

**Iridium GO! Monthly Service Agreement**

For service activation please return form via **Fax:** 1.866.657.5671 or **Email:** [admin@northernaccess.com](mailto:admin@northernaccess.com)  
This service agreement form is used to activate your Iridium GO! Monthly Postpaid SIM Card for service with NorthernAccess. Customers are required to fill out ALL the information pertaining to their chosen service and fax or email back to NorthernAccess. Upon activation, NorthernAccess will assign customers with numbers for the various services requested and notify them.

**Activation Date Requested:** \_\_\_\_\_ . Allow up to 24-48 hours for service Activation.

**I. Iridium GO! Monthly Postpaid Airtime Plans (Check a box below to select a service plan & additional services.)**

GO! PLAN	GO! Access 5	GO! Access 75	GO! Access 150	GO! Unlimited
Monthly Fee	<b>\$45.99</b> Monthly	<b>\$74.99</b> Monthly	<b>\$99.99</b> Monthly	<b>\$124.99</b> Monthly
GO! Data or Voice Minutes Included/Month	5 Data Minutes	75 Voice or Data Minutes	150 Voice or Data Minutes	Unlimited Data & 150 Voice Minutes
Voice Calls Overage Landline & Mobile	\$1.29/Minute	\$1.20/Minute	\$1.10/Minute	\$1.10/Minute
GO! Direct Data Overage Rate	\$0.89/Minute	\$0.69/Minute	\$0.29/Minute	Unlimited
All Other Data Non Mobile Apps	\$1.29/Minute	\$1.20/Minute	\$1.10/Minute	\$1.10/Minute
Text/SMS Outgoing SMS	\$0.25	\$0.25	Unlimited	Unlimited
Activation Fee	\$30.00	\$30.00	\$30.00	\$30.00
<b>Select Service</b>				
<b>Additional Services</b>				
Voicemail \$4.99/Month		Local Phone Number \$10.99/Month		Paper Billing Service\$6.50/Month

\*\*The Minutes/SMS included in each plan applies to standard voice and data connection only (excludes calls to other satellite networks.) There is no roll over of unused minutes/SMS.

**Voice Calling Rates (Overage Call Pricing)**

Type of Calls	Iridium – Iridium/Voicemail	2 Stage Dialing	+ Access Service	Other Satellite Network
Calling Cost	\$1.08/min	\$1.78/min	\$1.93/min	\$10.95/min

## Plan Features

- Free Direct Dial Incoming Calls
- Worldwide Coverage
- Pay for What You Use
- Free Incoming Text
- 800 Calling
- Free Monthly Statement

## II. Month Term Commitment (Select a Monthly Commitment Period)

**3 Month Short Term Plan:** This plan requires a 3-month minimum term commitment\*. (Additional \$8.99/Month).

**12 Month Plan\*:** This plan requires a 12-month term commitment\*.

\*A 30-day written cancellation policy and a minimum of \$150.00 Early Termination Fee applies to all Iridium GO! Monthly Airtime plans. Cancellation notice must be sent by email to [admin@northernaccess.com](mailto:admin@northernaccess.com) for all plans. Customers who do not wish to renew their Service Agreement **MUST** provide written notice of termination to NorthernAccess thirty days prior to the end of the contract term. If notice of termination is not received, the Service Agreement will be automatically renewed and fees will continue to be charged to Customer's account.

## III. Credit Card Authorization

I authorize NorthernAccess to charge the credit card below when my service for voice airtime, SMS and data balance reach the amount of \$200.00. I understand and agree that my credit card will be automatically charged when I reach the billing threshold of \$200.00 or 30 days after the last automatic payment, whichever comes first.

