

## AST Iridium Certus 700 Switch and Save Maritime Promotion Customer FAQs

### 1. How do I sign up for the AST Iridium Certus 700 Switch and Save Maritime Promotion?

Contact your Account Manager or local AST Sales Office (refer to [www.theastgroup.com/uk/contact](http://www.theastgroup.com/uk/contact) for your local office), or email [info@theastgroup.com](mailto:info@theastgroup.com). A completed airtime agreement must be submitted via your local AST Sales Office/Account Manager and accepted by AST prior to shipment of hardware.

### 2. What are the benefits of taking the AST Iridium Certus 700 Switch and Save Maritime Promotion?

The key benefits of this promotion are a **free** Iridium Certus terminal (plus \$500 rebate for 36-month commitment term) as stated in the applicable T&Cs along with AST unique Value Added Solutions that enable you to control your costs and manage your data usage. This achieved through:

- Six months free INTEGRA Control Lite – included so that you're in control and avoid or limit overage charges (\*)
- Six months free AST IRIS Tracking Solution (subject to terminal compatibility)
- ASTs 24/7/365 Global Customer Support.

For full details of what is included refer to the AST Iridium Certus Switch and Save Promotion Terms and Conditions (available via our website [www.theastgroup.com/uk/tcs](http://www.theastgroup.com/uk/tcs)).

### 3. What are the AST Iridium Certus 700 Switch and Save Maritime Promotion terms and conditions?

The Terms and Conditions for this promotion are available via our website [www.theastgroup.com/uk/tcs](http://www.theastgroup.com/uk/tcs)

### 4. What are the eligibility criteria for the AST Iridium Certus 700 Switch and Save Maritime Promotion?

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.

The following evidence of “competitor replacement” is required:

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

### 5. 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](http://www.theastgroup.com/uk/tcs)

### 6. Is everything I need included in the AST Iridium Certus 700 Switch and Save Maritime Promotion?

Your chosen **free** satellite communication hardware and selected airtime subscription (as stated as available in the Terms and Conditions), and appropriate AST Value Added Services are provided by AST. The AST Service Fee is not included.

You arrange insurance, installation and pay for any airtime overage. Any non-standard peripherals or accessories (e.g. phones, handsets, non-standard cables, etc.) are available at extra cost and must be paid up front or to agreed terms.

For full details of what is included refer to the AST Iridium Certus Switch and Save Promotion Terms and Conditions (available via our website [www.theastgroup.com/uk/tcs](http://www.theastgroup.com/uk/tcs)).

### 7. Can I choose what is included in the AST Iridium Certus 700 Switch and Save Maritime Promotion?

You have a choice of a free Iridium Certus terminal and airtime subscription (as stated as available in the

applicable Terms and Conditions); all other elements of the Promotion are mandatory. Any non-standard peripherals or accessories (e.g. phones, handsets, non-standard cables, etc.) are available at extra cost and must be paid up front or to agreed terms.

For full details of what is included refer to the AST Iridium Certus 700 Switch and Save Maritime Promotion Terms and Conditions (available via our website [www.theastgroup.com/uk/tcs](http://www.theastgroup.com/uk/tcs)).

**8. What isn't included in the AST Iridium Certus 700 Switch and Save Maritime Promotion?**

Insurance, installation and airtime overage are specifically excluded from the Promotion. Only the elements described in the AST Iridium Certus 700 Switch and Save Maritime Promotion terms and conditions (available via our website [www.theastgroup.com/uk/tcs](http://www.theastgroup.com/uk/tcs)) are expressly included, everything else will be deemed as excluded.

**9. Do I have a choice of Certus terminal with the AST Iridium Certus 700 Switch and Save Maritime Promotion?**

You can choose from available maritime terminals (Cobham SAILOR 4300 or Thales VesseLINK 350/700; or Intellian C700).

**10. Is the Cobham SAILOR 4300 19" rackmount terminal or the Intellian C700 19" rackmount terminal available with the AST Iridium Certus 700 Switch and Save Maritime Promotion?**

The Cobham SAILOR 4300 19" rackmount terminal and the Intellian C700 19" rackmount terminal are not included as standard with the Promotion but are available as an option. To discuss this option please refer to your local AST Sales Office/Account Manager (refer to [www.theastgroup.com/uk/contact](http://www.theastgroup.com/uk/contact) for your local office).

NOTE: the higher cost differential of the 19" rackmount terminal versus the standard (bulkhead) terminal must be paid up front or to agreed terms.

**11. Does the AST Iridium Certus 700 Switch and Save Maritime Promotion include all airtime costs?**

Not all airtime costs are included, for example, you would need to pay for any airtime over your subscription's specified airtime allowance (data overage, voice).

However, this promotion includes ASTs **INTEGRA Control Lite** service which assists you to pro-actively manage, in real-time, your satellite connection, and therefore avoid or limit data overage charges through threshold alerting.

