



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



Inmarsat FleetBroadband Airtime Agreement

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

Section 1: Pricing 1830 (pricing for connections from 01.01.2018)									
INTEGRA Control								Tick if required	
<p>INTEGRA Control provides real-time application-level control and is used to block the traffic not required and manage the traffic that is, using bandwidth more efficiently and saving money</p> <ul style="list-style-type: none"> • See More - Precise, real-time visibility of all IP traffic, identifying individual applications, including encrypted ones • Control More - Precise, real-time application control, setting traffic limits or blocking completely. Shape bandwidth to suit customer needs • Save More - Real-time alerts based on IP packets as traffic flows, block unwanted traffic 									
Month Subscription Fee								\$60.00 per month	
INTEGRA Edge								Tick if required	
<p>INTEGRA Edge provides the easiest On-board traffic management purpose-built hardware to manage all vessel communication</p> <ul style="list-style-type: none"> • See More - Via one simple dashboard, see users and/or devices and all connectivity options • Control More - Switch easily between connectivity options, control firewalls, web content and anti-virus. Manage crew internet • Save More - Use the optimal connectivity option, block unwanted devices and/or traffic <p>INTEGRA Edge includes INTEGRA Control</p> <p>INTEGRA Edge is provided on a rental basis. The hardware will need to be returned to AST if no longer required.</p> <p>Serial Number</p> <p>Please add the details of any other AST services that need to be linked to the INTEGRA Edge service.</p> <p>SIM number of a 2nd FleetBroadband _____</p> <p>SIM number of an OpenPort _____ Serial number of Modem for a VSAT _____</p>									
Month Subscription (Rental) Fee								\$150.00 per month	
<p>Notes:</p> <ul style="list-style-type: none"> • Minimum contract period, one month. • Monthly Subscription is pro-rata for month of activation, monthly in advance and based on a full billing month at deactivation. 									
IRIS: Location Based Services (LBS): (Unit types: Cobham Sailor FB 150, 250 and 500)						\$20.00 per month		Tick if required	
<p>Monthly Fees are pro-rata for month of activation, monthly in advance and based on a full billing month at deactivation. The monthly fee includes one user license by default; additional user licenses are available on request via your Account Manager.</p> <p>The following are mandatory for activation:-</p> <p>IRIS requires a valid email address : _____</p> <p>Device Name (Friendly name): _____</p> <p>IMEI (International Mobile Equipment Identity): _____</p> <p>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.</p>									
FleetBroadband Plans All prices in USD(\$)									
Service Plan	Minimum Duration (Months)	Monthly Subscription	Monthly Included MB's	Standard/Out of Allowance Rates					Select one:
				Voice to Fixed (per minute)	FB to FB/BGAN/SB/VoiceMail (per minute)	Voice to Cellular (per minute)	SMS (per message)	Standard IP (per MB) Out of allowance	
Data Allowance Plans – No voice minutes included									
Standard	1	\$469.40	25	\$0.71	\$0.71	\$0.99	\$0.48	\$28.16	
75 MB	3	\$1098.00 1 or 2 SIMs	75	\$0.62	\$0.62	\$0.86	\$0.40	\$16.89	
	12	\$844.94 1 or 2 SIMs							
250 MB	3	\$1784.25 1 or 2 SIMs	250	\$0.53	\$0.53	\$0.73	\$0.33	\$8.45	
	12	\$1408.19 1 or 2 SIMs							
750 MB	3	\$1830.00 1 or 2 SIMs	750	\$0.48	\$0.48	\$0.66	\$0.27	\$3.22	
	12	\$1610.40 1 or 2 SIMs							
1 GB	3	\$2196.00 1 or 2 SIMs	1,024	\$0.46	\$0.46	\$0.64	\$0.24	\$2.82	
	12	\$1830.64 1 or 2 SIMs							
		\$2018.40 SCAP							
4 GB	3	\$2928.00 1 or 2 SIMs	4,096	\$0.40	\$0.40	\$0.55	\$0.16	\$0.84	
	24	\$2253.10 1 or 2 SIMs \$2440.85 SCAP							
8 GB	3	\$3843.00 1 or 2 SIMs	8,192	\$0.40	\$0.40	\$0.55	\$0.16	\$0.57	
	24	\$3004.13 1 or 2 SIMs \$3191.89 SCAP							
20 GB	24	\$3942.92 1 or 2 SIMs	20,480					\$0.27	
40 GB	24	\$5257.22 1 or 2 SIMs	40,960					\$0.13	

The monthly subscription fee (allowance) includes only Standard IP. All other services are charged in addition. 250MB/750MB/1GB/4GB and 8GB plans can support 1 or 2 SIM cards as long as they are both activated on the same vessel. For the 1GB/4GB and 8GB plans only, if you have 5 or more vessels within the same fleet the allowance can be shared across the fleet, therefore becoming a SCAP (Shared Corporate Allowance Plan) and attracting a slightly higher monthly subscription per SIM. If the fleet drops below 5 the shared allowance stops. Additional services can only be added to a SCAP on the 1st of the calendar month. A special application form (SCAP) is required for the connection of SIMs on the 2 SIM and SCAP packages, available via your Account Manager. Please allow a minimum of 3 days for the administration process.

