



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



Inmarsat BGAN Monthly Account Airtime Agreement

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

Section 1: Pricing 606 – All prices in USD(\$)



AST INTEGRA

The smartest way to manage your data

AST Services - Please refer to www.theastgroup.com/uk/tcs 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
-------------	-------------------

IRIS: Location Based Services (LBS) – Minimum Contract Term – 1 month (Cobham BGAN 325, 510, 700, 710 and 727)	Tick if required
--	------------------

Delivers secure, flexible and accurate asset (terminal) tracking.

The monthly fee includes one user license by default; additional user licenses are available on request via your Account Manager. The following are mandatory for activation: -

IRIS requires a valid email address: _____

Device Name (Friendly name): _____

User Name (Friendly name): _____

IMEI (International Mobile Equipment Identity): _____

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.

Monthly Fee	\$20.00 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
-------------	-------------------

BGAN Plans

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

Plan	Term	Streaming Level	
Packages (Money Allowances)		Standard	Pro
Activation		\$30.00	\$0.00
Monthly Subscription		\$83.33	\$113.63
Monthly Allowance		\$47.33	\$113.63
Quarterly Subscription		n/a	\$340.88
Quarterly Allowance		n/a	\$340.88
Annual Subscription		n/a	\$1,363.50
Annual Allowance		n/a	\$1,363.50
Implied MB per month		7.5	30
Minimum Contract Period (Months)		12	3

Background IP (per MB)			
IP per MB - In Allowance		\$6.06	\$3.79
IP per MB - Out of Allowance		\$6.06	\$5.08

Voice (per Minute)			
Fixed - In Allowance		\$0.76	\$0.61
Fixed - Out of Allowance		\$0.76	\$0.67
Cellular - In Allowance		\$0.98	\$0.79
Cellular - Out of Allowance		\$0.98	\$0.86
BGAN/SB/GSPS - In Allowance		\$0.58	\$0.45
BGAN/SB/GSPS - Out of Allowance		\$0.58	\$0.50
FB/FO - In/Out of Allowance		\$2.27	\$2.27
Voicemail - In Allowance		\$0.61	\$0.48
Voicemail - Out of Allowance		\$0.61	\$0.53

SMS (per Message)			
Per Message - In Allowance		\$0.38	\$0.30
Per Message - Out of Allowance		\$0.38	\$0.33

ISDN (per Minute) - Both Plans		Voice	ISDN
Per Minute		\$5.30	\$12.12

Notes

* The Pro package pricing is being discounted from 1st November 2020 until further notice. This will apply to all new and existing connections. The allowance will remain the same.

Any existing connections on either the quarterly or annual plans will receive the discount from their next renewal after 1st November 2020. These are the only packages that support the ISDN service.

The allowance covers all call types. Each call type has its own value which is decremented from the allowance. Once all of the allowance has been used, standard or out of allowance rates apply.

Packages (Money Allowances)	PRO 100	PRO 250	PRO 500
Activation	\$0.00	\$0.00	\$0.00
Monthly Subscription	\$333.30	\$522.68	\$825.68
Monthly Allowance	\$333.30	\$522.68	\$825.68
Quarterly Subscription	\$999.90	\$1,568.03	\$2,477.03
Quarterly Allowance	\$999.90	\$1,568.03	\$2,477.03
Annual Subscription (Available from 1st November 2020)	\$3,999.60	\$6,272.10	\$9,908.10
Annual Allowance (Available from 1st November 2020)	\$3,999.60	\$6,272.10	\$9,908.10
Implied MB per month	100	250	500
Minimum Contract Period (Months)	3	3	3

Background IP (per MB)			
IP per MB - In Allowance		\$3.33	\$2.09
IP per MB - Out of Allowance		\$4.33	\$2.71

Voice (per Minute)			
Fixed - In Allowance			\$0.61
Fixed - Out of Allowance			\$0.67
Cellular - In Allowance			\$0.79
Cellular - Out of Allowance			\$0.86
BGAN/SB/GSPS - In Allowance			\$0.45
BGAN/SB/GSPS - Out of Allowance			\$0.50
FB/Fleet One - In/Out of Allowance			\$2.27
Voicemail - In Allowance			\$0.48
Voicemail - Out of Allowance			\$0.53

SMS (per Message)			
Per Message - In Allowance			\$0.30
Per Message - Out of Allowance			\$0.33

