

Inmarsat BGAN Link 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 Inmarsat BGAN Link 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 1-4 days for service Activation.

I. Inmarsat BGAN Link Monthly Postpaid Airtime Plans (Check a box below to select a service plan.)

BGAN Link Global - Unlimited Internet Plans

Inmarsat BGAN Link Global Plan	Monthly Fee	GB* Included	Voice ** Included	SMS	Data Overage	Voice Overage**	Contract Length
<input type="checkbox"/> Global Unlimited Class 1 (Speeds throttles at 30GB)	\$3595.99	30 GB	0 min.	\$1.00 ea.	N/A	\$0.99/min	3 Months
<input type="checkbox"/> Global Unlimited Class 1 (Speeds throttles at 30GB)	\$3025.99	30 GB	0 min.	\$1.00 ea.	N/A	\$0.99/min	12 Months
<input type="checkbox"/> Global Unlimited Class 2 (Speeds throttles at 30GB)	\$4625.99	30 GB	0 min.	\$1.00 ea.	N/A	\$0.99/min	3 Months
<input type="checkbox"/> Global Unlimited Class 2 (Speeds throttles at 30GB)	\$3995.99	30 GB	0 min.	\$1.00 ea.	N/A	\$0.99/min	12 Months

Coverage: Global excluding the North and South Pole

BGAN Link Geographic - Unlimited Internet Plans

Inmarsat BGAN Link Geographic Plan	Monthly Fee	GB* Included	Voice ** Included	SMS	Data Overage	Voice Overage**	Contract Length
<input type="checkbox"/> Geographic Unlimited Class 1 (Speeds throttles at 30GB)	\$1350.99	30 GB	0 min.	\$1.00 ea.	N/A	\$0.99/min	3 Months
<input type="checkbox"/> Geographic Unlimited Class 1 (Speeds throttles at 30GB)	\$1150.99	30 GB	0 min.	\$1.00 ea.	N/A	\$0.99/min	12 Months
<input type="checkbox"/> Geographic Unlimited Class 2 (Speeds throttles at 30GB)	\$1740.99	30 GB	0 min.	\$1.00 ea.	N/A	\$0.99/min	3 Months
<input type="checkbox"/> Geographic Unlimited Class 2 (Speeds throttles at 30GB)	\$1460.99	30 GB	0 min.	\$1.00 ea.	N/A	\$0.99/min	12 Months

Countries Covered by this plan:
•Australia and New Zealand
•Latin American region/South American Region. Belize, Costa Rica, El Salvador, Guatemala, Honduras, México, Nicaragua, Panamá, Trinidad and Tobago, excluding Cuba.

BGAN Link Sub-Sahara - Unlimited Internet Plans

Inmarsat BGAN Link Sub-Sahara Plan	Monthly Fee	GB* Included	Voice ** Included	SMS	Data Overage	Voice Overage**	Contract Length
<input type="checkbox"/> Sub-Sahara Unlimited Class 1 (Speeds throttles at 30GB)	\$1350.99	30 GB	0 min.	\$1.00 ea.	N/A	\$0.99/min	3 Months
<input type="checkbox"/> Sub-Sahara Unlimited Class 1 (Speeds throttles at 30GB)	\$1150.99	30 GB	0 min.	\$1.00 ea.	N/A	\$0.99/min	12 Months
<input type="checkbox"/> Sub-Sahara Unlimited Class 2 (Speeds throttles at 30GB)	\$1740.99	30 GB	0 min.	\$1.00 ea.	N/A	\$0.99/min	3 Months
<input type="checkbox"/> Sub-Sahara Unlimited Class 2 (Speeds throttles at 30GB)	\$1460.99	30 GB	0 min.	\$1.00 ea.	N/A	\$0.99/min	12 Months

Countries Covered by this plan:

The Sub-Sahara plan offers complete mobility within and across all the countries Listed below.

