input type="checkbox"/>	Internet only	<input type="checkbox"/>
Email only	<input type="checkbox"/>	Email only	<input type="checkbox"/>	Email only	<input type="checkbox"/>
onsatmail only	<input type="checkbox"/>	onsatmail only	<input type="checkbox"/>	onsatmail only	<input type="checkbox"/>

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

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 our Global Customer Support team.

## Section 10: 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:

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