

## AST Optima Package – Customer FAQs (September 2021)

### UPDATES:

- As of June 2021, AST Optima land option has been removed from the package.
- As of December 2020, a 12-month term option has been added to the existing 36-month term.

### 1. How do I sign up for the AST Optima Package?

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 Optima Package?

A key benefit of the AST Optima Package is providing a complete value for money communication solution by enabling you to control your costs and manage your data usage. This achieved through:

- No Capex and no upfront costs
- Simplicity, peace of mind, no surprises
- Your choice of 12- or 36-month term
- Your choice of available Certus terminal
- INTEGRA Control – included so that you're in control and avoid or limit overage charges
- Flexibility to upgrade / downgrade
- 24/7/365 Global Customer Support.

### 3. What are the AST Optima Package terms and conditions?

The AST Optima package Terms and Conditions are available via our website [www.theastgroup.com/uk/tcs](http://www.theastgroup.com/uk/tcs)

### 4. 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)

### 5. Is everything I need included in the AST Optima Package?

Your chosen satellite communication hardware and selected airtime subscription (as stated as available in the Optima Terms and Conditions), and appropriate AST Value Added Services are provided by AST. The AST Service Fee is also 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 Optima package Terms and Conditions (available via our website [www.theastgroup.com/uk/tcs](http://www.theastgroup.com/uk/tcs)).

### 6. Can I choose what is included in the AST Optima Package?

You have a choice of an Iridium Certus terminal and airtime subscription (as stated as available in the Optima Terms and Conditions); all other elements of the AST Optima package 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 Optima package Terms and Conditions (available via our

website [www.theastgroup.com/uk/tcs](http://www.theastgroup.com/uk/tcs)).

**7. What isn't included in the AST Optima Package?**

Insurance, installation and airtime overage are specifically excluded from the AST optima Package. Only the elements described in point 3 of the AST Optima Package 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.

**8. Do I have a choice of/What Certus terminal comes with the AST Optima Package?**

You can choose from three maritime terminals (Cobham SAILOR 4300 or Thales VesseLINK or Intellian C700).

**9. Is the Cobham SAILOR 4300 19" rackmount terminal or Intellian C700 19" rackmount terminal available with the AST Optima Package?**

The Cobham SAILOR 4300 19" rackmount terminal and the Intellian C700 19" rackmount terminal are not included as standard with the AST Optima Package 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 verses the standard (bulkhead) terminal must be paid up front or to agreed terms.

**10. Does the AST Optima Package include all airtime costs?**

The Monthly airtime subscription cost is included, but all other airtime costs are not. For example, you would need to pay for any airtime over your subscription's specified airtime allowance (data overage, voice). However, the AST Optima Package includes ASTs INTEGRA Control service which allows you to pro-actively manage and control, in real-time, the applications using your satellite connection, and therefore avoid or limit data overage charges.

**11. Do I need to make any upfront payments (Capex)?**

The AST Optima Package has been designed so that no upfront payments are necessary (except for any non-standard items), and costs associated with the hardware are spread over the agreed term.

**12. When does the AST Optima Package contract start?**

The contract starts from the date of activation. Please refer to point 17 of the AST Optima package 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 Optima Package contract?**

The contract is a fixed term of 12- or 36-months.

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

Title of goods for hardware does not pass from AST to the customer until the final payment is received by AST at the end of the 12- or 36-month term.

**15. Is warranty included?**

Yes.

- Optima 12-month package includes standard manufacturer warranty (e.g., 24-months for Cobham and Thales; 36-months for Intellian).
- Optima 36-month package includes 36-month warranty for all manufacturers.

**16. Is insurance included?**

No, in purchasing the AST Optima package, the customer agrees to have adequate insurance in place for the full 12- or 36-month term, to the MSRP replacement value of the hardware. (Cobham 4300, Thales VesseLINK and Intellian C700 MSRP is \$8995).

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

Yes, in accordance with the AST Optima Package 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

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hardware not activated by the customer, via a request to AST's Commercial Airtime Services team, within 30 days will be invoiced at the MSRP stated in point 7 of the AST Optima Package 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?**

Upgrades and downgrades are permitted in accordance with the AST Optima Package terms and conditions. In the first instance please refer to our terms and conditions (available via our website [www.theastgroup.com/uk/tcs](http://www.theastgroup.com/uk/tcs)); or contact your local AST Sales Office/Account Manager.

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

Yes. In purchasing the AST Optima package, the customer agrees to have adequate insurance in place for the full 12- or 36-month term, to the MSRP replacement value of the hardware. Please refer to the AST Optima package 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. In purchasing the AST Optima package, the customer agrees to have adequate insurance in place for the full 12- or 36-month term, to the MSRP replacement value of the hardware. Please refer to the AST Optima package 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 Optima Package will continue to be due for the remaining duration of the contract.

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

No repair or maintenance of the hardware is included, but manufacturer's warranty applies in line with the terms and conditions of warranty applicable to your hardware (Cobham, Intellian or Thales); 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 AST's 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 contract?**

At the end of the 12- or 36-month term, once the final payment is received by AST the title of goods for hardware will pass from AST to the customer. After the end of the term, your invoice will reflect the charges for the individual elements of INTEGRA Control, IRIS (Thales terminals only) and airtime subscription, but no hardware charges.

#### **25. What happens to the hardware at the end of the contract?**

At the end of the 12- or 36-month term, once the final payment is received by AST the title of goods for hardware will pass from AST to the customer.

#### **26. Are there any hidden charges / charges at the end of the contract? Is there a balloon payment?**

At the end of the term, assuming all payments have been made in accordance with the agreement, there are no additional charges and you will receive ownership of the hardware. Title of goods for hardware does not pass from AST to the customer until the final payment is received by AST at the end of the 12- or 36-month term.

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**27. Can I use INTEGRA See+ or Control Lite instead of INTEGRA Control?**

The AST Optima Package has been specifically designed to offer the best value for money options of AST value added services, Iridium Certus hardware and airtime in one convenient monthly fee and this includes ASTs flagship INTEGRA Control Service. It is not possible to opt for one of the other INTEGRA Services instead.

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

The contract period cannot be extended.

**29. I'd like to cancel my contract, what are my options?**

Request for early termination will be considered on a case by case basis, please contact your local AST Sales Office/Account Manager. NOTE: the default position is all remaining charges for the remainder of the agreement become due.

**30. 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