**12. When does the AST Iridium Certus 700 Switch and Save Maritime Promotion contract start?**

The 24-month / 36-month term starts from day of SIM activation. Please refer to the AST Iridium Certus 700 Switch and Save Maritime Promotion Terms and Conditions (available via our website [www.theastgroup.com/uk/tcs](http://www.theastgroup.com/uk/tcs)) for additional activation conditions.

**13. What is the duration of the AST Iridium Certus 700 Switch and Save Maritime Promotion contract?**

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

**14. Do I own the hardware?**

Title of goods for hardware passes to the customer on completion of the 24- or 36-month commitment term.

Please refer to the AST Iridium Certus Switch and Save Promotion Terms and Conditions (available via our website [www.theastgroup.com/uk/tcs](http://www.theastgroup.com/uk/tcs)) for full terms and conditions.

**15. Is warranty included?**

Yes, standard term manufacturer warranty is included.

Please refer to the AST Iridium Certus 700 Switch and Save Maritime Promotion Terms and Conditions (available via our website [www.theastgroup.com/uk/tcs](http://www.theastgroup.com/uk/tcs)) for additional clarity.

**16. Is insurance included?**

No. Responsibility for the terminal 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.

Please refer to the AST Iridium Certus 700 Switch and Save Maritime Promotion Terms and Conditions

(available via our website [www.theastgroup.com/uk/tcs](http://www.theastgroup.com/uk/tcs)) for full terms and conditions.

**17. Are DSG (Dynamic Shared Group) plans available?**

Yes, in accordance with the AST Iridium Certus 700 Switch and Save Maritime Promotion terms and conditions (available via our website [www.theastgroup.com/uk/tcs](http://www.theastgroup.com/uk/tcs)).

**18. When I receive the hardware will I need to activate it?**

Yes, the hardware must be activated to use; activation instructions are supplied with the shipped hardware. Any hardware not activated by the customer within 30 days will be invoiced at the MSRP stated in the AST Iridium Certus 700 Switch and Save Maritime Promotion terms and conditions (available via our website [www.theastgroup.com/uk/tcs](http://www.theastgroup.com/uk/tcs)).

**19. 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 AST Iridium Certus 700 Switch and Save Maritime Promotion Terms and Conditions (available via our website [www.theastgroup.com/uk/tcs](http://www.theastgroup.com/uk/tcs)) for additional clarity; or contact your local AST Sales Office/Account Manager.

**20. Am I required to insure the hardware?**

It is recommended that you have adequate insurance in place to the MSRP replacement value of the hardware.

Please refer to the AST Iridium Certus 700 Switch and Save Maritime Promotion Terms and Conditions (available via our website [www.theastgroup.com/uk/tcs](http://www.theastgroup.com/uk/tcs)) for the specified hardware MSRP.

**21. What if the hardware is lost or stolen?**

Please refer to your Insurance Broker as necessary. It is recommended that you have adequate insurance in place, for the full commitment term, to the MSRP replacement value of the hardware.

Please refer to the AST Iridium Certus 700 Switch and Save Maritime Promotion Terms and Conditions (available via our website [www.theastgroup.com/uk/tcs](http://www.theastgroup.com/uk/tcs)) for the specified hardware MSRP. Payments to AST under the terms of the promotion will continue to be due.

**22. Is repair and maintenance of the hardware included?**

Repair and maintenance of the hardware is provided in line with the terms and conditions of warranty applicable to your hardware (Cobham or Thales or Intellian); please refer to your warranty documents in the first instance or [www.theastgroup.com/uk/tcs](http://www.theastgroup.com/uk/tcs) - AST General Terms & Conditions of Sale – March 2013, section 4.

Any repair or maintenance that falls outside of warranty please contact ASTs 24/7/365 Global Customer Support team to discuss options - contact the team via:

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

**23. How do I get support for my hardware or 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:

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

**24. 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 and your invoice will reflect the charges for the individual elements of INTEGRA Control Lite, IRIS (applicable terminals only) and airtime subscription.

Email: [info@theastgroup.com](mailto:info@theastgroup.com) Website: [www.theastgroup.com](http://www.theastgroup.com)

**25. Can I use INTEGRA Control instead of INTEGRA Control Lite?**

This promotion comes with INTEGRA Control Lite, free for the first six months. You can upgrade to ASTs flagship INTEGRA Control at any point, subject to prevailing cost; free period is not applicable.

**26. Can I extend the contract period?**

The contract period cannot be extended.

**27. 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. Additionally, all hardware issued as part of the promotion must be returned to AST in working condition. Refer to your Airtime contract for the ETF.

Please refer to the AST Iridium Certus 700 Switch and Save Maritime Promotion Terms and Conditions (available via our website [www.theastgroup.com/uk/tcs](http://www.theastgroup.com/uk/tcs)) for full terms and conditions.

**28. 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](http://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:

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