Packages (Data Allowances)	FLEX 1 GB	FLEX 2.5 GB	FLEX 5 GB	FLEX 10 GB
Activation	\$0.00	\$0.00	\$0.00	\$0.00
Monthly Subscription	\$1,204.43	\$1,583.18	\$2,340.68	\$3,098.18
MB data allowance per month	1,024	2,560	5,120	10,240
Minimum Contract Period (Months)	3 or 12	3 or 12	3 or 12	3 or 12
Background IP (per MB)				
IP per MB - In Allowance	\$1.21	\$0.64	\$0.47	\$0.30
IP per MB - Out of Allowance	N/A			
Voice (per Minute)				
Fixed	\$0.76			
Cellular	\$0.98			
BGAN/SB/GSPS	\$0.58			
FB/Fleet One	\$2.27			
Voice mail	\$0.61			
SMS (per Message)				
Per Message	\$0.38			
Specific notes for PRO and FLEX PLANS				
Pro 100, 250 and 500 and the Flex family of plans do not support the ISDN service.				
Flex plans require SAC-C. The SAC-C service will employ sophisticated monitoring of the allowance and will vary the Quality of Service (QoS) experienced by an individual connection so that the usage remains within the purchased allowance. In the event that a user exceeds the allowance, the QoS (speed) will be reduced to 32kbps until the next month commences.				
Both Pro and Flex can have longer term commitments that are available on request; 24 months with a 15% discount and 36 months with a 20% discount (Discount is applied to the subscription charge and MB rates, excludes all other call types).				
Inmarsat require a minimum of 4 weeks notice to create longer term plans; plans will be made available for the 1 st of the next bill period.				
Example, if a plan is requested on the 16 th January, it will be available for activation from the 1 st of March.				
Standard + Plan (Data Allowance)				
	Min Data MB	Max Data MB	Monthly Subscription Charge	
Basic Monthly Subscription	0	< 20 MB	\$68.18	
Additional Subscription based on usage between **	>20.1 MB	< 50 MB	\$75.75	
Additional Subscription based on usage between	> 50.1 MB	< 100 MB	\$265.13	
Additional Subscription based on usage between	> 100.1 MB	< 250 MB	\$454.50	
Additional Subscription based on usage between	> 250.1 MB	< 500 MB	\$757.50	
Additional Subscription based on usage between	> 500.1 MB	< 1,000 MB	\$1,136.25	
Additional Subscription based on usage between	> 1,000.1 MB	< 2,500 MB	\$1,515.00	
Additional Subscription based on usage between **	> 2,500.1 MB	< 5,000 MB	\$2,272.50	
Additional Subscription based on usage between	> 5,000.1 MB	< 10,000 MB	\$3,030.00	
Additional Subscription based on usage between	> 10,000.1 MB	< 30,000 MB	\$4,545.00	
Minimum Contract Period (Months)	12			
Specific notes for Standard + Plan				
** Two new usage levels will be added from 1 st November 2020, these will apply to existing and new connections.				
Standard + has low priority on the network, this means in times of congestion speeds may be affected. This plan should not be selected for mission critical projects.				
Monthly Subscription charges include background IP only, all other call types will be charged in addition to the Monthly Subscription(s) at Standard Plan rates.				
ISDN is blocked on this rate plan.				
Fair Usage Policy (FUP). The FUP is the key enabler in providing a fixed monthly fee option when used with Inmarsat's Service Aware Control and Charging (SAC-C). There is no charge for Standard IP overage, but the Quality of Service (QoS) is restricted once the FUP limit is reached. The QoS restriction (service throttling) starts after 90% of the maximum 30,000MB allowance has been used. This then increases at 95%, 98% and finally 100%. The more the service is throttled, the slower the service performance.				
Geographic Packages (Money Allowances)				
	China	Russia	South America	
Activation	\$0.00	\$0.00	\$0.00	
Monthly Subscription	\$37.88	\$37.88	\$37.88	
Monthly Allowance	\$37.88	\$0.00	\$37.88	
Minimum Contract Period (Months)	12	1	12	
Background IP (per MB)				
IP per MB - In Allowance	\$5.04	\$3.79	\$5.04	
IP per MB - Out of Allowance - In Region	\$3.41	\$3.79	\$2.65	
IP per MB - Out of Allowance - Out of Region	\$6.82	\$6.82	\$6.82	
Voice (per Minute)				
Fixed - Global Rate - In/Out of Allowance	\$0.76			
Cellular - Global Rate - In/Out of Allowance	\$0.98			
Voice mail - In/Out of Allowance	\$0.61			
BGAN to BGAN/SB/GSPS - In/Out of Allowance	\$0.58			
BGAN to FB/Fleet One In/out Allowance	\$2.27			
SMS (per Message)				
Per Message - In/Out of Allowance	\$0.38			

Specific notes for Geographical Areas Notes:

Service can be used in: Peoples Republic of China, Russia and South America.

South America consists of Argentina, Belize, Bolivia, Brazil, Costa Rica, Chile, Colombia, Ecuador, El Salvador, French Guiana, Guatemala, Guyana, Honduras, Mexico, Nicaragua, Panama, Paraguay, Peru, Suriname, Trinidad and Tobago, Uruguay and Venezuela.

The allowance covers all call types. Each call type has its own value which is decremented from the allowance. Once all of the allowance has been used, standard or out of allowance rates apply.

