INTEGRA CONTROL AND INTEGRA LITE TERMS OF USE

1. Introduction

These Terms of Use govern the relationship between Applied Satellite Technology Ltd ("AST") and the Customer in respect of AST's INTEGRA Control and INTEGRA Lite services. By subscribing via MyASTPortal, the Customer accepts these Terms. The AST Networks "Master Purchase Agreement" Terms and Conditions (available at https://ast-networks.com/terms-and-conditions) shall continue to apply, except where expressly varied herein.

2. Definitions

- "Application" - A software program, service, or protocol that generates IP traffic and can be identified by INTEGRA Control for the purposes of classification into a Category. Applications may include, but are not limited to, web browsers, email clients, social media platforms, collaboration tools, streaming services, gaming services, and network utilities .
- 'INTEGRA Control" - Provides real time visibility of IP traffic with blocking and alerting at category level.
- "INTEGRA Lite" - Provides visibility and alerting only (no blocking).
- "Background IP" - The default data connection used by a terminal to access the internet or other IP based services over a satellite network.
- "Category" - A group of Applications as defined in INTEGRA Control. Categories may be combined or linked for the purposes of blocking/allowing.
- "CDR" - Call Data Record - A record generated by the satellite network operator that details the usage of services, including data volumes, call durations, and related billing information. CDRs are the authoritative source for invoicing.
- "Customer" - the person/organisation subscribing to the INTEGRA services and having responsibility for all settings and charges.
- "Firewall" - A network security system that monitors and controls the incoming and outgoing network traffic based on predetermined security rules.

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- "Global Customer Support" - AST's 24/7/365 technical support team, available to assist Customers with service issues, configuration queries, and escalation requests relating to INTEGRA Control and INTEGRA Lite, available at globalcustomersupport@ast-networks.com or +44 (0)1493 441 485.
- "Handshake" - A small amount of traffic permitted to identify Applications, which remains chargeable even if the Category in which that Application sits is subsequently blocked.
- "IP" - Internet Protocol. The standard set of rules that governs the formatting, addressing, transmission, routing, and reception of data across networks.
- "ISDN" - Integrated Services Digital Network- A set of communication standards for the digital transmission of voice, video, and data over traditional telephone networks.
- "MyASTPortal" - AST's subscription management and customer interface portal available at www.myastportal.com.
- "Profile" - A predefined configuration of category blocking. Fourteen (14) colour-coded profiles are available, including an "ALL" profile that blocks all traffic.
- "Satellite Services" - The underlying satellite communications services provided by AST, including but not limited to signalling, registration, authentication, control, and other system level functions necessary for the operation of the satellite network.
- "Unmanaged Session" - A session initiated outside the INTEGRA Network that continues once connected.
- "VPN" - Virtual Private Networks, a digital tunnel between the Customer device and a remote VPN server, encrypting Customer data so that it cannot be read by the INTEGRA Control service.
- "Web Security" - Cyber security and intrusion prevention.

3. Service Description

3.1 INTEGRA Control and INTEGRA Lite operate independently of AST's Value Added Services (firewall rules, web filtering, intrusion prevention).

3.2 Both services inspect IP flows in real time to identify Applications and categorise them. Blocking/alerting is only available at Category level. Individual Application blocking is not supported.

3.3 For the avoidance of doubt, E-mail and Satellite Services remain visible as categories within INTEGRA Control/Lite but cannot be blocked.

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3.4 Categories include, but are not limited to:

3.4.1 Bulk Transfer / Network Storage / Peer-to-Peer / Tunnelling;
3.4.2 Gaming / Real Time Entertainment;
3.4.3 Real-Time Communication / Social Networking;
3.4.4 Web Browsing;
3.4.5 ALL (standalone, blocks all traffic regardless of other settings).

3.5 No additional hardware is required to use INTEGRA Control or Lite. However, all traffic must pass through the INTEGRA Network for the service to be able to function.

3.6 The "ALL" category profile, when applied, overrides all others and blocks 100% of traffic (except MyASTPortal access).

4. Profiles

4.1 Categories used in INTEGRA Control and Lite are as defined and maintained by AST. Sub-categories included in these primary Categories include, but are not limited to: Business, General Interest, Proxy, Web Client, Collaboration, Social Media, VoIP, Games, Video & Audio, Cloud IT, Mobile, Peer-to-Peer (P2P), Remote Access, Storage/Backup, Updates, Email, Network Services, together with the grouped Categories listed above. AST may amend or update category definitions from time to time without notice. The full list of Categories and the Applications contained within each category can be found here: https://ast-networks.com/wp-content/uploads/2025/10/INTEGRA-Lite-Control-Categories-Applications-Sept-25-v2.pdf.

4.2 4 colour-coded Category profiles have been created

4.2.1 Green: Networking;
4.2.2 Red: Entertainment;
4.2.3 Blue: Communication;
4.2.4 Purple: Browsing

4.3 Customers may select from a total of 14 combinations of Category blocking (excluding "ALL", which is always standalone).

