



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



## Iridium Monthly Airtime Agreement – for OPENPORT Services

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

### Section 1: Pricing 1380 - All prices in USD(\$)



The smartest way to manage your data

AST Services - Please refer to [www.theastgroup.com/uk/terms](http://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 **\$2.00 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**

#### Static Public IP - Minimum Contract Term – 1 month

Tick if required

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

Monthly Fee **\$30.00 per month**

### OpenPort Plans

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

MB	Mins	DSG Tick if required
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The monthly subscription will be a combination of the Voice & Data Plans.

128Kbps Plan	0	10	25	75	200	1,000
Activation	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Reactivation	\$220.00	\$220.00	\$220.00	\$220.00	\$220.00	\$220.00
Monthly Subscription	\$82.80	\$124.20	\$207.00	\$407.10	\$690.00	\$1,345.50
Minimum Contract Period (Months)	1	1	1	1	1	1
Monthly Inclusive Allowance IP MB	0	10	25	75	200	1,000
Out of Allowance IP per MB	\$19.00	\$12.42	\$8.63	\$5.80	\$3.80	\$1.22

#### Notes

For all connections on the 0 data plan: From 1<sup>st</sup> June 2017 (applies to new and existing connections) the monthly subscription will be refunded in the following month if the services has consumed 265 minutes of GoChat scratchcard voice usage. Iridium will provide a report of qualifying connections.

<b>Voice Plan</b>	<b>0</b>
Activation (includes all 3 lines)	\$0.00
Monthly Subscription	\$0.00
Minimum Contract Period (Months)	1
Monthly Inclusive Allowance (Minutes)	0
Out of Allowance per Min: OpenPort to Fixed/Cellular	\$0.95
Out of Allowance per Min: OpenPort to Iridium	\$0.66
Out of Allowance per Min: OpenPort to Voicemail	\$0.66
Out of Allowance per Min: 2-Stage	\$0.95
Out of Allowance per Min: +1 Number	\$0.95
OpenPort to Other Satellite (not included in allowance)	\$9.69

### Dynamic Shared Groups - Data

<b>128Kbps Plan</b>	<b>25</b>	<b>75</b>	<b>200</b>	<b>1000</b>
Activation (includes all 3 lines)	\$0.00	\$0.00	\$0.00	\$0.00
Monthly Subscription and Allowance	\$227.70	\$447.81	\$759.00	\$1,480.05
Minimum Contract Period (Months)*	12	12	12	12
Monthly Inclusive Allowance IP MB	25	75	200	1,000
Out of Allowance IP per MB	\$8.63	\$5.80	\$3.80	\$1.22

#### Notes

Data Allowance for a Dynamic Shared Group (DSG) = Monthly Allowance per SIM x Number of SIMs in the 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 the monthly charge will be for the full minimum (5 SIMs) even if the number of SIMs is less. However, the Allowance will still be based on the actual number of SIMs x the Monthly Allowance per SIM, no roll over. Addition and removal of SIMs in a DSG can only take place at the start of a billing period (month).  
 Closure of a DSG before the 12 month minimum term will incur an early termination fee equal to the Monthly Subscription x 5 (Minimum number of SIMs in the DSG).  
 Creation of DSG is on request only.  
 All SIMs in the DSG need to be on the same Plan.

Voice lines can be activated as Standard with/without voice mail/+1 Access/2-Stage dialling **or** default option of Crew

Please tick your selection for each line

		Tick One			Tick One			Tick One
<b>Line 1</b>	Standard		<b>Line 2</b>	Standard		<b>Line 3</b>	Standard	
	Voicemail			Voicemail			Voicemail	
	+1 Access			+1 Access			+1 Access	
	2-Stage			2-Stage			2-Stage	
	Crew			Crew			Crew	

**Crew calling lines can only be used with Go-Chat Scratch Cards** (with varying denominations)

#### Dynamic Shared Group

Creation of DSG is on request only, please allow 5 days and all SIMs in the DSG need to be on the same Plan.

Additional SIM cards can be added to an existing DSG on the 1<sup>st</sup> of the month, any SIM card activated during a month will be treated as a standalone SIM and added to the group on the 1<sup>st</sup> of the following month.

Please create a DSG based on the above data selection      DSG Name \_\_\_\_\_

Please add to my existing DSG      DSG Name \_\_\_\_\_

#### +1 Access

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

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>

#### Service Specific Terms

**Voice Calls:** Billed in 20 second increments (minimum duration 20 seconds)

**IP Data Calls:** Billed in 1KB increments (minimum duration 1KB) (NB: 1000 Bytes = 1KB, 1000KB = 1MB).

**Package changes:** SIM cards that are not connected with an extended commitment can change package without penalty, all changes are processed in line with the billing run effective 1<sup>st</sup> of the month. Changes to connections on a commitment period will be liable for the change fees as stated above.

**SMS/Fax:** Not supported on Iridium OpenPort.

## 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

SIM ID No.

(SIM Serial No. is found on your SIM Card Sheet)

## Section 4: Monitor/Suspend

- AST offers 5 monitoring alerts per monthly period 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; 500MB 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.
- AST also automatically issues an email alert once 80% then 100% of the allowance linked to the package selected for connection has been consumed.
- To restrict unwanted usage please refer to the checklist for controlling your traffic, available on request.
- Alternatively, please contact our Customer Support team for assistance on +44 (0) 1493 441485.

**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.**

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

**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	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 – If any of the following suspension limits are reach the SIM card is suspended:**

Data (MB) _____	Voice (Mins) _____	Spend \$US _____
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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.

<b>Title:</b> _____	<b>PO or Ref No:</b> _____
<b>Forename(s):</b> _____	<b>Surname:</b> _____
<b>Company:</b> _____	<b>Co Reg No:</b> _____
<b>VAT Number:</b> _____	<b>Telephone:</b> _____
<b>Address:</b> _____	<b>Town/City</b> _____
<b>Country</b> _____	<b>Postcode:</b> _____

**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.

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£

**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: 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@theastgroup.com](mailto: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.
- Various inter-connect options via global telco's.

### 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"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

Open – Allows all traffic

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

Open – Allows all traffic

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

Closed – Blocks all traffic

Internet only

Email only

onsatmail only

Closed – Blocks all traffic

Internet only

Email only

onsatmail only

Closed – Blocks all traffic

Internet only

Email only

onsatmail only

### 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 Service 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 Customer Support team are available 24/7 Telephone: +44 1493 444185 Email: [globalcustomersupport@theastgroup.com](mailto: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:	_____