



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



## Iridium GO! Monthly Account Airtime Agreement

Please fill in sections ALL 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.  |                                |   |                                      |                          |                |  |  |                                     |                                      |                            |                               |   |                 |
| <b>AST Service Fee - Please refer to <a href="http://www.theastgroup.com/uk/tcs">www.theastgroup.com/uk/tcs</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>\$0.50 per month</b>                                 |                 |
| Package Type  | Monthly Subscription           | GO! Data & Voice included in monthly subscription   | SMS included in monthly subscription | Min Duration (Months)    | Activation Fee | Mobile to Fixed, Mobile to Mobile Data (per min) | Mobile to Mobile Voice/Voicemail (per min) | Calls to Other Satellites (per min) | Email Via onsatmail Rudics (per min) | 2 Stage Dialling (per min) | SMS (Mobile orig) per message | GO! Data (via 88160000330)                              | Tick one option |
| <b>Standard GO! data only bundles</b>   |                                |   |                                      |                          |                |  |  |                                     |                                      |                            |                               |   |                 |
| <b>GO! data 5</b>   | \$73.35                        | 5 GO! Data minutes<br>No voice minutes  | 0                                    | 1                        | \$0.00         | \$1.40   | \$0.81                                     | \$12.64                             | \$0.97                               | \$1.84                     | \$0.18                        | \$0.97  |                 |
| <b>GO! data 75</b>  | \$109.35                       | 75 minutes GO! Data, Voice or combination of both   | 0                                    |                          |                |  |  |                                     |                                      |                            | \$0.09                        | \$0.70  |                 |
| <b>GO! data 150</b>   | \$145.35                       | 150 minutes GO! Data, Voice or combination of both  | UL                                   |                          |                |  |  |                                     |                                      |                            | NA                            | \$0.27  |                 |
| <b>GO! data Unlimited</b>   | \$181.35                       | Unlimited GO! Data<br>Up to 150 Voice minutes   | UL                                   |                          |                |  |  |                                     |                                      |                            | NA                            | NA  |                 |
| UL = Unlimited<br>Iridium GO! data rate is applicable only to Iridium GO! dedicated dial up calling destination number (88160000330).<br>The Iridium GO! can be used with either a Standard or a Crewcalling SIM.<br>The Iridium 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 standard Direct Internet rates.<br>Unlimited for GO! data only is subject to the Iridium GO! Fair Access Policy (available on request).<br>Voice minutes included in monthly subscription are Iridium to fixed, Iridium to Iridium and Voicemail only. |                                |   |                                      |                          |                |  |  |                                     |                                      |                            |                               |   |                 |
| <b>+1 Access</b>  | <b>Monthly Fee</b>             | <b>\$9.00</b>   | <b>Per Minute Rate</b>               |                          |                |  |  | <b>\$2.05</b>                       | <b>Tick if required</b>              |                            |                               |   |                 |
| 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.   |                                |   |                                      |                          |                |  |  |                                     |                                      |                            |                               |   |                 |
| <b>2 - Stage Dialling – Provisioned as standard, opt out if not required.</b>   |                                |   |                                      |                          |                |  |  |                                     |                                      |                            |                               | <b>Tick if NOT required</b>                             |                 |
| 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.   |                                |   |                                      |                          |                |  |  |                                     |                                      |                            |                               |   |                 |
| <b>onsatmail</b>  |                                |   |                                      |                          |                |  |  |                                     |                                      |                            |                               |   |                 |
| 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:<br><a href="https://www.theastgroup.com/uk/solutions/onsatmail">https://www.theastgroup.com/uk/solutions/onsatmail</a>  |                                |   |                                      |                          |                |  |  |                                     |                                      |                            |                               |   |                 |
| Section 2: 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 3: SIM Details  |                                |   |                                      |                          |                |  |  |                                     |                                      |                            |                               |   |                 |
| <b>SIM ID No.</b>   |                                |   |                                      |                          |                |  |  |                                     |                                      |                            |                               | <b>(SIM Serial No. is found on your SIM Card Sheet)</b> |                 |

## Section 4: Monitor/Suspend

- AST offers 5 monitoring alerts **per period** (period = billing period, monthly/quarterly/Annual) 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 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: 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 7: 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 require a credit account, please contact your Account Manager.**

## Section 8: 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/tcs/>

Our Customer Services team are available 24/7

Telephone: +44 1493 444185

Email: [customer.service@ast-uk.com](mailto:customer.service@ast-uk.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: \_\_\_\_\_