



# Airtime Agreement – Inmarsat Fleet One Monthly Account

Please fill in <u>ALL</u> sections and email <u>ALL</u> pages back to your dealer

Section 1: Pricing 613 - All prices in USD(\$)	
AST Networks	
AST Services - Please refer to www.ast-networks.com/terms-and-conditions for	full terms and conditions
AST Service Fee	
AST's Standard Care Package - Includes 24x7 manned Global Customer Support, Ex	tranet and Self-Service Portal,
INTEGRA Global IP Network including Resilient and Optimised traffic, firewalling, we	eb filtering, INTERGA See and INTEGRA
CyberShield for Intrusion prevention and protection from abnormal connections, An	ti-virus and Anti-malware protection.
Monthly Fee	\$2.25 per mont
INTEGRA See	
Real-time visibility of data usage, by service, by data volume across 12 data ca Protocols.	ategories and top 10 Applications an
Monthly Fee	Included with AST Servic
INTEGRA See+ - Minimum Contract Term – 1 month	Tick if required
Includes Category expansion to show usage by all Applications with 3 months histor INTEGRA See+ includes all INTEGRA See features.	ry.
Monthly Fee	\$5.00 per mont
INTEGRA Control Lite - Minimum Contract Term – 1 month	Tick if required
Includes real-time, automatic data usage threshold alerting (via e-mail) and subseque INTEGRA Control Lite includes all INTEGRA See+ features.	uent blocking at Category level.
Monthly Fee	\$10.00 per mont
INTEGRA Control - Minimum Contract Term – 1 month	Tick if required
Complete real-time Monitoring, Control and Management of IP traffic including dat and Application levels. INTEGRA Control includes all See+ and Control Lite features.	a bandwidth sizing, all at both Categor
Monthly Fee	\$30.00 per mont
Static Public IP - Minimum Contract Term – 1 month	Tick if required
An IP address to allow a terminal to be reached from the internet	
Monthly Fee	\$30.00 per mont
onsatmail - Minimum Contract Term – 1 month	Tick if required
onsatmail is an email service for use over satellite connections. Using a specialised o	
transmission over low bandwidth, it reduces connection time and uses compressior	n to provide a fast and reliable solution
The software is free of charge, but there is a monthly service access fee.	\$15.00 per mont
The software is free of charge, but there is a monthly service access fee. Monthly Fee Fleet One Plans	\$15.00 per mont
The software is free of charge, but there is a monthly service access fee. Monthly Fee	\$15.00 per mont