•Angola, Benin, Botswana, Burkina Faso, Burundi, Cameroon, Cote d'Ivoire, Central African Republic, Chad, Comoros, Congo (Brazzaville), Congo (Democratic Republic), Cote d'Ivoire, Djibouti, Equatorial Guinea, Eritrea, Ethiopia, Gabon, The Gambia, Ghana, Guinea, Guinea-Bissau, Kenya, Lesotho, Liberia, Madagascar, Malawi, Mali, Mauritania, Mauritius, Mayotte, Mozambique, Namibia, Niger, Nigeria, Reunion, Reunion, Rwanda, Soa Tome and Principe, Senegal, Seychelles. Sierra Leone. South Africa. South Sudan, Swaziland, Tanzania, Togo, Uganda, Zambia, Zimbabwe.
•Armenia, Azerbaijan, Belarus, Georgia, Kazakhstan, Kyrgyzstan, Moldova, Mongolia, Russian Federation, Tajikistan, Turkmenistan, Ukraine, Uzbekistan, Canada and Antarctica.

- As part of Inmarsat's fair use policy, when data usage exceeds 30GB per month, it will be throttled (using SAC-C)*
- The BGAN Link 30 GB Unlimited Plans are compatible with Inmarsat BGAN Class 1 Terminals – Hughes 9211 and 9201; Cobham 710 and 700 and Class 2 Terminals Cobham 510 and 500 Hughes 9502 and 9202.
- The BGAN Links Plans are meant for fixed sites. The terminal can be moved but with approval and service fees applies. Read terms and conditions below.
- Included Data does not rollover month to month.
- Included Voice rate are 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).

II. Optional Services

- Monthly Paper Billing Service \$6.50 per Month
- Add Local Phone Number \$10.99 per Month

BGAN Streaming (per Minute) Pricing (Optional Services)

Streaming Per Minute	Pricing (U.S Dollars)
Streaming 32 kbps – per Min	\$3.16
Streaming 64 kbps – per Min	\$6.05
Streaming 128 kbps – per Min	\$10.40
Streaming 176 kbps – per Min	\$14.70
Streaming 256 kbps – per Min	\$18.00

Internal Use Only

Sim Card No: _____

BGAN Terminal IMEI No: _____

III. Monthly Plans - Contract Commitment Policies

*A 30-day written cancellation notice is required for all contractual agreements. If service is cancelled before the signed contract agreement, then an Early Termination Fee of \$200.00, plus the remaining monthly service fees left on the signed contract agreement will be charged upon notice or hereby of early termination. 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.

IV. 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.

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 BGAN 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

NorthernAccess Monthly Postpaid BGAN Service Accounts can only be used for the BGAN terminals in which it is intended for, no other devices such as Inmarsat Fleet Broadband 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 service Plan will continue to be billed monthly after term expiration until noted in writing/email by subscriber of the desire to cancel. Phone, SMS, ISDN, Fax, Streaming services are billed separately from the monthly data charge. Minimum billing increment is 100 Kilobytes, 60 seconds voice, 60 seconds streaming, 60 seconds ISDN.201. 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 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. If service is cancelled before the signed contract agreement, then an Early Termination Fee of \$200.00, plus the remaining monthly service fees left on the signed contract agreement will be charged upon notice or hereby of early termination.

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 BGAN 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 \$300.00 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 \$300.00 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 \$300.00 automatic billing amount within the monthly billing period, then the regular billing is done at the middle of each month. 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 \$500.00 to \$3,000.00 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.

BGAN Link Monthly Service Plan Limitation and Extended Policies

Inmarsat BGAN Link is a global internet satellite service for users who require high monthly volumes of bandwidth and always-on Standard IP data for sustained periods of operation.

*As part of Inmarsat's fair use policy with the BGAN Unlimited Link Class 1 & Class 2 Plans, when data usage exceeds 30GB per month, it will be throttled down in speed/QoS using SAC-C. The SAC -C service will employ sophisticated monitoring of the allowance and will vary the quality of service (QoS) experienced by an individual connection so that usage remains within the purchased allowance. In the event that a user exceeds the allowance, the QoS (speed) may be significantly reduced until the next month commences. All BGAN Link services may be subject to Inmarsat Fair Use Access Policy.

The end user must provide the exact location of the User terminal (Latitude and Longitude). If usage occurs outside this location without prior notice (below) then the service will be charged per NorthernAccess' standard rates plan and NOT per this BGAN Link Plan. Fixed location service is for a single location (latitude & longitude).

The BGAN terminal may move 4 times a year with a minimum of 3 months per location (with approval). Cost per re-location is \$1,500, requires 45 days' prior notice and new GPS coordinates must be provided.

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: _____