

Iridium PTT Monthly Service Agreement

For service activation please return form via **Fax:** 1.866.657.5671 or **Email:** admin@northernaccess.com. This service agreement form is used to activate your Iridium PTT & Voice 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.

Iridium Push-To-Talk (PTT) is a service that provides communication between iridium PTT handheld devices using talk groups(s) anywhere in the world. A 'Talkgroup' is a closed user group defined in terms of a maximum geographic size and maximum usage.

Iridium Push-To-Talk service requires a minimum activation of 1 Talk Group and 2 Handsets. (3 handsets to get the special Talk Group Rates on Small and Medium size.)

Activation Date Requested: _____ . Allow up to 24-48 hours for service Activation.

I. Iridium PTT Monthly Global & Middle East Talkgroup Plans (Select a service plan.)

The Iridium PTT Global Service Plans can be used anywhere in the world except the Middle East Region. If you plan on any use in this region see Middle East plans.

Global Iridium PTT Talkgroup Plan Fees				
Talk Group Size	SQ. Kilometers	Monthly Fee (Includes Unlimited PTT Minutes.)		
<input type="checkbox"/> Small	100,000 km ²	\$0.00/Month		
<input type="checkbox"/> Medium	300,000 km	\$0.00/Month		
<input type="checkbox"/> Large	750,000 km ²	\$460.00/Month		
<input type="checkbox"/> Extra Large	1,500,000 km ²	\$1050.00/Month		
<input type="checkbox"/> Jumbo	2, 250,000 km ²	\$2350.00/Month		
Number of Talkgroups (* Select the amount of Talkgroups below.) (Each Talkgroup has a separate monthly fee. Each Talkgroup can have an unlimited number of handsets.)				
Small No. _____	Medium No. _____	Large No. _____	X-Large No. _____	Jumbo No. _____
NOTE: The Global plans do not work in the Middle East Region. If you plan on any use in this region see Middle East plans.				

Middle East Region Iridium PTT Talkgroup Plan Fees				
Talk Group Size	600 Min./Month	6000 Min./Month	Unlimited	*Overage (\$/Min.)
Small (Up to 100,000 km ²)	<input type="checkbox"/> \$160.00/Month	<input type="checkbox"/> \$440.00/Month	<input type="checkbox"/> \$520.00/Month	\$0.50
Medium (Up to 300,000 km ²)	Not Available	<input type="checkbox"/> \$880/Month	<input type="checkbox"/> \$1000.00/Month	\$0.70
Large (Up to 750,000 km ²)	Not Available	<input type="checkbox"/> \$2160/Month	<input type="checkbox"/> \$2,400.00/Month	\$1.65
Extra Large (Up to 1,500,000 km ²)	Not Available	Not Available	<input type="checkbox"/> \$5,600.00/Month	N/A
Jumbo (Up to 2, 250,000 km ²)	Not Available	Not Available	<input type="checkbox"/> \$12,800.00/Month	N/A
Number of Talkgroups (* Select the amount of Talkgroups below.) (Each Talkgroup has a separate monthly fee. Each Talkgroup can have an unlimited number of handsets.)				
Small No. _____	Medium No. _____	Large No. _____	X-Large No. _____	Jumbo No. _____
NOTE: *Applied when usage exceeds the minutes in the monthly allowance.				

- *Overage: Applied when usage exceed the minutes in the monthly allowance. There is no overage for Unlimited Plans.
- Each Talkgroup can have an unlimited number of handsets.
- If the service is to be used wholly or partially within the Middle East Region, the Middle East Region Talkgroup must be selected for activation. Usage will be monitored and if a Global Talkgroup has been selected and is used wholly or partially used in the Middle East, the service will be deactivated.