AST Networks

AST0417\_FleetOne\_613\_Iss12.0\_Feb25

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

Monthly Subscription $$210.00$ $$210.00$ Minimum Contract Period (Months)11Data (IP) Allowance (MB)AYCEAYCEVoice Allowance (Minutes)00Data - Out of Allowance - All above Plans $0 Utof AL Region$ Standard IP (per MB) $3 Utof AL Region$ Standard IP (per MB) $3 Utof AL Region$ Activation $5 S0.00$ Monthly Subscription $$ 1000$ Monthly Subscription $$ 11000$ Minimum Contract Period (Months) $$ 11000$ Money Allowance $$ 1140.00$ Standard IP (per MB) $$ 110.50$ Call Charges $$ 110.50$ Fixed $$ 0.67$ Standard $$ 0.67$ Sto.67 $$ 0.67$ Voice (per Minute) - Out of Allowance $$ 0.67$ Standard $$ 0.67$ </th <th>Coastal SIM Plans</th> <th></th> <th>Standard</th> <th>Standard* 10 MB Data</th> <th>10MB + 15 Min Data and V Allowand</th> <th>oice</th> <th>25MB + 60 Minutes** Data and Voice Allowance</th>	Coastal SIM Plans		Standard	Standard* 10 MB Data	10MB + 15 Min Data and V Allowand	oice	25MB + 60 Minutes** Data and Voice Allowance
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Cellular         \$0.67         \$0.60         \$0.67           Voicemail         \$0.67         \$0.60         \$0.67           Fleet One/BGAN/FB/SB/GSPS         \$0.67         \$0.44         \$0.67           SMS         SO.67         \$0.44         \$0.67           Per Message         SO.67         \$0.44         \$0.67           Mobile to Mobile (per Minute)         All Plans         SO.44         \$0.67           Fleet/Swift Voice v/f/d         SI         \$2.19         \$2.19           Aero Voice         \$4.29         \$2.19         \$2.19           Iridium         \$9.63         \$2.19         \$2.19           Globalstar         \$7.00         \$4.29         \$2.19           Thuraya Voice         \$4.38         \$2.19         \$2.19           Globalstar         \$5.604         \$5.604         \$5.604           Emergency 505         \$5.604         \$5.604         \$5.604		Z	ealand				
Voicemail\$0.67\$0.44\$0.67Fleet One/BGAN/FB/SB/GSPS\$0.67\$0.44\$0.67SMSSupportSupportSupportPer MessageSupport\$0.44\$0.67Mobile to Mobile (per Minute)SupportSupportFleet/Swift Voice v/f/dSupportSupportAero Voice\$4.29SupportIridium\$9.63SupportGlobalstar\$9.63SupportThuraya Voice\$4.38SupportOther MSS Carriers\$6.04SupportEmergency 505SupportFree	Fixed		\$0.67	\$0	.44		\$0.67
Fleet One/BGAN/FB/SB/GSPS\$0.67\$0.44\$0.67SMSAll PlansPer Message\$0.44\$0.67Mobile to Mobile (per Minute)All PlansFleet/Swift Voice v/f/d\$2.19Aero Voice\$4.29Iridium\$9.63Globalstar\$9.63Thuraya Voice\$4.38Other MSS Carriers\$6.04Emergency 505Free	Cellular		\$0.67	\$0	.60		\$0.67
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Per Message\$0.44Mobile to Mobile (per Minute)All PlansFleet/Swift Voice v/f/d\$2.19Aero Voice\$4.29Iridium\$9.63Globalstar\$9.63Thuraya Voice\$7.00Other MSS Carriers\$6.04Emergency 505Free	Fleet One/BGAN/FB/SB/GSPS		\$0.67	\$0	.44		\$0.67
Mobile (per Minute)All PlansFleet/Swift Voice v/f/d\$2.19Aero Voice\$4.29Iridium\$9.63Globalstar\$7.00Thuraya Voice\$4.38Other MSS Carriers\$6.04Emergency 505Free	SMS				All Plans	1	
Fleet/Swift Voice v/f/d\$2.19Aero Voice\$4.29Iridium\$9.63Globalstar\$7.00Thuraya Voice\$4.38Other MSS Carriers\$6.04Emergency 505Free	Per Message				\$0.44		
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Globalstar\$7.00Thuraya Voice\$4.38Other MSS Carriers\$6.04Emergency 505Free	Iridium						
Thuraya Voice     \$4.38       Other MSS Carriers     \$6.04       Emergency 505     Free	Globalstar						
Other MSS Carriers     \$6.04       Emergency 505     Free							
Emergency 505 Free							

• 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.

• If an activation is made in the middle of a calendar month both the subscription fee and allowance are prorated.

• There is no rollover of unused data.

• All monthly subscriptions will be billed during periods of suspension.

#### AST Networks

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

<ul> <li>This rate plan is available only</li> </ul>	for Fleet One terminals	and Fleet One SIM cards.
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IMPORTANT NOTE: There is a different range of SIM cards for coastal and global plans, i.e. a coastal SIM cannot be activated on a global plan. SIMS cannot migrate between coastal and global plans.

Coastal:
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#### \* This is a data (MB) allowance only. All other services are charged in addition.

\*\* Monthly Subscription includes INSIDE HOME REGION CALLS ONLY. The following is included in the allowance: Data (MB) and Voice to Fixed, Cellular, Fleet One to Fleet One/BGAN/FB/SB/GSPS and Voicemail only. All other services are charged in addition.

