

**Inmarsat iSatHub 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 Inmarsat iSatHub 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 iSatHub Monthly Postpaid Airtime Plans (Check a box below to select a service plan.)**

iSatHub Postpaid Airtime Beginner Plans

ISATHUB BEGINNER PLANS	iStart	iTalk	iBrowse	iBundle
Monthly Fee	<b>\$25.99</b> Monthly	<b>\$49.99</b> Monthly	<b>\$99.99</b> Monthly	<b>\$129.99</b> Monthly
Voice (Minutes Included)	No Minutes	25 Minutes Per Month	No Minutes	25 Minutes Per Month
Data Megabytes (MB Included)	No Data	No Data	25 Megabytes Per Month	25 Megabytes Per Month
Voice Calls Rate (Landline & Mobile)	\$0.99/Minute	\$0.89/Minute	\$0.89/Minute	\$0.79/Minute
Data Per MB (Overage Rate)	\$4.00/MB	\$4.00/MB	\$3.75/MB	\$3.65/MB
Text/SMS	\$0.59	\$0.59	\$0.59	\$0.59
Activation Fee	\$50.00	\$50.00	\$50.00	\$50.00
Select Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

iSatHub Postpaid Airtime Pro Plans

ISATHUB PRO PLANS	i50	i100	i250	i500
Monthly Fee	<b>\$189.99</b> Monthly	<b>\$349.99</b> Monthly	<b>\$824.99</b> Monthly	<b>\$1529.99</b> Monthly
Data Megabytes (MB Included)	50 Megabytes Per Month	100 Megabytes Per Month	250 Megabytes Per Month	500 Megabytes Per Month
Voice Calls Rates	\$0.79/Minute	\$0.75/Minute	\$0.70/Minute	\$0.65/Minute
Data Per MB (Overage Rate)	\$3.60/MB	\$3.50/MB	\$3.20/MB	\$2.99/MB
Text/SMS	\$0.59	\$0.59	\$0.59	\$0.50
Activation Fee	\$50.00	\$50.00	\$50.00	\$50.00
Select Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

- 3 Months                                       6 Months                                       12 Months

### Contract Commitment Policies

A 30-day written cancellation policy and \$150.00 Fee for Early Termination applies to all Inmarsat iSatHub Monthly Airtime plans. Cancellation notice must be sent by email to [admin@northernaccess.com](mailto: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.

## III. Optional Services

- Voicemail \$4.95 per Month  
 Monthly Paper Billing Service \$6.50 per Month  
 Add Local Phone Number \$15.00 per Month

## iSatHub Plan Details

- All iSatHub monthly plans requires a **one-time \$50.00 activation fee.**
- Email Monthly Statement is FREE
- Included Data and Voice does not rollover month to month.
- Included Voice to PTSN lines only. All other voice calls may incur a surcharge.
- Free Incoming Text Messages and Free direct dial incoming calls (caller billed int'l rates).

## Local Phone Number Service for iSatHub

Subscriber can add a Local +1 phone number for \$15.00 per month plus \$1.90 per minute used. With this service you will get U.S. based Local number, where any incoming call made to that number will connect to the phone connected to the iSatHub.

International calling rates apply to voice call to a Wideye iSavi device. These rates can be \$6.00 to \$14.00 per minute for the caller. This Local number service lowers the cost of these calls and allow you to affordably call any iSavi via a local number. All Calls to the local number are billed against your iSavi service at a fixed rate per minute, instead of paying high international rates to long distance carriers.

## Internal Use Only

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

iSatHub Terminal IMEI No: \_\_\_\_\_

#### IV. Credit Card Authorization

I authorize NorthernAccess to charge the credit card below when my iSatHub 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.

#### V. 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:	

#### 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 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 iSatHub Wideye iSavi terminal is capable of making **high speed (broadband) Internet connections** that can result in **significant bills for satellite airtime** if usage is not monitored and controlled. For more information, contact us at support@northernaccess.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

NorthernAxcess Monthly Postpaid iSatHub Service Accounts can only be used for the Wideye iSavi hotspot devices in which it is intended for, no other devices such as Inmarsat Fleet Broadband, BGAN 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, 6, or 12-month 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 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 Inmarsat 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 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. Notice of cancellation should be send either by email to [admin@northernaxcess.com](mailto:admin@northernaxcess.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 \$150.00 will be charged on all contracts cancelled prior term 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. NorthernAxcess 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, NorthernAxcess 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. NorthernAxcess 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 iSatHub 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, NorthernAxcess 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. NorthernAxcess 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. NorthernAxcess is not responsible for setting up of any of these system settings, or alerts, however NorthernAxcess 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. NorthernAxcess Automatically charges the credit card on file once usage reaches the amount of \$200.00 during the course of each month, the subscriber will be notified by a receipt showing the charge, and usage at the middle of each month. If the subscribers account reaches this \$200.00 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 \$100.00 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 \$300.00 re-activation fee is applied before the line is turned back on. If the account usage does not reach the \$200.00 automatic billing amount within the monthly billing period, then the regular billing is done each month. NorthernAxcess 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. NorthernAxcess 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 \$500.00 to \$1,000.00 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. NorthernAxcess reserves the right to terminate this agreement at any time during the contract period. By signing below, you are authorizing NorthernAxcess 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 NorthernAxcess Terms and Conditions stated at [NorthernAxcess Terms and Conditions](#).

### Authorized Account Holder

---

### Authorized Signature

---

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