

Iridium Certus 200 & 700 Maritime Cashback Promotion from AST

Customer FAQs

These FAQs must be read in conjunction with the Iridium Certus Maritime Cashback Promotion Terms and Conditions available via our website www.theastgroup.com/uk/tcs.

1. What is the Iridium Certus Maritime Cashback Promotion?

The Iridium Certus Maritime Cashback Promotion offers a promotional credit to your account when you take out one of the qualifying Iridium Certus 200 or 700 airtime plans against upgrade of specified Iridium or competitor satellite services.

2. What are the benefits of taking the Iridium Certus Maritime Cashback Promotion?

The promotion is a straightforward cashback promotion in the form of a promotional credit paid on qualifying airtime plans and commitment periods. The cashback could be used towards the cost of Iridium Certus hardware or your Iridium Certus airtime.

3. What are the Iridium Certus Maritime Cashback Promotion terms and conditions?

The Terms and Conditions for this promotion are available via our website www.theastgroup.com/uk/tcs

4. What are the eligibility criteria for the Iridium Certus Maritime Cashback Promotion?

The promotion is valid for upgrade of specified Iridium or competitor satellite service (such as Iridium Open Port, Inmarsat Maritime Fleet Services, KVH and other VSAT services).

The following evidence of hardware replacement is required:

- Iridium/Competitor terminal's IMEI
- Iridium/Competitor Terminal Type
- Iridium/Competitor Plan being deactivated

5. When does the Cashback promotion commence?

The Cashback promotion commences from 1st January 2022

6. How do I sign up for the Iridium Certus Maritime Cashback Promotion?

Contact your Account Manager or local AST Sales Office (refer to www.theastgroup.com/uk/contact for your local office), or email info@theastgroup.com. A completed airtime agreement must be submitted via your local AST Sales Office/Account Manager to access the promotion.

7. When does the Iridium Certus Maritime Cashback Promotion contract start?

The 24-month / 36-month term starts from day of SIM activation. Please refer to the Iridium Certus Maritime Cashback Promotion Terms and Conditions (available via our website www.theastgroup.com/uk/tcs) for additional activation conditions.

8. What is the duration of the Iridium Certus Maritime Cashback Promotion contract?

The commitment term is fixed at either 24 months or 36 months and commences at the point of SIM activation.

9. Where can I review existing AST Terms and Conditions?

All existing AST terms and conditions are available via our website www.theastgroup.com/uk/tcs

10. Are DSG (Dynamic Shared Group) plans available?

Yes, in accordance with the Iridium Certus Maritime Cashback Promotion terms and conditions (available via our website www.theastgroup.com/uk/tcs).

11. I want to upgrade or downgrade my airtime plan, what are my options?

Airtime upgrades and downgrades are not permissible during the commitment term; any plan change during the commitment term will result in an Early termination Fee.

Please refer to the Iridium Certus Maritime Cashback Promotion Terms and Conditions (available via our website www.theastgroup.com/uk/tcs) for additional clarity; or contact your local AST Sales Office/Account Manager.

12. How do I get support for my airtime?

As with all services provided by AST you have access to our 24/7/365 staffed Global Customer Support team. Contact the team via:

- o Phone: +44 (0)1493 441 485
- o Email: globalcustomersupport@theastgroup.com
- o Live Chat: www.theastgroup.com/uk/support
- o Skype: AST Customer Services
- o Call free from your Iridium terminal via short code 4493

13. What happens at the end of the commitment term?

Your subscription will revert to the prevailing subscription plans at the end of the commitment term.

14. Can I extend the commitment period?

The commitment period cannot be extended. However, there may be other promotions available for you to connect on.

15. I'd like to cancel my contract, what are my options?

Failure to fulfil the minimum term commitment (24 or 36-months) will result in an Early Termination Fee (ETF), which is a flat fee and not prorated.

16. Who can I contact if I have any questions or need more information?

For all sales/pre-sales questions please refer to your local AST Sales Office/Account Manager (refer to www.theastgroup.com/uk/contact for your local office).

For post-Sales support please contact ASTs 24/7/365 staffed Global Customer Services team. Contact the team via:

- o Phone: +44 (0)1493 441 485
- o Email: globalcustomersupport@theastgroup.com
- o Live Chat: www.theastgroup.com/uk/support
- o Skype: AST Customer Services
- o Call free from your Iridium terminal via short code 4493