



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 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 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**

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**

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**

OpenPort Plans

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

Data Plan	DSG Tick if required					
	0	10	25	75	200	1,000
Data Plan - 128kbps						
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	\$145.00	\$245.00	\$490.00	\$797.50	\$1,558.75
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	\$21.28	\$15.95	\$11.20	\$9.10	\$6.53	\$2.54
DSG (Dynamic Shared Group) Pooling	No	No	Yes	Yes	Yes	Yes
DSG Surcharge (applies to monthly subscription and out of allowance)	n/a	n/a	10%	10%	10%	10%

Voice per Minute

Each activation gets 3 voice lines by default

Fixed (PSTN/Cellular)	\$0.95
Iridium (includes call forward to an Iridium)	\$0.66
Voicemail	\$0.66
2-Stage dialling	\$0.95
+ 1 Access	\$0.95
To Other Satellite	\$9.69

Notes

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

Line 1		Tick One	Line 2		Tick One	Line 3		Tick One
	Standard			Standard			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

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

+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.

Service Specific Terms

- 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.
- A full 1 month charge/allowance will only apply if activated on the 1st of the month.
- 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.
- 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.
- There is no rollover of unused data.

Billing Minimum/Increments

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).

Section 2: SIM Details

SIM ID No.

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: 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. CDRs 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 Global 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 CDRs 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 – 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.

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 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: 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 or call on +44 (0) 1493 441485.

- INTEGRA See, INTEGRA See+, INTEGRA Control Lite & INTEGRA Control.
- 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.
- 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

Closed – Blocks all traffic

Internet only

Email only

onsatmail only

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

Open – Allows all traffic

Closed – Blocks all traffic

Internet only

Email only

onsatmail only

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

Open – Allows all traffic

Closed – Blocks all traffic

Internet only

Email only

onsatmail only

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

Fixed to Mobile – (requires Static IP) (e.g. Internet to terminal) - Default is 'Blocked'

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 our 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 Customer Services 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: _____