Sim Card No: \_\_\_\_\_

## IV. Customer Billing Information (Must Match Credit Card Information)

First \_\_\_\_\_ Middle \_\_\_\_\_ Last \_\_\_\_\_

Business Name (If applicable): \_\_\_\_\_

Physical Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Business Phone: \_\_\_\_\_

Email Address: \_\_\_\_\_ Fax: \_\_\_\_\_

## V. Payments by Automatic Credit Card Deduction Only

Name on the Card: \_\_\_\_\_

Credit Card Number: \_\_\_\_\_

Credit Card Type: \_\_\_\_\_ Expiration: \_\_\_\_\_ Security Code: \_\_\_\_\_

## VI. Confirmation of Information Accuracy & Contract Execution

Cardholder authorizes that he/she is the cardholder or an authorized user of this credit card. By signing this Agreement Customer hereby authorizes NorthernAccess to charge customers credit card for all charges stated in this Service Agreement. Customer also verifies the accuracy of all information contained herein. I understand and agree that a digitally signed, facsimile or scanned copy of this agreement shall be valid and binding for all purposes.

Name of Cardholder: \_\_\_\_\_ Title: \_\_\_\_\_

Signature of Cardholder: \_\_\_\_\_ Date: \_\_\_\_\_

## Terms and Conditions

NorthernAccess Monthly Postpaid Iridium GO! Plan Accounts can only be used for the Iridium GO! Wi-Fi Satellite Hotspot device, in which it is intended for, and no other devices such as Iridium handheld, open port, SBD, M2M or PTT solutions. The Monthly Postpaid accounts are billed monthly for access fees, airtime, data & SMS charges, additional services & any applicable taxes. **These Plans require 3 or 12-month term commitment.** Upon activation of the sim card, the customer will be charged for the current full month and the month after that. The billing cycle starts on 15th day of the month and end on the 14th day of the month. The service Plan will continue to be billed monthly after term expiration until noted in writing/email by subscriber of the desire to cancel. Billing & call records are sent at the beginning of each month & include a monthly receipt of access fees, calls, and data usage, taxes and additionally requested services. All monthly plans require a one-time \$50.00 activation fee, which differs from one Iridium device to another, so please read the agreement for certain activation fee. Activation Fee will be charged at time of the subscription purchase. All rates are subject to change. Upgrading or downgrading between plans will not take effect until the first day of the following month. Certain devices have Fees to Upgrade or Downgrade, so please read the agreement. There are no rollover minutes on these plans and calls to voicemail are considered outgoing calls.

Subscriber must notify in writing 30 days in advance to cancel service. Notification can be sent via email, fax, or mail. Subscriber will be responsible for all subscriptions fees and airtime charges prior to notification of deactivation or downgrade. Customers who do not wish to renew their Service Agreement MUST provide written notice of termination to NorthernAccess thirty days prior to the end of the contract term. If notice of termination is not received, the Service Agreement will be automatically renewed and fees will continue to be charged to Customer's account.

Notice of cancellation should be sent either by email to [admin@northernaccess.com](mailto:admin@northernaccess.com) or fax to 1.866.657.5671. The account must be in good standing with all charges paid in full for service cancellation. Any account not paid in full at time of request for cancellation will continue to be charged at monthly rates until account balance is paid in full. All account cancellations will take effect the 14th day of the month and will not be pro-rated. An early termination fee of a minimum of \$150.00 or the remaining monthly service fees left per agreement terms signed for will be charged to all Iridium GO! Monthly Airtime plans, whichever is greater.

The Iridium satellite network like any wireless network is not an impeccable, or perfect system. The Data Transmission Use and Dropped Calls due to the technical nature of data setups and the inherent sophistication of data transmission through a variety of satellites, systems, and networks, NorthernAccess makes no representation as to the success of data calls through the system. Customer agrees that all data call attempts regardless of ultimate successful transmission and termination will be paid for and no credits will be given in the event of disputes of this nature. Along with potential incorrect use (i.e., next to a building/obstruction), the Iridium system (a low earth orbiting satellite constellation) has inherent flaws and anomalies that can create dropped calls of either voice or data nature. Dropped calls will not be credited. NorthernAccess can provide additional technical support beyond the normal provided setup instructions at an additional charge. All the Iridium equipment, devices, and terminals require placing calls with at least 80% view of the sky, and not under any sort of shelter, shade of trees, in any sort of valley or canyon, or having attempted registration of the device from indoors, unless is used with an external antenna.