II. Iridium Push to Talk (PTT) Device/Handset Monthly Fee (Select a service plan.)

Iridium PTT Device/Handset Monthly Fees

Fees Per Device	Monthly Fee	Term Commitment
<input type="checkbox"/> Global Short-Term Plan	\$120.00/Month	3 Months*
<input type="checkbox"/> Global Long-Term Plan	\$72.00/Month	12 Months*
<input type="checkbox"/> Middle East Regional Plan	\$0.00/Month	N/A

Number of Total Devices: _____

NOTE: A one-time \$25 activation fee applies per device/handset

- For devices activated on the Middle East Region, the same rule will apply to the Talkgroup ex. if the services are used outside the Middle East Region then the device will be deactivated.
- A 30-day written cancellation policy and Early Termination fees applies to this service. Cancellation notice must be sent by email to admin@northernaxcess.com for all plan terms. * (Read terms & conditions on Page 4 for more information)
- After 3 or 12 Month Minimum term is completed, this plan will continue to be billed month to month until 30-day cancellation notice is received. *

III. Push to Talk (PTT) Voice Service (Optional) (Select a Monthly Voice Service Plan)

Iridium PTT Voice Service

Voice Plan	Monthly Fee	Bundle minutes
<input type="checkbox"/> North America Regional Plan	\$0.00/Month	0 Minutes
<input type="checkbox"/> Global Plan	\$24.99/Month	0 Minutes
<input type="checkbox"/> Middle East Regional Plan	\$64.99/Month	0 Minutes

Number of Sim cards you want to activate: _____ (Note: PTT phones do not require voice services to function, this is optional only.)

All Iridium PTT Optional Voice Services require a 3-month minimum term commitment.

* A 30-day written cancellation policy and a minimum of \$150.00 Early Termination Fee applies to Voice Monthly Airtime plans. Cancellation notice must be sent by email to admin@northernaxcess.com for all plan terms. Customers who do not wish to renew their Service Agreement **MUST** provide written notice of termination to NorthernAcess 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.

Iridium Voice Plans Calling Rates (Overage Call Pricing)

Plans	Fixed or Mobile	Iridium - Iridium	2 Stage Dialing/ + Local Number	Other Satellite Network	SMS
All Voice Plans	\$1.30	\$0.99/min	\$1.65/min	\$10.95/min	0.60/SMS

Iridium Voice Plan Features

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

Billing Information

IV. Credit Card Authorization

I authorize NorthernAxcess to charge the credit card below when my service for voice airtime, PTT airtime, SMS and data balance reach the amount of \$300.00. I understand and agree that my credit card will be automatically charged when I reach the billing threshold of \$300.00 or 30 days after the last automatic payment, whichever comes first.

VI. Payments by Automatic Credit Card Deduction Only

Name on the Card:

Credit Card Number:

Credit Card Type

Expiration

Security Code:

VII. 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 NorthernAxcess 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 facsimile or scanned copy of this agreement shall be valid and binding for all purposes.

Name of Cardholder:

Signature of Cardholder:

Title:

Date:

Iridium PTT Rules & Regulations (PTT Terms & Conditions go in line with General Terms & Conditions)

