

Inmarsat Fleet One Coastal & Global Monthly Service Agreement

For service activation please return form via **Email:** admin@northernaccess.com or **Fax:** 1.866.657.5671. This service agreement form is used to activate your Inmarsat Fleet One Coastal & Global 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. Inmarsat Fleet One Coastal & Global Monthly Postpaid Airtime Plans (Check a box below to select a service plan.)

Fleet One Coastal & Global Monthly Airtime Service Plans			
Fleet One Plan	Coastal Access 10	Coastal Access 25	Global Access 10
Monthly Fee	\$79.99 Monthly	\$149.99 Monthly	\$139.99 Monthly
Megabytes Included	10 Megabytes Per Month (Home Zone only)	25 Megabytes Per Month (Home Zone only)	10 Megabytes Per Month
Voice Minutes Included <small>(to Landline & Mobile)</small>	15 Minutes * Per Month (Home Zone only)	60 Minutes * Per Month (Home Zone only)	0 Minutes
Overage Data MB Rate <small>(Standard Background IP)</small>	\$5.99/Megabyte	\$5.80/Megabyte	\$8.99/Megabyte
Overage Voice Min. Rate <small>(to Landline & Mobile)</small>	\$0.65/Min	\$0.65/Min	\$0.65/Min
Text/SMS	\$0.59	\$0.59	\$0.59
Contract Length	12 Months	12 Months	3 Months
Select Service <small>(Mark "X")</small>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Additional Services			
Voicemail \$4.99/Month	Local Phone Number \$10.99/Month	Paper Billing Service \$6.50/Month	
Note: The Standard Background IP Data does not work outside of the Home Zone for the Coastal Access Plans			

These plans are available only for Fleet One terminals and Fleet One sim cards

There is a first-time \$75.00 activation fee for new Fleet One postpaid accounts.
Standard IP Data speed is restricted up to 100kbps for all plans
Global plan cannot be activated on a Coastal SIM. SIMs cannot migrate between Coastal and Global Plans.

Fleet One Coastal Access Plans

- The Standard Background IP Data does not work outside of the Home Zone.
- The monthly subscription voice minutes included are for INSIDE HOME ZONE calls only. The voice minutes monthly allowance includes calls to fixed or mobile only. All other call services are charged in addition.*
- The Coastal services can only be used with vessels below **500 GRT**
- The New Fleet One service has been extended to include: All continental coastlines to 200NM or greater, Panama, Suez, Malacca out-of-region corridors & all Inland waterways.

Fleet One Global Access Plan

- The Global Plan is available to all sizes of vessels.
- The vessel must have valid MMSI to use the Global Access Plan.
- Standard IP Data Access for Global Access Plan is available throughout the entire Inmarsat's Network Coverage Area.

II. Fleet One Monthly Plans - Contract Commitment Policies

A 30-day written cancellation policy and a minimum of \$300.00 Fee for Early Termination applies to all Inmarsat Fleet One Monthly Airtime plans. (Read terms & conditions on Page 3 for more information). Cancellation notice must be sent by email to admin@northernaccess.com for all plan terms. 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.

Billing Information

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 \$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. I understand that my completion of this Service Agreement does not guarantee service.

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. Customer further agree that the cardholder bears the responsibility for ensuring the credit card information, including expiration date, is current. I understand and agree that a digitally signed, facsimile or scanned copy of this agreement shall be valid and binding for all purposes.

The Fleet One terminals are capable of making **high speed (broadband) Internet connections** that can result in **significant bills for satellite airtime** if usage is not monitored and controlled. Customer understand that must be cautious when connecting this terminal to a computer network that may request or search for Internet access (e.g. Microsoft Update, Dropbox, iCloud, Social Networks etc.). This could result in the network utilizing the terminal to access the Internet. For more information, contact us at support@northernaccess.com.

I recognize that billing rates for voice calls are substantially higher when using the Coastal Fleet One service Out-of-Zone than when the service is used In-Zone. I understand that no notification is or will be provided by NorthernAccess or Inmarsat of movement of Customer's vessel from an In-Zone to an Out-of-Zone location or vice versa. I assume complete responsibility for the determination of the region of vessel's operation and for the movement of vessel In-Zone, Out-of-Zone and between regions and all airtime expenses engendered by operation in those regions.

I have read & understand this warning. I understand the potential for significant airtime use through this terminal.

Name of Cardholder: Title:

Signature of Cardholder: Date:

Terms and Conditions

NorthernAccess Monthly Postpaid Fleet One Service Accounts can only be used for the Fleet One terminals in which it is intended for, and no other devices. The Monthly Postpaid accounts are billed monthly for access fees, airtime, data & SMS charges, additional services & any applicable taxes.

The Allowance in the Allowance Plans is Data (IP) and Voice only. All other services are charged in addition. Once all of the data allowance or voice packages allowance has been used, Standard or Out of Allowance rates apply.

These Plans require 12 months' term commitment except the Global Plan that requires 3 months' term commitment. Upon activation of the sim card, the customer will be charge for the current full month and the month after that. 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 \$75.00 activation fee, which differs from one Inmarsat device to another, so please read the agreement for certain activation fees. 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 is no rollover voice minutes or data 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. All plans are automatically renewed on basis at the end of 3 or 12 months' contracts from the date of service activation. 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. Subscriber will be responsible for all subscriptions fees and airtime charges prior to notification of deactivation or downgrade. 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 last day of the month and will not be pro-rated.** 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 Fleet One Services that are cancelled before the term commitment is completed.

Service is generally available to satellite terminals equipped for this service when within the satellite footprint. Service is furnished to Customer and Customer's authorized user(s). A telephone number may not appear in more than one terminal. Customer has no property right in such number. NorthernAccess reserves the right to assign, designate, or change such number, when, in its sole discretion, such action is reasonably necessary in the conduct of its business.

The Inmarsat 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 Inmarsat system 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 Inmarsat 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). Subscriber understands that Fleet One terminals are capable of making high speed (broadband) Internet connections. Subscriber understands that such connections can result in significant bills for satellite airtime if usage is not monitored and controlled by Subscriber. Subscriber recognizes they are solely responsible for

controlling such access and paying any and all fees resulting from this access and that no credits will be given in the event of such access. For any Inmarsat 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. 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 \$300 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 10 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 \$300 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. Deposits of \$1000.00 to \$2,000.00 are usually required for Non-US citizens or customers who do not have established credit. Customers will be advised prior to service activation if a deposit is required. Deposits will be refunded at service or contract termination.

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 stated at: [NorthernAccess Terms and Conditions](#)

Authorized Account Holder: _____

Authorized Signature: _____

Date: _____