

Inmarsat FleetBroadband 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 FleetBroadband 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 FleetBroadband Postpaid Data & Voice Airtime Plans (Check a box below to select a service plan.)

Inmarsat FleetBroadband Postpaid Data & Voice Airtime Plans								
Inmarsat FBB Plan	Voice	Data	Contract	SMS	Monthly Fee	Overage Data	Voice	Activation
<input type="checkbox"/> Standard	0	25 MB	1 month	\$0.70 ea.	\$375.00	\$24.50/MB	\$0.90/min	\$35.00
MID USAGE PLANS								
<input type="checkbox"/> 75 MB Plan	0	75 MB	12 months	\$0.65 ea.	\$695.00	\$15.20/MB	\$0.90/min	\$35.00
<input type="checkbox"/> 250 MB Plan	0	250 MB	12 months	\$0.65 ea	\$1,160.00	\$7.50/MB	\$0.80/min	\$35.00
<input type="checkbox"/> 1 GB Plan	0	1 GB	12 months	\$0.65 ea	\$1,495.00	\$2.60/MB	\$0.80/min	\$35.00
HIGH USAGE PLANS								
<input type="checkbox"/> 4 GB Plan	0	4 GB	24 months	\$0.60 ea	\$1,830.00	\$1.20/MB	\$0.85/min	\$35.00
<input type="checkbox"/> 8 GB Plan	0	8 GB	24 months	\$0.60 ea	\$2,435.00	\$0.50/MB	\$0.85/min	\$35.00
<input type="checkbox"/> 20 GB Plan	0	20 GB	24 months	\$0.60 ea	\$3,100.00	\$0.40/MB	\$0.85/min	\$35.00
<input type="checkbox"/> 40 GB Plan	0	40 GB	24 months	\$0.60 ea	\$4,199.00	\$0.40/MB	\$0.85/min	\$35.00

- These plans are not available for boats over 300 GWT or as a VSAT
- Data or Voice monthly allowance does not rollover month to month.
- Voice to PTSN lines only. All other voice calls may incur a surcharge.
- SMS are free to receive.

II. Shared Corporate Allowance Package (SCAP)- AVAILABLE FOR ACCOUNTS OF 5 VESSELS OR MORE

The SCAP packages requires a number of five vessels or more in the same account. The allowance for the vessels can be shared across the entire fleet. Please note the slightly higher per SIM monthly SCAP subscriptions.

If in a given month the number of vessels activated on the same large allowance plan falls below 5 vessels, then the pooling of traffic will stop.

**The provisioning of the Dual SIM plans and SCAPs requires Inmarsat to issue an activation ID for each vessel. A minimum of 3 business days lead time, should be allowed to ensure no delays.

Inmarsat FBB Plan	Voice	Data	Contract	SMS	Monthly Fee	Overage Data	Voice	Activation
<input type="checkbox"/> 1 GB Plan-SCAP	0	1 GB	12 months	\$0.65 ea	\$ 1,635.00	\$2.60/MB	\$0.80/min	\$35.00
<input type="checkbox"/> 4 GB Plan-SCAP	0	4 GB	24 months	\$0.60 ea	\$ 1,970.00	\$1.20/MB	\$0.85/min	\$35.00
<input type="checkbox"/> 8 GB Plan-SCAP	0	8 GB	24 months	\$0.60 ea	\$2,575.00	\$0.50/MB	\$0.85/min	\$35.00

III. Additional Services

- Static IP: \$50.00 per month (billed 12 months in advance).
- Dynamic IP: \$40.00 per month (billed 12 months in advance).

IV. Monthly Voice Subscription can be added to all Plans Except the Standard Plan

Minutes Plans	1400 Minutes	2190 Minutes	3200 Minutes
Monthly Subscription	\$465.00	\$657.00	\$896.00
Fixed & Cellular	\$0.33/min	\$0.30/min	\$0.28/min
Cellular-Global Rate	\$0.39/min	\$0.36/min	\$0.34/min
FB to FB/BGAN/SB/GSPS	\$0.36/min	\$0.36/min	\$0.36/min
Select a Plan Mark (X)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- Voice packages include voice to fixed and voice to cellular calls only. For all other call rates please refer to the plan. Minimum contract duration for a voice package is the same as the data plan it is activated on.
- The 1 ,4, and 8 GB plans are available in SCAP form. If applied to a SCAP, the voice package minutes can be used across the SCAP.

NorthernAxcess Use Only

FBB Terminal IMEI: _____

Sim Card Number: _____

V. FleetBroadband 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 Broadband Monthly Airtime plans. (Read terms & conditions on Page 4 for more information). 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 NorthernAxcess 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

VI. Credit Card Authorization

I authorize NorthernAxcess 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.

VII. 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: _____

VIII. Payments by Automatic Credit Card Deduction Only

Name on the Card: _____

Credit Card Number: _____

Credit Card Type: _____ Expiration: _____ Security Code: _____

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. 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@northernaxcess.com.

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 FleetBroadband 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) 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 or 24 months' term commitment except the Standard Month to Month Plan. 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 \$35.00 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 12 or 24 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.** Early terminations of the 12 or 24 Months commitment subscriptions are subject to an early termination charge worth the outstanding commitment period.

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: _____