Packages (Data Allowances)	Link 2.5 GB	Link 5GB	Link 10 GB	Link 30 GB
Activation	\$0.00	\$0.00	\$0.00	\$0.00
Monthly Subscription - Minimum 3 month period	\$327.24	\$545.40	\$818.10	\$1,363.50
Monthly Subscription - Minimum 12 month period	\$272.70	\$454.50	\$681.75	\$1,136.25
Monthly MB allowance	2,560	5,120	10,240	30,720
Background IP (per MB)				
IP per MB - In Allowance - 3 month period	\$0.12	\$0.11	\$0.08	\$0.05
IP per MB - In Allowance - 12 month period	\$0.11	\$0.09	\$0.06	\$0.03
IP per MB - Out of Allowance	N/A			
Voice (per Minute)				
Fixed				\$0.76
Cellular				\$0.98
BGAN/SB/GSPS				\$0.58
FB/Fleet One				\$2.27
Voicemail				\$0.61
SMS (per Message)				
Per Message				\$0.38

Specific notes for Link Plans

Link plans now offer full 'in-country' mobility for authorised countries:

- Australia and New Zealand.
- Latin American region/South American Region. Including Mexico, excluding Cuba.
- Armenia, Azerbaijan, Belarus, Georgia, Kazakhstan, Kyrgyzstan, Moldova, Mongolia, Russian Federation, Tajikistan, Turkmenistan, Ukraine and Uzbekistan.
- Canada and Antarctica.
- South Pacific Islands - Micronesia, Polynesia, Melanesia.
- Middle East and North Africa (MENA).

Link packages can be used with all BGAN terminal types.

An application form is required to be authorised by Inmarsat before a connection on any Link plan can be completed. This form will require the initial GPS location.

The plan requires SAC-C. The SAC-C service will employ sophisticated monitoring of the allowance and will vary the Quality of Service (QoS) experienced by an individual connection so that the usage remains within the purchased allowance. In the event that a user exceeds the allowance, the QoS (speed) will be reduced to 20kbps until the next month commences.

Link plans have low priority on the network, this means in times of congestion, speeds may be affected.

The following pricing applies to all plans that support these call types:**Streaming (per Minute)**

32 Kbps	\$2.73
64 Kbps	\$5.23
128 Kbps	\$9.09
176 Kbps	\$12.88
256 Kbps	\$15.68
HDR Half Channel/64Kbps*	\$15.68
HDR Half Channel/Half Channel*	\$21.21
BGAN X-Stream	\$21.97
HDR Full Channel/64Kbps*	\$24.24
HDR Full Channel/Full Channel*	\$28.79

* Full channel speed is currently estimated at 650Kbps. Half Channel/64Kbps means Half Channel from BGAN to the network/64Kbps to BGAN from the network.

Other calls (per Minute)

	Voice
Inmarsat Fleet/Swift Voice	\$1.89
Inmarsat Fleet/Swift HSD	N/A
Inmarsat Aero Voice	\$3.71
Iridium Voice	\$8.33
Global star Voice	\$6.06
Thuraya Voice	\$3.79
Other MSS Carriers	\$5.23

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 - Data monitoring is not used if service is subscribed to INTEGRA Control

- AST offers 5 monitoring alerts **per period** (period = billing period, monthly/quarterly/annually) with an option to suspend.
- This service is offered to assist with usage control, however, if because of a 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; **A spend alert of \$5,000 has been set as a default, please amend as appropriate.** For data allowances we also recommend setting alerts to indicate data usage.
- Spend \$US alerts are triggered once the entire monthly bundle has been consumed. CDR's within the 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 Service 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.

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: 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 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 Customer Service team at customer.service@ast-uk.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.
- Secure FTP account with storage
- Fully resilient infrastructure, monitored 24 x 7 x 365.
- X3 Points of presence – London, New York & Sydney in world-class data centres.
- Various inter-connect options via global telco's.

Home POP

Selecting your Home POP dictates where your IP traffic breaks out of the Integra network and onto the internet. Your traffic will appear on the internet with a public IP address specific to the region. Internet services will be able to detect the region and may display different content based on this selection. The default option is London, selecting any other option could add additional latency (up to approx. 150ms).

Select POP

London

New York

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"/>	Open – Allows all traffic	<input type="checkbox"/>	Open – Allows all traffic	<input type="checkbox"/>
Closed – Blocks all traffic	<input type="checkbox"/>	Closed – Blocks all traffic	<input type="checkbox"/>	Closed – Blocks all traffic	<input type="checkbox"/>
Internet only	<input type="checkbox"/>	Internet only	<input type="checkbox"/>	Internet only	<input type="checkbox"/>
Email only	<input type="checkbox"/>	Email only	<input type="checkbox"/>	Email only	<input type="checkbox"/>
onsatmail only	<input type="checkbox"/>	onsatmail only	<input type="checkbox"/>	onsatmail only	<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 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/tcs/>

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:

A/C Number:	_____	A/C Mgr ID:	_____
Dealer:	_____	Commission:	_____
Terms/Deposit: Refundable after 12 months trading	_____	Manager Sign-off:	_____