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

Add on services		
+1 Access	**Unlimited Iridium to Iridium Voice**	**2-Stage Dialling (tick if not required)**

One Time Charges	Price
Reactivation of a Deactivated SIM Card	$220.00
Deactivation	$0.00
Call Suspension/Barring	$0.00

Post Pay Plans - Available from 1st January 2023 (excludes Crew SIM cards)	Seasonal	Starter	Advance	Power
Activation	$0.00	$0.00	$0.00	$0.00
Monthly Subscription	$65.25	$72.50	$87.00	$108.75
Monthly Allowance (Minutes)	10	25	100	250
Monthly Allowance (SMS)	10	25	100	250
Minimum Contract Period (Months)	3	1	6	6
Early Termination Fee	$21.75	$0.00	See Below	See Below
DSG (Dynamic Shared Group) Pooling	No	Yes	Yes	Yes
DSG surcharge (applies to monthly subscriptions and out of allowance charges)	n/a	10%	10%	10%

Out of Allowance/Overage/Standard call rates (Per Minute) (for 2023 plans)	Price
Fixed (PSTN/Cellular) – Voice and Circuit Switched Data	$0.96
RUDICS (Data)	$0.96
Fax	$0.96
Iridium (including Voicemail)	$0.96
Iridium – Data	$0.96
Other Satellite Services	$13.05
+1 Access	$1.31
2-Stage Dialling	$1.74
Short Message Service (SMS) (Mobile Originated) (Per Message)	$0.07

Early Termination Fees - Advance and Power Plans	
A flat fee (based on months) will be charged based on the number of days the service has been active in the Minimum Contract Period at the point of deactivation.	
Between or equal to 1 and 90 days	3 x monthly fees
Between or equal to 91 and 150 days	2 x monthly fees
Between or equal to 151 and 180 days	1 x monthly fee

AST Group Companies
Registered Office: Satellite House, Bessemer Way, Harfreys Industrial Estate, Great Yarmouth, Norfolk NR31 0LX, UK
Registered No: 4965632 England, VAT Registration No: GB 720 1086 83

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Notes

• The Starter and Seasonal plans are for new connections only, these plans are not availabe for migration or package change from any 2022 plans.
• The Advance and Power plans are availabe for migration or package change from any 2022 plans.
• Package changes between the Starter, Seasonal, Advance and Power plans are permitted upon completion of the minimum contract period.
• An Early Termination Fee (ETF) will apply if the service is deactivated/downgraded or upgraded before completing the Minimum Contract Period. This is a flat fee, it is not prorated based on the deactivation date.
• Calls included in the allowance: Voice = Fixed (PSTN/Cellular), Iridium including voicemail, SMS = Mobile Originated
• There is no rollover of un-used allowance
• 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.

Post Pay Plans - 2022 that are being maintained- Minimum Contract Period 3 Month		Price
Activation Fee		$20.00
Crew 10 – Voice and Circuit Switched (CS) Data (with or without RUDICS) Includes 10 voice/data minutes (excluding calls to other satellite networks) and 10 SMS's included free in the monthly subscription. This applies to standard voice and data connections only. There is no roll over of unused minutes/SMS's. This plan is for new activations only, SIM cards cannot be package changed to this plan. (Connections prior to November 2014 will have the same monthly fee with no voice/data minutes or SMS included).		$65.25
Crew 75 Minute Bundle – Voice calls only 75 voice minutes included in the monthly subscription (excludes calls to other satellite networks). Other call types and usage in excess of the bundle will be charged as per standard call rates. There is no roll over of unused minutes.		$94.25
Crew 150 Minute Bundle – Voice calls only 150 voice minutes plus unlimited SMS messages included in the monthly subscription (excludes calls to other satellite networks). Other call types and usage in excess of the bundle will be charged as per standard call rates. There is no roll over of unused minutes/SMS's.		$123.25
Data Only (with or without RUDICS)		$29.00
Follow me to use with a Pager – No Voicemail		$65.25
Register only for use with an SBD unit (SBD activated with AST)		$0.00
Paging – Unlimited messages per month	Standalone (Annual)	$2,610.00
	Follow me (Annual)	$2,610.00

Out of Allowance/Overage/Standard call rates (Per Minute) (for 2022 plans)	Price
Fixed (PSTN/Cellular) – Voice and Circuit Switched Data	$1.44
RUDICS (Data)	$1.00
Fax	$1.00
Iridium (including Voicemail)	$0.83
Iridium – Data	$1.44
Other Satellite Services	$12.99
+1 Access	$2.11
2-Stage Dialling	$1.89
Short Message Service (SMS) (Mobile Originated)	$0.46
Short Message Service (SMS) (Mobile Originated) Applies to standard voice and data activations from 1st November 2014 and 150 bundles from 15th July 2015 only, outside of the SMS's included in the monthly subscription fee.	$0.09

Below are add on services to the plans above (excl. data only/follow me/register only, and paging)	Price
Unlimited Iridium to Iridium voice calls (subject to Iridium's FUP available on request) - Minimum commitment 1 month, standard billing terms apply	$29.00
+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.	$7.25

Notes all plans

• 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.
• The full month charge/allowance will only apply if activated at the start of a billing period.
• If an activation is made in the middle of a billing 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.
• 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.
•A Crew SIM is a SIM card with 697 in the SIM number (89881697000000****), these SIM cards can be used with the crew calling scratch cards. These SIM cards cannot be activated with the new 2023 plans.

Dynamic Shared Group (DSG)

• Some plans are able to be included in a Dynamic Shared Group (DSG) (see above)

• The DSG is for voice services only. SMS are not included, they stay as a single SIM allowance, and are charged as overage once the allowance has been consumed.

• All DSGs are billed by calendar month.

• Monthly Charge/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 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.

• A DSG can be created once there are 5 active connections. 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 allowance.

• 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 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 in/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.

Please create a DSG based on the above data selection   DSG Name   _____

Please add to my existing DSG   DSG Name   _____

Section 2: Market Sector

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 3: SIM Details

SIM ID No.

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

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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: Monitor/Suspend

- AST offers 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; $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. CDRs 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 <u>NOT</u> automatically unsuspend at the start of the next period.

US$ monitoring/suspend is based on billable CDRs received from Iridium daily (the CDRs could be up to 24-hours in arrears).

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 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 <u>not</u> 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 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/terms

Our Global Customer Support team are available 24/7   Tel: +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:** _____ / _____ / _____

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