Subscriber understands that they are responsible for all airtime charges, including but not limited to direct airtime, long distance and roaming charges (if applicable) and charges for any customer elected, value-added services (when available). For any Iridium Data, or Broadband terminals in which provide either hard line connections, or Wi-Fi connections to a computer, laptop, tablet, or smartphone, NorthernAccess is not responsible for any unknown data use by subscriber such as backend computer updates, any cloud/storage services, email services, or any online, or internet application, service, or system settings in which automatically downloads, or uses data in any way. Alerts are provided at request of subscriber for usage amounts set by subscriber which can automatically suspend at set amounts.

NorthernAccess highly recommends both the usage of setting these Alerts, as well as the disabling of any of the above mentioned automatic backed applications, services, or settings, in which use data automatically in the background of any computer, laptop, tablet, or smartphone. NorthernAccess is not responsible for setting up of any of these system settings, or alerts, however NorthernAccess does provide technical support to assist for such things at an hourly rate, as well as provide suspension of use when usage reaches an amount that's noted and requested by subscriber. If none of these alerts are used/requested NorthernAccess Automatically charges the credit card on file once usage reaches the amount of \$200 during the course of each month, the subscriber will be notified by a receipt showing the charge, and usage at the beginning of each month. If the subscriber's account reaches this \$200 limit anytime within the monthly period, and the credit card on file declines payment, then subscriber is notified, and the account is suspended that same day, and will not be re-activated until payment is made. A Late fee, or re-activation fee of \$100 may be charged depending on the time period in which it takes for the subscriber to make the payment. If the account is suspended, and account is not paid for within 30 days, then the sim card for the account will then be completely deactivated, and a \$300 re-activation fee is applied before the line is turned back on. If the account usage does not reach the \$200 automatic billing amount within the monthly billing period, then the regular billing is done at the beginning of each month. It is the Customer's responsibility to notify NorthernAccess when their credit card renews (with the new expiration date and any other changes) or if they wish to change credit cards. Failure to provide NorthernAccess with updated credit card information could result in suspension of service, deactivation of the SIM card, and a reactivation fee. NorthernAccess provides an attached invoice to the subscriber's email address, and charges the credit card on file at the same time. Payment must be made in US dollars. The price of the service does not include sales, usage, excise, ad valorem, property or any other taxes now or hereafter imposed, directly or indirectly, by any governmental authority or agency with respect to the service. A late payment charge of 1.5% interest per month, or 20% per year, is applicable against all overdue balances. NorthernAccess reserves the right to suspend or terminate Customer's service for non-payment of an invoice, including unbilled usage. Foreign credit cards will be accepted only after a complete verification has been done with the issuing bank. Verification of foreign credit cards may delay authorization by 72 hours.

By signing the postpaid service agreement form, you agree to all above mentioned terms, and that all calls, data usage, added services, and applicable taxes will be paid for in full, and be your sole responsibility to pay for, and monitor your account usage, and or respond to any email alerts, or bill payments via your email, text message, or phone call. NorthernAccess reserves the right to terminate this agreement at any time during the contract period. By signing below, you are authorizing NorthernAccess to bill your credit card for monthly subscriptions costs, calls, SMS, Data usage & overages. This contract is governed by the laws of the State of California and applicable tariffs. By signing this form, you also agree to the online [NorthernAccess Terms and Conditions](#).

**Authorized Account Holder**

\_\_\_\_\_

**Authorized Signature**

\_\_\_\_\_

**Date:** \_\_\_\_\_