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Profile Number	Blocked Category 1	Blocked Category 2	Blocked Category 3	Blocked Category 4
1	ALL	-	-	-
2		-	-	-
3		-	-	-
4		-	-	-
5		-	-	-
6			-	-
7			-	-
8			-	-
9			-	-
10			-	-
11			-	-
12				-
13				-
14				-

4.4 Customers may change profiles in MyASTPortal.

5. Blocking, Alerts and Notifications

5.1 Customers may block Categories manually in MyASTPortal or configure blocking based on percentage thresholds of Category usage.

5.2 Alerts can be set at 25%, 50%, 75% and 100% of Category or ALL quota usage.

5.3 Customers may configure automatic blocking of a Category when a predefined usage threshold (25%, 50%, 75%, 100% of the Category quota) is reached. Once triggered, the block will remain in place until amended in MyASTPortal. The configuration and management of such thresholds are the sole responsibility of the Customer. AST accepts no liability for service restrictions or disruptions arising from Customer defined thresholds.

5.4 INTEGRA Lite supports alerts only; no blocking is available.

5.5 Notification emails are sent to the addresses set by the Customer in the INTEGRA section of MyASTPortal.

5.6 Customers may configure one or more notification email addresses within MyASTPortal. Multiple recipients can be specified by separating addresses with a comma. The accuracy, validity, and maintenance of notification email addresses are the sole responsibility of the Customer. AST is not liable for any failure to receive notifications resulting from incorrect or out of date information entered by the Customer.

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5.7 Customers may reset selected service settings in MyASTPortal, including restoring alert thresholds to system defaults and unblocking Categories. Resetting restores the configuration to the default state set at the time of initial subscription. All resets and subsequent configuration changes are the responsibility of the Customer. AST shall not be liable for any unintended consequences of Customer initiated resets.

6. Limitations and Disclaimers

6.1 All identification, blocking and alerting are provided on a best effort basis. Application signatures and Categories are subject to change without notice.

6.2 AST may amend, reclassify, or rename Categories and associated Applications from time to time to reflect evolving applications and technologies. Application signature databases are updated on a regular basis (at least monthly) to improve identification. Such updates apply automatically without prior notice.

6.3 Some Applications may be mis-classified or may depend on other Applications in different Categories. Blocking one Category may therefore affect Applications in another Category. It is the Customer's responsibility to review and test their chosen blocking settings to ensure that essential Applications remain available for their intended use. AST shall not be liable for any disruption arising from Customer configuration choices.

6.4 VPN traffic may be detected but not inspected. Traffic inside VPN tunnels cannot be categorised.

6.5 A small amount of traffic ("Handshake") is required to identify Applications and remains chargeable even if the Category is later blocked.

6.6 If the Handshake is initiated outside the AST INTEGRA network, any usage that is then picked up will be classified as an Unmanaged Session, which will show in the Green (Network) Category, and may result in traffic not being classified or blocked. (e.g. a file download started outside the AST INTEGRA network that is continued once connected in the AST INTEGRA network will show as an Unmanaged Session).

6.7 If an Unmanaged Session is blocked and then subsequently unblocked, no further Handshake will occur, and INTEGRA Control may be unable to classify the traffic correctly. Customers should terminate and restart the relevant Application or session to allow INTEGRA Control to re-establish a Handshake and accurately classify the data.

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6.8 Where traffic is classified as an Unmanaged Session, INTEGRA Control will, by default, stop such traffic after 120 seconds to enable reclassification.

6.9 The service does not inspect or control Mobile-to-Mobile traffic.

6.10 Where INTEGRA Control or Lite cannot classify an Application, it may be displayed as "unknown." Such Applications remain chargeable and cannot be blocked until classification is updated. Customers remain responsible for monitoring their own usage and taking appropriate action if such Applications appear in their reports.

6.11 Usage information displayed in INTEGRA Control/ Lite is based on IP traffic and may differ from billing records (CDRs). CDRs are the sole basis for billing.

6.12 AST INTEGRA Control and Lite do not show pricing for usage as it is based on data IP usage. If pricing information is required, please refer to billing CDR's.

6.13 Categories such as "updates" and "network services" are required for normal device and system operation. These categories are visible but blocking them may result in service degradation or loss of functionality. AST recommends they remain unblocked.

6.14 For the purposes of INTEGRA Control and Lite, AST measures one (1) Megabyte as 1000 bytes, and one (1) Gigabyte as 1000 Megabytes. This standardised measurement ensures consistency with satellite operator billing.

6.15 All monitoring, alerting, and reporting are based on calendar months and reset on the first day of each month.

6.16 Non-IP data, including but not limited to voice and ISDN services, does not pass through INTEGRA Control or Lite and must continue to be monitored via standard Call Data Records (CDRs) in MyASTPortal.

