

## CRITICAL INFORMATION SUMMARY

### AST Inmarsat IsatHub Plans

Plan	0MB	5MB	10MB	20MB	50MB	100MB	200MB	500MB
Monthly Plan Fee	\$30	\$55	\$80	\$135	\$290	\$550	\$1,075	\$2,650
Monthly Included Value (MB)	0	5	10	20	50	100	200	500
Standard Call Cost (per min, billed in 30 second increments)	\$1.00							
Standard SMS Cost	\$0.70							
Data Cost (per MB, billed in 20KB increments)	\$6.40	\$5.25	\$5.10	\$4.90	\$4.75	\$4.60	\$4.45	\$4.35
Cost of a 2-minute call to standard numbers	\$2.00							
Minimum Contract Term (calendar months)	1	1	1	1	1	1	1	1
Minimum Total Cost	\$30	\$55	\$80	\$135	\$290	\$550	\$1,075	\$2,650

All prices include GST

#### Information About the Service

Inmarsat IsatHub plans utilise the Inmarsat geostationary orbit satellite constellation, in conjunction with compatible IsatHub hardware. The Inmarsat IsatHub plans can be used at any land-based location within the Inmarsat coverage area. More information is available here: <https://theastgroup.com/au/services/networks/inmarsat>

#### Mandatory Goods

A compatible IsatHub device will be required to use this service as well as an Inmarsat IsatHub 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 IP data only.

**Early Termination Fee:** Not applicable.

**Plan Changes:** Changes are available at any time but will be processed on the 1<sup>st</sup> of the following month.

**UK EUROPE AMERICAS ASIA AFRICA AUSTRALIA**

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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](mailto: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](mailto: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 1<sup>st</sup> January 2020.

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