

CRITICAL INFORMATION SUMMARY

AST Iridium Australia Plans

Plan	AST Iridium Economy	AST Iridium Light	AST Iridium Standard 10	AST Iridium Frequent	AST Iridium Standard 40
Monthly Plan Fee	\$65	\$75	\$80	\$90	\$110
Monthly Included Value (\$)	\$0	\$10	\$10	\$10	\$40
Standard Call Cost (per min, billed in 30 second increments)	\$1.55	\$1.40	\$1.30	\$1.20	\$1.10
Standard SMS Cost	\$0.70	\$0.70	\$0.70	\$0.70	\$0.70
Data Call Cost (per min, billed in 30 second increments, to fixed services)	\$1.55	\$1.40	\$1.30	\$1.20	\$1.10
Minimum Contract Term (calendar months)	1	1	1	1	1
Minimum Total Cost	\$65	\$75	\$80	\$90	\$110
Early Termination Fee	N/A	N/A	N/A	N/A	N/A

All prices include GST

Information About the Service

Iridium Australia plans utilise the Iridium geosynchronous, low Earth orbit satellite constellation, in conjunction with compatible Iridium hardware. The Iridium Australia plans are geo-restricted to use on the Australia and New Zealand land masses, as well as an area up to 200 nautical miles from the coast of Australia, and up to 12 nautical miles from the coast of New Zealand. More information is available here: <https://www.theastgroup.com/au/services/networks/iridium/>

Mandatory Goods

A compatible Iridium device will be required to use this service as well as an Iridium SIM card provided by AST Australia. You may use your own device or purchase one outright from AST Australia.

Information About Pricing

Included Value: Can be used for standard national, mobile or international calls, as well as calls to Iridium devices.

Data Calls: Data calls to Iridium devices are charged at double the rate of data calls to fixed services.

Early Termination Fee: Does not apply.

Plan Changes: Changes are available at any time but will be processed on 1st of the next calendar month.

UK EUROPE AMERICAS ASIA AFRICA AUSTRALIA

Tel: +61 (0)8 9205 4000 Fax: +61 (0)8 9205 4040 Support: +44 (0)1493 441 485 Email: ast@asta.net.au

Registered Office: Satellite House, 33a Walters Drive, Osborne Park, Western Australia 6017, Australia

A.B.N: 33 065 247 412

Monitoring and Managing Your Usage

AST Australia customers can access call and data usage information via our secure online billing platform, available at the following web address: <https://myastportal.com>. A full user guide is available within the 'Support' section of My AST Portal, and more information can be found here: <https://theastgroup.com/au/services/my-ast-portal/>. Where applicable, data alerts will be sent via email when 50%, 80% and 100% of the included allowance has been used.

Customer Service, Enquiries, Feedback and Complaints

AST Australia is committed to providing you with a great customer experience. You can contact us if you require support, have any questions, would like to give feedback or wish to submit a complaint. P: +61 8 9205 4000 F: +61 8 9205 4040 E: sales@asta.net.au

AST Australia is also supported by the AST Group 24/7 Global Customer Support Team. This service is available 24 hours a day, 7 days a week, 365 days a year to all AST Australia customers. P: +44 (0) 1493 441 485 E: globalcustomersupport@theastgroup.com

Telecommunications Industry Ombudsman (TIO)

AST Australia encourages you to always contact us first and access our complaint handling procedures if you experience any problem or are unhappy. We will do our best to resolve your issue during our first contact. If you are unhappy with, or unable to resolve your complaint with us, you may contact the TIO: P: +61 1800 062 058 F: +61 1800 630 614 Online: <http://www.tio.com.au>

This Critical Information Summary has been prepared by Applied Satellite Technology Australia Pty Ltd in accordance with the requirements of the Telecommunications Consumer Protection Code. Please contact us or visit our website for further information. <https://www.theastgroup.com/au/>

Summary valid as of 1st January 2020.

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