

CRITICAL INFORMATION SUMMARY

AST Thuraya Australia Plans

Plan	AST Thuraya Casual	AST Thuraya Opal	AST Thuraya Sapphire	AST Thuraya Ruby	AST Thuraya Emerald
Monthly Plan Fee	\$35	\$55	\$65	\$85	\$110
Monthly Included Value (\$)	\$0	\$55	\$65	\$85	\$110
Standard Call Cost (per min, billed in 30 second increments)	\$1.40	\$1.20	\$1.10	\$1.05	\$1.00
Standard SMS Cost	\$0.50	\$0.45	\$0.45	\$0.45	\$0.45
Data Call Cost (per MB, billed in 10KB increments)	\$15.36	\$15.36	\$15.36	\$15.36	\$15.36
Minimum Contract Term (calendar months)	1	12	12	12	12
Minimum Total Cost	\$35	\$660	\$780	\$1,020	\$1,320

All prices include GST

Information About the Service

Thuraya Australia plans utilise the Thuraya geostationary satellite constellation, in conjunction with compatible Thuraya hardware. The Thuraya Australia plans can be used in any location that forms part of the Thuraya network coverage footprint. More information is available here: <https://www.theastgroup.com/au/services/networks/thuraya/>

Mandatory Goods

A compatible Thuraya device will be required to use this service as well as a Thuraya 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 all call types available on the Thuraya Australia plans

Early Termination Fee: Calculated as the number of months remaining on contract multiplied by the monthly fee

Plan Changes: Changes are available at any time but will attract the early termination fee

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.

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

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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