### Standard Background IP does not work outside of the home region.

- Standard IP data speed is restricted to 150kbps.
- The service can only be used with vessels below 500 GRT.
- Continental coastline to 200NM or greater

#### Americas Leisure and Australia/New Zealand Plan:

- The Americas Leisure and Australian/New Zealand plan can only be activated using a Fleet One Coastal SIM card.
- AYCE data is throttled to 32kbps at 60MB.
- Out of region IP data applies when outside of the America/Australia/New Zealand regions but in another coast region.
- Voice service is available in and out of region.

### Global:

# ^ This is a money allowance. Allowance is decremented by all call types.

- The Global plan is available to all sizes of vessels in any location.
- Standard IP data speed is restricted to 150kbps.

# **Billing Minimum/Increments**

Call Type	Minimum Duration	Billing Increment
Voice and ISDN	30 Seconds	15 Seconds
IP Data	100 Kbytes	20 Kbytes
SMS	160 Chars = 1	N/A

• The thresholds for the production of Call Data Records (CDRs) for data connections: 60 minutes for voice and ISDN, approx. 2MB or 12 hours for Standard IP and Streaming IP, 1 SMS.

• Idle session: Inmarsat will drop an IP session if it has been idle/passed no traffic for 12 hours, if the terminal has auto-reconnect set as default a new session will be established, and a 100kb minimum charge applied.

### Section 2: Vessel Details

ALL fields are mandatory for commercial vessels over	er 100GRT and for all vessels without an IMO numbe
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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*		
				( <b>Must specify if not</b> Government)	<b>above</b> , examples: Oil & Gas, Aid,
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:*		

Section 3: 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 4: Market Sector		to mondatow f	e v estivetion.			
Please advise which market sector the Agriculture	Aid and NGOs	Financial Ser 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	Manufacturir	ng	Media	Merchant	
Military Government	Mining	National Gov	ernment	Offshore Supply Vessels	Oil and Gas	
Passenger or Ferry	Retail and Wholesale Trade	Super-Yachti	ing	Transportation and Logistics	Travel and Tourism	
Tug Boat	Utilities	If the market	sector for this conr	nection is not listed, please selec	t nearest alternative	
Section 5: Personal Details	s: Invoice Address / Cre	dit Card re	øistered addr	'ess		
By completing this section, I a			-		Reference Agency, we will	
keep a record of that search.	-					
Title:			PO or Ref No	D:		
Forename(s):			Surname:			
Company:			Co Reg No:			
VAT Number:			Telephone:			
Address:			Town/City			
Country:			Postcode:			
VAT-registered applicants: M required in the format of a cop	•		s is not provid	ed VAT will be charged a	and proof of address will be	
Private individuals / non-VAT	registered applicants: Mus	st provide pro	oof of address:	Bank Statement	Utility Bill	

## Section 6: Monitor/Suspend - Data monitoring is not used if service is subscribed to INTEGRA Control

•	AST offer 5 monitoring alerts <b>per period</b> (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; **\$5000** 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.
- 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 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.