FB Link – Six months minimum contract period (no early termination allowed):			Select one:	
Monthly Subscription	FB 250	20GB	\$6064.58	
	FB 250	40 GB	\$9106.26	
	FB 500	20 GB	\$5520.09	
	FB 500	40 GB	\$8280.13	

Inmarsat will validate all terminals provisioned on these plans and will terminate any that are not being used with a FleetBroadband 250 or 500 terminal. The FB Link plans have a fixed monthly fee for Standard IP under a Fair Usage Policy (FUP). FB Link is focussed on the provision of an internet capability on-board a vessel to enable web browsing, email, instant messaging etc. The FUP is the key enabler in providing a fixed monthly fee option when used with Inmarsat's Service Aware Control and Charging (SACC). There is no charge for Standard IP overage but the Quality of Service (QoS) is restricted once the FUP limit is reached. An application form is required for the connection of SIMs on this package, available from your Account Manager. Please allow a minimum of 3 days for the administration process. The QoS restriction (service throttling) starts after 90% of the days/months allowance has been used. This then increases to 95%, 98% and finally 100%. The more the service is throttled, the slower the service performance.

Please select for the FUP to be set daily or monthly **Daily** **Monthly**
 Email address for delivery of the FUP alerts _____

Monthly Subscription – can be added to all plans excluding standard			
Minute Plans	1400 Minutes	2190 Minutes	3200 Minutes
Monthly Subscription in addition to Data Subscription	\$468.48	\$657.15	\$844.91
Implied Charge per minute (Fixed and Cellular)	\$0.33	\$0.29	\$0.26
Fixed - Global Rate	\$0.33	\$0.29	\$0.26
Cellular - Global Rate	\$0.44	\$0.40	\$0.35
FB to FB/BGAN/SB/GSPS	\$0.40	\$0.40	\$0.40
Voicemail	\$0.40	\$0.40	\$0.40
Choose minute plan option to add to your data plan			

*Voice packages include voice to fixed and voice to cellular calls only. For all other call rates please refer to the plan. Minimum contract duration for a voice package is the same as the data plan it is activated on. Voice packages are ONLY available monthly and therefore when combined with a data plan; both the voice package **and** the data plan need to be monthly only. The monthly charge will be a combination of the data and voice plan selected. If a voice package is added to an existing active service, the term will be reset and a new minimum term starts.

Additional Services
 Multiple line voice option, FB150 (up to 4 lines), FB250/500 (up to 9 lines) additional hardware is required and call charges are the same for normal voice calls within the relevant plan chosen – a one-time activation charge of \$70.00 applies for enabling Multi-voice, please tick if required.

All Plans				Tick if Required
ISDN (per minute)		\$6.57		<input checked="" type="checkbox"/>
Streaming Maximum (per minute)				
Tick box if required (all streaming allowed up to maximum selected)				
8kbit/s	\$0.57		16kbit/s	\$1.13
24kbit/s	\$1.68		32kbit/s	\$4.70
64kbit/s	\$6.39		128kbit/s	\$18.78
256kbit/s	\$37.55			

All Plans			Tick if Required
Regular private dynamic IP Address		FOC	<input checked="" type="checkbox"/>
Public dynamic IP address, Monthly Fee		\$20.00	
Public static IP address, Monthly Fee		\$30.00	

There are various delivery options available for IP/Streaming. See below for POP/Firewall options

Mobile to Mobile (per minute)	All Plans	
	Voice	ISDN
FB to BGAN/FB/SB/GSPS		\$6.41
FB Voice to Fleet/Swift	\$2.29	\$14.64
FB ISDN to Fleet/Swift HSD	-	\$14.64
FB Voice to Aero Voice	\$4.48	\$14.64
FB Voice to Iridium	\$10.07	\$14.64
FB Voice to Globalstar	\$7.32	\$14.64
FB Voice to Thuraya Voice	\$4.58	\$14.64
FB Voice to other MSS Carriers	\$6.31	\$14.64

Allowance Plans			Tick if Required
75 MB	Annual in advance	12 x Monthly Subscription	
250 /750MB			
1GB			
4GB			
8GB			

