

Iridium Certus Maritime Upgrade Promotions from AST

Customer FAQs

These FAQs must be read in conjunction with the Iridium Certus Maritime Upgrade Promotion Terms and Conditions available via our website www.theastgroup.com/uk/tcs.

1. What is the Iridium Certus Maritime Upgrade Promotion?

The Iridium Certus Maritime Upgrade Promotion may provide a credit against your account, or a reduction in hardware cost, or other incentive as defined by your local AST Sales Office when you take out one of the qualifying Iridium Certus 200 or 700 airtime plans against upgrade of specified Iridium or competitor satellite services. The amount of any credit will vary depending on the data plan and the contract length subscribed to. Other terms may apply.

Refer to the appropriate AST rate plan or airtime agreement available via your AST Account Manager.

2. What are the benefits of taking the Iridium Certus Maritime Upgrade Promotion?

The promotion is a straightforward upgrade promotion in the form either a credit against your account, or a reduction in hardware cost, or other incentive as defined by your local AST Sales Office on qualifying airtime plans and commitment periods.

3. What are the Iridium Certus Maritime Upgrade Promotion terms and conditions?

The Terms and Conditions for this promotion are available via our website www.theastgroup.com/uk/tcs

4. What are the eligibility criteria for the Iridium Certus Maritime Upgrade Promotion?

The promotion is valid for upgrade of specified Iridium or competitor satellite service (such as Iridium Open Port provided by AST, Inmarsat Maritime Fleet Services, KVH and other VSAT services).

The following evidence of hardware replacement is required:

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

5. When does the upgrade promotion commence?

The upgrade promotions may be introduced or updated/amended at any point throughout the year. Promotions will commence from the point when AST Rate Plans are issued and will remain available until otherwise notified and/or AST Rate Plans are withdrawn (where practical the promotion term will be displayed on the appropriate rate plan and/or airtime agreement).

Refer to your AST Account Manager for further details.

6. How do I sign up for the Iridium Certus Maritime Upgrade Promotion?

Contact your Account Manager or local AST Sales Office (refer to www.theastgroup.com/uk/contact for your local office), or email info@theastgroup.com. A completed airtime agreement must be submitted via your local AST Sales Office/Account Manager to access the promotion.

7. When does the 12-month / 24-month / 36-month term start?

Email: info@theastgroup.com Website: www.theastgroup.com

The term starts from day of SIM activation.

8. What is the duration of the Iridium Certus Maritime Upgrade Promotion contract?

The commitment term is fixed at 12, 24 or 36 months depending on the options you select and commences at the point of SIM activation.

9. 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

10. Are DSG (Dynamic Shared Group) plans available?

Yes, in accordance with the Iridium Certus Maritime Upgrade Promotion terms and conditions (available via our website www.theastgroup.com/uk/tcs).

11. 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 Iridium Certus Maritime Upgrade Promotion Terms and Conditions (available via our website www.theastgroup.com/uk/tcs) for additional clarity; or contact your local AST Sales Office/Account Manager.

12. How do I get support for my 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:

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

13. 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.

14. Can I extend the commitment period?

The commitment period cannot be extended. However, there may be other promotions available for you to connect on.

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

Failure to fulfil the minimum term commitment (12, 24 or 36-months) will result in an Early Termination Fee (ETF), which is a flat fee and not prorated.

16. 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 for your local office).

For post-Sales support please contact ASTs 24/7/365 staffed Global Customer Services team. Contact the team via:

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