



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



Airtime Agreement – for Certus 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**

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.

Monthly Fee **\$5.00 per month**

INTEGRA Control Lite - Minimum Contract Term – 1 month **Tick if required**

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**

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.

Monthly Fee **\$30.00 per month**

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.

Monthly Fee **\$10.00 per month**

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

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

Monthly Fee **\$30.00 per month**

onsatmail - Minimum Contract Term – 1 month **Tick if required**

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.

Monthly Fee **\$15.00 per month**

Certus 700 Maritime Plans

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

Data Plan									Local Numbering (+1)	
Data Plans - Monthly	0MB	50MB	100MB	100MB Double Up	250MB	250MB Double Up	1GB	1GB Double Up	5GB	10GB
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	200	250	500	1,000	2,000	5,000	10,000
Monthly Subscription	\$108	\$323	\$575	\$575	\$869	\$869	\$1,275	\$1,275	\$1,580	\$2,297
Out of Allowance per MB	\$14.36	\$7.18	\$5.74	\$5.74	\$3.73	\$3.73	\$1.08	\$1.08	\$0.79	\$0.50
Minimum Contract Period (Months)	3	3	3	12	3	12	3	12	3	3
Early Termination Fee	\$144	\$502	\$861	\$1,292	\$1,292	\$2,154	\$1,938	\$2,871	\$2,297	\$2,297
SSG (Static Shared Group) Dual SIM	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
SSG Surcharge (applies to monthly subscription and out of allowance)	n/a	10%	10%	10%	10%	10%	10%	10%	10%	10%
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	10%	10%	10%	10%	10%	10%	10%	10%	10%
Data Plans - Annual (No DSG or SSG options for Annual Plans)				600MB	1.2GB	3GB	3GB Double Up	12GB	12GB Double Up	60GB
Annual Inclusive Allowance (MB)				600	1,200	3,000	6,000	12,000	24,000	60,000
Annual Subscription				\$3,876	\$6,900	\$10,428	\$10,428	\$15,300	\$15,300	\$18,960
Out of Allowance per MB				\$7.18	\$5.74	\$3.73	\$3.73	\$1.08	\$1.08	\$0.79
Minimum Contract Period (Months)				12 Months (see note below)						
Early Termination Fee				\$0	\$0	\$0	\$0	\$0	\$0	\$0
VSAT Data Plans - Monthly									300 MB	1GB
Activation									\$0.00	\$0.00
Monthly Inclusive Allowance (MB)									300	1,000
Monthly Subscription									\$359	\$575
Out of Allowance per MB									\$1.44	\$0.57
Minimum Contract Period (Months)									3	3
Early Termination Fee									\$2,756	\$2,756
DSG (Dynamic Shared Group) Pooling									Yes	Yes
DSG Surcharge (applies to monthly subscription and out of allowance)									10%	10%
Voice per Minute	Voice lines are added at activation if required, they are not a default service									
Fixed (PSTN/Cellular)										\$0.43
Iridium (includes call forward to an Iridium)										\$0.30
Other Satellite Networks										\$12.92
Voicemail										\$0.30
+1 Access										\$0.52
2-Stage Dialling										\$0.52
Call forward to voicemail										\$0.00
AST Global Customer Services										\$0.00
Additional Services										
Local Number (+1) - Monthly Subscription										\$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

	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	
	Prepay			Prepay			Prepay	

Prepay lines can only be used with Certus Chat Scratch Card (voice only) in a virtual format (no physical cards) with varying denominations.

- Iridium to Iridium and Iridium to PSTN only, the usage decrements in blocks of 20 units (seconds).
- The service is restricted from making any other calls.
- The balance of a card is not decremented until the called party picks up (call connected).

Double Up Terms

- The Double Up options are promotional plans that can be withdrawn for new activations at any time with 60 days notice.
- If a double up plan is selected for activation, on completion of the minimum contract period the data bundle will revert to the standard bundle from the next bill period.
- Changes to selected plans 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 day of activation is the first day of the contract period, this first contract period will be 11 months plus a prorate of days in the month the service is activated, the annual subscription charge and allowance will be prorated. Thereafter renewals will be periods of 12-months, based on the 1st of the month of the original month of activation.
- 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 the connection is not required it must be deactivated before the renewal date.
- 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.
- Currently annual plans can only be monitored on a month basis

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

- Some plans are able to be included in a Dynamic Shared Group (DSG)(see above) and can be shared between Certus 200 and 700 terminal types. The exceptions to this are the 0MB plan and Certus 200 10MB and 25MB plans.
- Data Allowance for a Dynamic Shared Group (DSG) = Monthly Allowance per SIM multiplied by Number of SIMs in the DSG.
- A 10% premium applies to the monthly subscription and data overage charges.
- 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.

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 day of activation is the first day of the minimum contract period.
- 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 deactivation 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.

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 € £ 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: Monitor/Suspend

- AST offers 5 monitoring alerts per calendar month billing period with an option to suspend.
- AST can not facilitate the monitoring of Annual Periods/Plans where customers pay and has access to all the data from the date of activation.
- 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 our general 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 exclude subscriptions and are triggered once the entire monthly bundle has been consumed. CDRs within the bundle are zero-rated.
- For a DSG, these options can be applied at the DSG level and individual SIM level.
- AST also automatically issues an email alert once 80% then 100% of the allowance linked to the package selected for connection has been consumed.

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

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

US\$ monitoring/suspend is based on billable CDRs received from Iridium daily (the CDRs 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 – The \$US spend will suspend the SIM card. Voice/data will suspend the service type only:

Data (MB) _____	Voice (Mins) _____	Spend \$US _____
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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	_____		
Network Address	_____	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: _____