All Plans
Voice / ISDN Minimum = 30 seconds Increments = 15 seconds
Streaming Minimum = 30 seconds Increments = 5 seconds

Standard IP
All plans Minimum = 100 kilobytes Increments = 20 kilobytes

Applies to all Plans
 Notes:

- Activation Fees waived for 2018.
- The minimum duration in months still applies for the allowance plans purchased in larger time blocks.
- Monthly Subscription is pro-rata for month of activation, monthly in advance and based on a full billing month at deactivation.
- **For Annual in advance plans, the renewal will be the anniversary date of the original activation.** 30 days' notice of cancellation is required before renewal date to avoid further commitment of the selected time block.
- If you wish to move between plans during the initial contract period (minimum duration) please contact your Account Manager for detail/cost.

Section 2: 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 3: 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:* _____

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: Monitor/Suspend

- AST offer 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; \$5000 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.
- 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 Customer Service Department 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.

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

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

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

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

*** Please nominate an email address for notification: _____

Section 5: Delivery Addresses

Our delivery method for invoices is email, please provide your 'Invoice' email delivery address below, one email address is mandatory.
*We will use the email address in Personal Details if not completed.

Section 6: 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 and may share that information with other businesses.

Title:	_____	PO or Ref No:	_____
Forename(s):	_____	Company:	_____
Surname:	_____	Co Reg No:	_____
Telephone:	_____	Address:	_____
Fax:	_____	_____	_____
E-Mail:	_____	Country:	_____
Date of Birth:	_____	Postcode:	_____

Number of years at this address: _____ **NOTE: If less than 3 years please provide a previous address on a separate sheet.**

EU 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.

UK VAT-registered applicants: Must provide a valid VAT number. If this is not provided, proof of address will be required as above.

Private individuals / non-VAT registered applicants: Must provide proof of address

Bank statement	Utility Bill	VAT Number	_____
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Section 7: Payment Method

Group Invoice: If more than one system is registered by the above user, we will provide a group invoice, please tick if not required.

Payment of invoices: May be made in either Sterling or US Dollars, please tick box as appropriate. US GB
(Note: we assume \$ if not completed)

Payment of invoice by Direct Debit: Please add to my existing Direct Debit or send me a form to register for payment by Direct Debit.
(Sterling account with UK bank accounts only)

Payment of invoice by Credit Card: Please complete the section at the bottom on the agreement.

Section 8: Point of Presence (POP) Firewall Rules

The AST POP provides a number of benefits to help manage your traffic (stated below). Customer preferences (rules) can be applied to all or block certain types of traffic, or to/from specific destinations. If your requirement is not covered by the options below, please contact our Customer Service team at customer.service@ast-uk.com or call on +44 (0) 1493 441485.

- Fully resilient infrastructure, monitored 24 x 7 x 365.
- Located in central London Data Centre giving access to Global telco's.
- 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.
- Secure FTP account with storage.

Mobile to Fixed – Outbound

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	Open – Allows all traffic	Open – Allows all traffic
Closed – Blocks all traffic	Closed – Blocks all traffic	Closed – Blocks all traffic
Internet only	Internet only	Internet only
Email only	Email only	Email only
onsatmail only	onsatmail only	onsatmail only

Fixed to Mobile – (requires Static IP) – Inbound rules can be applied as above, if required please contact the 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/networks>

INTEGRA Control terms of use: https://www.theastgroup.com/media/shared_documents/INTEGRA_Control_Terms_of_Use.pdf

INTEGRA EDGE terms and conditions: https://www.theastgroup.com/media/shared_documents/INTEGRA_Edge_Terms_Conditions.pdf

IRIS Licence Terms and conditions: https://www.theastgroup.com/media/shared_documents/IRIS_Terms_Conditions.pdf

If you experience difficulties accessing our Terms and Conditions a copy can be provided upon request via our Customer Service team or your Account Manager.

Our Customer Services team are available 24/7

Telephone: +44 1493 444185

Email: 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: _____ C: _____ Internal ID: _____

Customer Passed Credit Check? Y/N If No... \$ _____ Deposit Refundable after 12 month trading Manager: _____

Please note the credit card information below will be shredded after the information has been entered into a secure payment system.

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Payment by Credit Card

Note: The Credit Card detailed in this section must be registered at the address detailed in section 6.
If this section is not filled in we assume you are applying for a monthly account payable on invoice.

I authorise AST Connections Ltd to debit my credit card each month for the total cost of my airtime bill.

Credit Card Type: _____ Expiry Date: ____/____/____ Start Date: ____/____/____

Credit Card Number: _____