1. There is no maximum call time for PTT service. The session will be continuous as long as people continue to talk. Each person is allowed only 20 seconds to talk and the floor is automatically opened to let someone else talk. This prevents one person from monopolizing the channel.
2. Iridium PTT service requires a minimum of 1 Talkgroup and 2 handsets. However, 3 handsets are required to get the Global Talkgroup special rates of no monthly Talkgroup fees for the small and medium size. A maximum of 3 Talkgroup is allowed on the Global Talkgroup Small and Medium size Plans Only.
3. **Billing Cycles:** The Iridium PTT Monthly plans are billed from the beginning, or 1st of each month to the end, or last day of each month. (NOTE: iridium voice services are charged differently as noted in the General Terms & Conditions below. Iridium monthly voice plans are billed from the 15th of every month to the 14th of every month) – This means cancellation for both the PTT, and the voice plans need to coincide with the beginning and the end of each plan billing cycles for both PTT service & Voice service. If emailed written cancellation is not given within a 30-day period and within the beginning and end of each PTT or voice plans billing cycles mentioned above, then an extra month could be billed for one, or both of these services depending on the 30th day from the written cancellation notice received for each service rendered on this agreement.
4. An early termination fee of \$400 for the 3-month term commitment and \$650 for the 12-month term commitment, or the remaining monthly service fees left per the signed contract agreement, whichever is greater will be billed for Iridium PTT Device/ Handset and Talkgroup Services that are cancelled before the term commitment is completed. An early termination of \$150, or the remaining monthly service fees left per the signed contract agreement, whichever is greater for the early cancellation of the optional voice service. All Iridium PTT and or Voice Monthly Airtime services/plans under signed contract will be charged for all remaining billing periods in the case of early termination or breach of the contractual arrangements and terms.
5. **Global & Middle East Regional Plans:** Upon activation of the service, the customer will be charged for the current full month, and the full month after that for the Handset Fees. However, if the client activates less than 3 handsets on Small or Medium Global talkgroups, the client will then pay the regular monthly talkgroup fees, and accordingly the 1st & 2nd month for the talkgroup fee will be charged. A maximum of 3 Talkgroup can be activated with the Small and Medium size Talkgroup plan.
6. **We have 3-month, and 12-month contract service agreements available for Iridium PTT (Push to Talk) service plans, and a Minimum 3-Month contract for optional Voice Service Plans.** Minimum service amount is 3 months, so select 3 months if you do not need a 12-month service agreement, & when choosing the 3-month selection, it goes month to month for anything after that. This means If you need anything over 3 months, you just let your service plans keep going until you're ready to submit the 30-day email written cancellation notice to us for airtime service cancellation. NOTE: You can pre-notify us as either a noted pre-cancellation time frame written when the original service agreement is submitted, or wait for the time frame you would like to email in the 30-day cancellation notice. Again, if no written emailed cancellation notice is sent then all months after the original 3-month selection will be charged month by month. So technically the client can cancel at any time, as long as they have fulfilled the 3-month minimum.
7. The Iridium PTT and SBD service invoices are dated the last day of the month. The billing cycle is the 1st to the end of the month. Iridium Voice services go from the 15th, to the 14th of every month. So plan for these dates around your cancellation period.
8. The Unlimited "Included Talk Group Usage" only includes usage of the PTT Talk Group service. Normal Iridium Voice services will not be included, and will be invoiced based upon the separate normal Iridium Postpaid/Prepaid package selected.
9. The handset monthly fee will continue to be charged even when a handset is disabled in the Command Center.
10. Iridium Monthly PTT and Voice airtime service are non-refundable. Once activated the minimum 3 months applies to all handsets, and talkgroups.
11. Each Talkgroup is a separate charge per Talkgroup. However, each talkgroup can have an unlimited number of handsets in each talkgroup. Splitting up talkgroups should be thought about and scheduled carefully.
12. All Prices & Plans are subject to change without notice by iridium, especially if certain service plans are specialty plans, or limited time only airtime service plans, such as the North American PTT Airtime Service Plans. The North America Free Talkgroup services offered by Iridium & NorthernAccess may change without notice by Iridium in pricing, plan structure, and other associated fees such as activated voice services. In this case NorthernAccess is not responsible for any possible future changes. However, any clients affected by iridium service plans changes in the area of the services rendered and signed for, will be the responsibility of the customer to pay any new associated fees whether by continuing service or early termination cancellation fees on signed service agreement. As an iridium provider, and authorized repair center, we at NorthernAccess adjust any and all new iridium pricing immediately within iridium's new pricing guidelines, & if this may happen, this is not a NorthernAccess service plan pricing change.
13. All Iridium Plans might be subject to change.

