333 H Street Suite 5007
Chula Vista CA 91910
PH: 1-877-299-9931
Email: admin@northernaxcess.com

Iridium OpenPort Monthly Service Agreement

For service activation please return form via Fax: 1.866.657.5671 or Email: admin@northernaxcess.com
This service agreement form is used to activate your Iridium OpenPort Monthly Postpaid SIM Card for service with NorthernAxcess. Customers are required to fill out ALL the information pertaining to their chosen service and fax or email back to NorthernAxcess. Upon activation, NorthernAxcess 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 OpenPort Monthly Postpaid Data Plans (Check a box below to select a Data service plan with the speed you require)

32Kbps Plan Bundles All prices in USD ($)	0 MB	10 MB	25 MB	75 MB	200 MB	1,000 MB	5,000 MB
Activation Fee	N/A	$0	$0	$0	$0	$0	$0
Monthly Subscription	N/A	$129.99	$219.99	$399.99	$719.99	$1,350.99	$2,899.99
Usage 32Kbps per MB	N/A	$11.00	$8.50	$5.81	$4.20	$1.60	$1.50
Select Service	☐	☐	☐	☐	☐	☐	☐

64Kbps Plan Bundles All prices in USD ($)	0 MB	10 MB	25 MB	75 MB	200 MB	1,000 MB	5,000 MB
Activation Fee	N/A	$0	$0	$0	$0	$0	$0
Monthly Subscription	N/A	$139.99	$259.99	$440.00	$749.99	$1,459.99	$3049.99
Usage 64Kbps per MB	N/A	$11.54	$8.90	$6.50	$4.50	$1.75	$1.65
Select Service	☐	☐	☐	☐	☐	☐	☐

128Kbps Plan Bundles All prices in USD ($)	0 MB	10 MB	25 MB	75 MB	200 MB	1,000 MB	5,000 MB
Activation Fee	$0	$0	$0	$0	$0	$0	$0
Monthly Subscription	$89.99	$144.99	$259.99	$459.99	$809.99	$1.539.99	$3,232.99
Usage 128Kbps per MB	$14.98	$12.08	$9.30	$6.96	$4.67	$1.98	$1.85
Select Service	☐	☐	☐	☐	☐	☐	☐

II. Iridium OpenPort Monthly Postpaid Voice Plans (Check a box below to select a Voice service plan.)

Voice Plan Minutes (Includes3 Lines)	0 min	120 min	240 min	360 min	600 min	1,200 min
Monthly Subscription Fee	$10.00	$89.99	$134.99	$184.99	$268.99	$469.00
Price per minute (In/Out of Allowance) (IOP Fixed/Cellular/ Two Stage Dialing/ +1 Access Calls)	$1.49	$1.39	$1.20	$1.10	$1.00	$0.96
Price per minute (In/Out of Allowance) OP to Iridium / Voicemail	$1.29	$1.39	$1.20	$1.10	$1.00	$0.96
OP to other Satellite (Not included in allowance)	$10.99	$10.99	$10.99	$10.99	$10.99	$10.99
Select Service	☐	☐	☐	☐	☐	☐

Initials_____

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III. Voice lines can be activated as Standard with/without voice mail/+1 Access/2-Stage dialing or Crew.

Please tick your selection for each line.

Voice lines can be activated as Standard with/without voice mail/+1 Access/2-Stage dialing or Crew.

Voice Line (includes all 3 lines)	Standard	Voicemail ($4.99/mo.)	+1 Access ($9.99/mo)	2-Stage	*Crew
Line 1	☐	☐	☐	☐	☐
Line 2	☐	☐	☐	☐	☐
Line 3	☐	☐	☐	☐	☐

- Crew lines can only call with Go-Chat cards, or for emergencies. Standard lines do not have this restriction.
- All plans include access to 3 phone lines at no additional monthly service fee. Each line will share the data and voice plan you choose.
- Each phone line can be activated as a Standard, or Crew line.

+1 Access Service Option Information

This option allows Iridium customers to have a "U.S" phone number that is linked directly to the satellite phone, so people calling them won't be charged international calling charges. The calling party pays any long distance to the area code assigned and you will pay the appropriate airtime rate for the plan you selected for all satellite airtime. The caller will, however, avoid the international toll rate charged by their long-distance carrier (for calls to country code 8816), which can often be several dollars per minute. Due to network structure, data is not available with the +1 Access service. The +1 Access service is currently not available to prepaid subscribers or with the Emergency plan. This service is $10.99 per month plus

Additional Services

Static Public IP Address -$40.00 / Month ☐ USA Local Number Service $10.99 / Month ☐

Dynamic Public IP Address $30.00 / Month ☐

IV. Month Term Commitment (Select a Monthly Commitment Period)

☐ 3 Month Short Term Plan: This plan requires a 3-month minimum term commitment*. (Additional $4.99/Month).

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

*A 30-day written cancellation policy and $150 Fee for Early Termination applies to all Iridium 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 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.

NorthernAxcess Internal Use Only Terminal Information

IMEI #: _____

SIM Card #:_____

SATELLITE TELEPHONE # 881_____

Initials_____

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V. 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.

VI. 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 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 Iridium Pilot 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, Drobox, 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.

Name of Cardholder:	Title:
Signature of Cardholder:	Date:

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Terms and Conditions

NorthernAxcess Monthly Postpaid Iridium Plan Accounts can only be used for the Iridium Open port Pilot, in which it is intended for, and no other devices such as iridium satellite phones, Wifi Hotspot, 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 charge 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. A $195.00 fee will be charged for an account that upgrades.

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 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 last day of the month and will not be pro-rated. An early termination fee of $150.00 will be charged to all Iridium Handheld Monthly Airtime plans.

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, 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 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. NorthernAxcess 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, 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. If none of these alerts are used/requested NorthernAxcess 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 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 NorthernAxcess 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 NorthernAxcess with updated credit card information could result in suspension of service, deactivation of the SIM card, and a reactivation fee. 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.

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.

Authorized Account Holder

_____

Authorized Signature

_____

Date: _____

Initials_____