

# AST Iridium Certus Switch and Save Promotion

## Customer Terms and Conditions

1. The AST Iridium Certus Switch and Save Promotion is available on the following plans ONLY:
  - a. 250MB double up (to 500MB) – NOTE: double data at no extra cost until the end of the commitment term
  - b. 1GB (not doubled up).
2. The commitment term is fixed at either 24 months or 36 months and commences at the point of SIM activation; The plan must stay active and unchanged for the agreed commitment term (no upgrades or downgrades permissible).
  - a. For 24-month commitment term all of point #3 applies
  - b. For 36-month commitment term all of point #3 applies, **plus** a \$500 credit.
3. The promotion comprises:
  - a. A **free** Iridium Certus maritime terminal of any type (Cobham SAILOR 4300, non-rackmount variant \*1 or Thales VesseLINK or Intellian [when it becomes available]).
  - b. AST Value Added Services:
    - i. Six months **free** AST INTEGRA Control Lite (INTEGRA Control and INTEGRA See+ NOT options)
    - ii. Six months **free** AST IRIS (Applicable terminals \*2).
  - c. 1x airtime subscription - 250MB/month (doubled up to 500MB, until the end of the commitment term) or 1GB (not doubled up).
  - d. Standard term manufacturer warranty (up to 24 months for Thales or up to 36 months for Cobham and Intellian [when available]).
  - e. The promotion is only valid for upgrade of an Iridium competitor satellite service (such as Inmarsat Maritime Fleet Services, KVH and other VSAT services) and is not valid when switching from Iridium OpenPort.
  - f. The following evidence of "competitor replacement" is required (not prior approved):
    - i. Competitor Terminal's IMEI
    - ii. Competitor Terminal Type being deactivated
    - iii. Competitor Plan name being deactivated
4. Not included in the promotion:
  - a. AST Service Fee
  - b. Installation
  - c. Airtime usage outside the airtime subscription allowance
  - d. Repairs and maintenance outside warranty terms
  - e. Any peripherals not included as standard with hardware - e.g. phones, handsets, non-standard cables, etc.
5. Shipment of the hardware is Ex-Works from your usual AST location (incoterms 2010).
6. A completed AST airtime agreement must be submitted via your local AST Sales Office/Account Manager and accepted by AST prior to shipment of hardware.

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- a. AST will initially invoice the customer for the full MSRP of the selected hardware;
- b. Once the information, supplied by the customer in #3. f., pertaining to the replacement hardware have been validated, AST will credit the customer.
  - i. Typically, this will be within 2-3 months of hardware activation and submission of replacement terminal information as stated in 3. F.
7. Title of goods for hardware passes to customer on completion of the 24- or 36-month commitment term.
8. Responsibility for the hardware transfers to the customer at point of receipt of the hardware; and therefore, it is recommended that the customer has adequate insurance in place to the MSRP replacement value of the hardware (Cobham 4300 and Thales VesseLINK MSRP is \$8995; Thales MissionLINK MSRP is \$8195; Intellian C700 to be confirmed once available).
9. Any hardware shipped by AST but not activated by the customer within 30 days will be invoiced at the MSRP stated in #8.
10. Activations will be completed by AST's Commercial Airtime Support Team, i.e. it is not possible for customers to activate the AST Switch and Save Promotion plan in MyASTportal.
11. Payment for the monthly Switch and Save Promotion charge will be made in accordance with your existing credit terms.
12. At the end of the free period for AST VAS, INTEGRA Control Lite & IRIS (as applicable), the monthly fees revert to the prevailing monthly charges for these services.
13. The only "Double-data" plan available on this promotion is the 250MB double up (to 500MB) – NOTE: double the data at no extra cost until the end of the commitment term.
14. 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 (ref. #17).
15. DSG (Dynamic Shared Group) plans – Refer to the appropriate Switch and Save Promotion Price List (rate plan) for full DSG terms & conditions:
  - a. Minimum of FIVE packages required to apply for a DSG
  - b. If DSG falls to below FIVE packages, they will revert to individual packages
  - c. A customer can have more than ONE DSG, services can move between DSGs in line with the bill run.
16. Any airtime outside the fixed fee package (e.g. data overage, voice) will be included as an additional charge on monthly invoice.
17. 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. Refer to the appropriate Switch and Save Promotion Price List (rate plan) for the ETF.
  - a. Any damage to, or failure to return, the terminal in the event of early termination will render the customer liable for the cost of repair or replacement.
18. Tax is applied to the AST Iridium Certus Switch and Save Promotion as a whole and not separated out to the constituent parts on AST invoices.
19. AST reserves the right to adjust or discontinue this offer at any time for any reason.
20. All existing relevant [AST Terms, Conditions and Policies](#) apply.

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\*1 The Cobham SAILOR 4300 19" rackmount terminal is not included as standard with this promotion but is available as an option. The higher cost differential of the Cobham SAILOR 4300 19" rackmount terminal versus the standard (bulkhead) Cobham SAILOR 4300 terminal must be paid up front or to agreed terms.

\*2 AST IRIS is only available (via this promotion) for Thales VesseLINK; if IRIS becomes available for any other available Iridium Certus terminal it will be included in the promotion.