Iridium PTT Talkgroups, Changes, how to use, & Admin Uses

1. Talkgroup coverage areas are defined using circles, squares & rectangles on a map in our PTT Command Center which is set up & agreed upon by you & us. Talkgroups can be divided into different areas worldwide. The Talkgroups must be equal to or less than the Square miles per your Talkgroup plan size and per your talkgroup coverage area zones. There are no restrictions on where the coverage may be placed on the earth with the Global Plans except for restriction of use in Middle East Region. If you are planning to partially or wholly use the service in the Middle East Region, the Middle East Talkgroup Plan and Middle East Region Device Fee must be selected on this agreement.
2. Once your Iridium PTT account has been created & set up in the PTT Command Center, we will be helping you manage, set up, & change location of the Talkgroups and Handsets. Setup and Changes can be done at any time by sending requests to admin@northernaccess.com.
3. Each handset may have a maximum of 15 Talkgroups (Each Talkgroup can possibly have an unlimited number of handsets). Each Talkgroups coverage area may be split up in to 10 different coverage "regions", however all small talkgroups can have a maximum of 5 coverage "regions" only. For example, if your coverage area is 300,000 sq. km. you could have 10 handsets each with a 75,000 sq. km. area. All of this is controlled by you (the client) so you may conform your talkgroup areas according to your needs.
4. There are no fees associated with suspending or unsuspending either a Talkgroup or device. There is no minimum duration for which a Talkgroup or device can be suspended. However Monthly fees continue to apply during periods of service suspension.
5. PTT Messaging among devices in Talk Group is unlimited.
6. Adding or removing members to a Talkgroup does not incur any charges.
7. A Talk Group may contain an unlimited number of Handsets.
8. A handset access to Talkgroups can be disabled via the PTT Command Center.
9. The Global Small & Medium Size Free Talkgroups plans require a minimum of 3 handset phones per Talkgroup, or full monthly Talkgroup fee is charged.
10. If the service is to be used wholly or partially within the Middle East Region, the Middle East Region Talkgroup plan and Middle East Device Fee must be selected for activation. Usage will be monitored and if a Global Talkgroup has been selected and is used wholly or partially used in the Middle East, the service will be deactivated.
11. Monthly Subscriptions continue to apply during period of service suspension.
12. If initial Talk Group size does not meet the customer's needs, upgrades and downgrades to Talk Group size are available. More than 2 changes to Talk Group size per year may incur additional administrative charges.
13. Talk Group Pricing is based upon coverage area (measured in square kilometers), amount of talkgroup, and Talk Group usage. Each Talk Group activated will be charged a monthly fee.
14. CDRs show against a talk group ID, there is no breakdown of the talk group to device level. For the avoidance of doubt, CDRs are not collected/displayed or available at IMEI/device level.

Iridium Voice Added Services

1. PSTN calls made to the Iridium Phone are billed to the calling party by their Long Distance Provider. Rates may vary.
2. There is no rollover of unused minutes or SMS in All Plans.
3. Iridium Voice Service Minimum/Increments = 20 seconds CDR = Call Data Record
4. The Minutes/SMS included in each plan applies to standard voice and data connection only (excludes calls to other satellite networks.)
5. Calls to voicemail are considered outgoing.

General Terms and Conditions

NorthernAccess Monthly Postpaid Iridium Voice Plan Accounts can only be used for the Iridium portable or fixed terminals such as satellite phones or fixed command centers, in which it is intended for, and no other devices such as iridium 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 month minimum term commitment.** Upon activation of the sim card, the customer will be charge for the current full month and the month after that. The billing cycle for all iridium voice service plans starts on 15th day of the month and end on the 14th day of the month. The billing cycle for all iridium PTT, SBD, M2M and OpenPort service starts on 1st day of the month and end on the last day of the month.

This means cancellation for PTT, SBD, M2M, Open Port, and voice plans need to coincide with the beginning and the end of each plans billing cycle. If emailed written cancellation is not given within a 30-day period and within the beginning and end of All Iridium plan billing cycles mentioned above, then an extra month could be billed for all Iridium services depending on billing cycle of the iridium services contracted & the 30th day from the written cancellation notice received for each Iridium service rendered & contractually signed for.

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 unless the service is activated with an Iridium PTT service there is no activation fee. The activation fees differ 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 send 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 send either by email to 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.

Any early termination of all Iridium services within the signed contract will be billed a minimum of \$150, or the remaining monthly service fees left per the signed contract agreement, whichever is greater. All Iridium services/plans under signed contract will be charged for all remaining billing periods in the case of early termination or breach of the contractual arrangements and terms. All account cancellations will take effect the last day of the billing cycle of each service contracted, and will not be pro-rated.

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 \$300 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 subscribers 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: _____