6.17 Streaming IP is included in INTEGRA Control and Lite and is subject to the same blocking/allowing rules as Background IP. However, streaming IP usage is not included in counting, controlling, or alerting functionality.

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6.18 INTEGRA Control and Lite may operate alongside AST firewall rules or web filtering services. Where a block is applied at either INTEGRA Control/Lite level or via firewall/web filtering, the restriction will apply in both cases. Neither service overrides the other.

6.19 The INTEGRA Network operates a Web Security engine that may block certain sub-categories of content by default (sub-categories as outlined in clause 4.2, including but not limited to, gambling, pornography, advertisements, and software updates). These services are provided on a "best effort" basis as such sites and services frequently change. Customers wishing to override such policies (for example, to allow software updates) must contact AST Global Customer Support.

7. Subscription and Billing

7.1 Activation and deactivation of the subscription are managed by Customers themselves in MyASTPortal. Activation and deactivation take effect immediately.

7.2 Subscription charges apply pro-rata for the first month, monthly in advance thereafter, and as a full month on deactivation, regardless of what date in the month the service is deactivated.

7.3 MyASTPortal access is always whitelisted and will remain accessible from the terminal regardless of INTEGRA Control settings.

7.4 Upon subscription to INTEGRA Control or Lite, default monthly thresholds may be applied by AST. Customers are responsible for reviewing and amending these thresholds within MyASTPortal to suit their operational requirements.

7.5 When subscribing to INTEGRA Control or Lite, any existing carrier-based MB alerting will remain available. AST recommends enabling all available alerting options to ensure coverage in the event of an unexpected outage in any single alerting system.

8. Liability

8.1 Nothing in these Terms excludes or limits any liability which cannot lawfully be excluded or limited, including liability for death or personal injury caused by negligence or for fraud or fraudulent misrepresentation.

8.2 AST accepts no liability for service interruptions, mis-classification, or failure to block traffic.

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8.3 Except for the express warranties set out in these Terms or any applicable contract, and to the maximum extent permitted by law, INTEGRA Control and INTEGRA Lite are provided on an "as is" and "as available" basis. All warranties, terms and conditions implied by statute, common law, or otherwise (including fitness for a particular purpose and satisfactory quality) are excluded to the fullest extent permitted by law.

8.3.1 Subject always to clause 8.1 (Non-Excludable Liabilities), and except where liability is otherwise excluded under these Terms, AST's total aggregate liability arising out of or in connection with the use of the Portal or the INTEGRA Control and Lite services (whether in contract, tort including negligence, statute or otherwise) shall not exceed the total charges paid by the Customer to AST for those services in the twelve (12) months immediately preceding the event giving rise to the claim

8.3.2 AST shall not be liable for any indirect, consequential or special loss or damage, or for any loss of profits, revenue, business, goodwill, or anticipated savings.

8.3.3 Nothing in these Terms increases AST's liability beyond the limits set out in the Master Purchase Agreement, and where these Terms are silent, the liability provisions of the Master Purchase Agreement apply.

8.4 INTEGRA Control and Lite are provided as part of a complex network solution and are subject to availability of capacity on the applicable satellite networks. Services may be temporarily limited or unavailable due to capacity constraints, equipment failures, emergency pre-emption, or modifications, upgrades, or repairs by AST or its suppliers. AST may vary the technical specification of the services from time to time, provided that reasonable prior notice is given to Customers where practicable. AST has no liability for unavailability or malfunction of suppliers' networks. AST accepts no liability for any loss, damage, or disruption arising from such limitations, unavailability, or variations.

8.5 All data usage values used in INTEGRA Control and Lite are measured using IP data. CDR usage is measured in the network by the satellite providers. Converting the data to IP results in a larger figure, therefore information from the INTEGRA Control and Lite services cannot be used to dispute billing information. For the avoidance of doubt, portal data is provided for informational purposes only and shall not form evidence for or against AST's billing records.

To the best of our knowledge, the information contained herein is accurate and reliable as of the date of publication; however, we do not assume any liability whatsoever for the accuracy and completeness of the

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above information. Applied Satellite Technology Ltd makes no warranties which extend beyond the description contained herein. Any information given in this statement does not constitute any warranty of merchantability or fitness for a particular use. It is the customers' responsibility to inspect and to test our products in order to satisfy themselves as to the suitability of the products to their particular purpose. The customers are responsible for the appropriate, safe and legal use, processing and handling of our products. The information contained herein relates to our materials when not used in conjunction with any third party materials. Applied Satellite Technology Ltd will not accept any liability with respect to the use of its products in conjunction with other materials. Without derogating from the above, the standards and the analysis methods (if an analysis method is mentioned above) which the above statement refers to, are only those which are expressly mentioned in the above statement and no other standards and/or analysis method should be implied in any way from the above information. This certificate will not derogate in any way from the limitation of liability under the contract between the customer and our company.

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