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

1	Spend \$US	Voice (Mins)	Data (MB)
2	Spend \$US	Voice (Mins)	Data (MB)
3	Spend \$US	Voice (Mins)	Data (MB)
4	Spend \$US	Voice (Mins)	Data (MB)
5	Spend \$US	Voice (Mins)	Data (MB)
Suspe	nd Options – The \$US	spend will suspend the SIM card	d. Voice and data will suspend the service type only:
	-	Voice (Mins)	
Please	e nominate an email ado		
euse			
Sectio	on 7: Communication	n Delivery Addresses	
AST re	quire email addresses	to enable efficient communicatio	ns. All email addresses will be treated in strictest confidence and held on
in secu	re systems fully comp	liant with latest Data Protection	legislation: One of each address is mandatory to create an account.
Ri	illing email address	Accounts Pa	yable email address Notification email address
<u></u>		Accounts ru	
Billing	<b>address</b> is used to pro	wide you with your bill (invoice)	
_		while you with your bin (involce).	
Accou	n <b>ts Payable address</b> is	used for credit control communi	cations.
	=	used for credit control communi	cations. Formation regarding any changes that may affect your account such as, b
Notific	cation address is used	used for credit control communi to provide you with important inf	
<b>Notific</b> not lim	cation address is used	used for credit control communi to provide you with important inf mmunication, dispute resolution	ormation regarding any changes that may affect your account such as, b
<b>Notific</b> not lim your a	<b>cation address</b> is used nited to, contractual con ccount on MY AST Port	used for credit control communi to provide you with important inf mmunication, dispute resolution al.	ormation regarding any changes that may affect your account such as, b
<b>Notific</b> not lim your a The nc	<b>cation address</b> is used nited to, contractual con ccount on MY AST Port otification email addres	used for credit control communi to provide you with important inf mmunication, dispute resolution al. s will also be used to create an a	ormation regarding any changes that may affect your account such as, b and legal matters. This email address will be used as the default to creat
Notific not lim your a The nc comple	cation address is used nited to, contractual con ccount on MY AST Port otification email addres ete information sharing	used for credit control communi to provide you with important inf mmunication, dispute resolution al. s will also be used to create an a g platform that provides you with	formation regarding any changes that may affect your account such as, b and legal matters. This email address will be used as the default to creat ccount on the AST Extranet. The AST Extranet gives you access to a product and service related information, as well as the latest news.
Notific not lim your a The nc comple The en unsub	cation address is used hited to, contractual con ccount on MY AST Port otification email addres ete information sharing nail address is used to scribe to the AST Extra	used for credit control communi to provide you with important inf mmunication, dispute resolution cal. s will also be used to create an ac g platform that provides you with send important information such	formation regarding any changes that may affect your account such as, b and legal matters. This email address will be used as the default to creat ccount on the AST Extranet. The AST Extranet gives you access to a
Notific not lim your a The nc comple comple The en unsub critical	cation address is used hited to, contractual con ccount on MY AST Port otification email addres ete information sharing nail address is used to scribe to the AST Extra l.	used for credit control communi to provide you with important inf mmunication, dispute resolution cal. s will also be used to create an ac g platform that provides you with send important information such net but please consider this as yo	formation regarding any changes that may affect your account such as, be and legal matters. This email address will be used as the default to creat account on the AST Extranet. The AST Extranet gives you access to a product and service related information, as well as the latest news. as service/portal outage notifications, network changes etc. You can bu will stop receiving important notifications which may be business
Notific not lim your a The nc comple The en unsub critical The nc	cation address is used nited to, contractual con ccount on MY AST Port otification email addres ete information sharing nail address is used to scribe to the AST Extra l. otification email addres	used for credit control communi to provide you with important inf mmunication, dispute resolution cal. s will also be used to create an ac g platform that provides you with send important information such net but please consider this as you s will be used to provide you with	formation regarding any changes that may affect your account such as, b and legal matters. This email address will be used as the default to creat ccount on the AST Extranet. The AST Extranet gives you access to a product and service related information, as well as the latest news. as service/portal outage notifications, network changes etc. You can

# Section 8: 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 you 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:

If you require a credit account, please contact your Account Manager.

# Section 9: 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@astnetworks.com or call on +44 (0) 1493 441485.

Expiry Date: \_\_\_\_/\_\_\_

- 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.
- > 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	Sydney
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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 <u>one</u> 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	Destination IP	Destination IP Address	
Network Address	Network Address	Network Address	
Open – Allows all traffic Closed – Blocks all traffic Internet only Email only onsatmail only	Open – Allows all traffic Closed – Blocks all traffic Internet only Email only onsatmail only	Open – Allows all traffic Closed – Blocks all traffic Internet only Email only onsatmail only	
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 10: Agreement to Terms and Conditions			
By signing this document, you will be deemed to have read and accepted:-			
AST Networks Master Service Agreement Terms and Conditions: <u>https://www.ast-networks.com/terms-and-conditions</u>			
Our Global Customer Support team are available 24/7			
Telephone: +44 1493 444185 Email: globalcustomersupport@ast-networks.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 Mg	lgr ID:	
Dealer:	Commis	ission:	
Terms/Deposit: Refundable after 12 months trading	Manage	ger Sign-off:	