

# MOBILE MANAGED PLAN

## Prepaid Mobile Subscriber Service Application



#WeAreTheHomeTeam



SCAN

### WITH YOUR PHONE

Download our Free  
MyASTCA App.

### Customer Information

Registered Company Name (and DBA, if any)

Company Point of Contact

Position / Title

Primary Phone Number

Alternate Phone Number

Email

PO Box Number

Is PO Box shared?

☐ Yes ☐ No

Village

District

### Identification

Valid Government issued photo ID required.



Driver's License



AS Voter Card



Military



Passport



OTHER

ID No.

Birthday

### Managed Plan Options

Product	Price	Local Minutes	USA Minutes	Local SMS	Data	Validity	Overages
<input type="checkbox"/> Managed Plan	\$25	500	None	500	10 GB	Monthly	N/A
<input type="checkbox"/> Managed Plan	\$55	1000	None	1000	25 GB	Monthly	N/A
<input type="checkbox"/> Managed Plan	\$75	1500	200	1500	50 GB	Monthly	N/A
<input type="checkbox"/> Managed Plan	\$105	2000	200	2000	100 GB	Monthly	N/A
<input type="checkbox"/> Managed Plan	\$169	1500	500	1000	125 GB	Monthly	N/A
<input type="checkbox"/> Managed Plan	\$199	2000	1000	1000	150 GB	Monthly	N/A



Device Name	Unit Cost \$	Up-Front Payment \$	Balance \$	Total Monthly Charges \$
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Total

\$

Up-Front Payments

\$

Monthly Payments

\$

### Warranty Policy

Products sold by ASTCA have a **30 Day Limited Warranty** from the date of purchase. If product is defective in any way, and was not caused by buyer's negligence, mishandling or abuse, ASTCA will process a replacement at no cost, or issue a full refund if product is returned within 30 calendar days. All accessories and original packaging material must be intact in the original manufacturer's box, along with the original purchase receipt at time of return.

☐ By checking this box, you acknowledge that you have read and understand our warranty policy.

### OFFICIAL ASTCA USE ONLY

Device Model

IMEI No.

ICC SIM No.

☐ New Customer ☐ Current Customer ☐ Trade In

Phone Number

Service Order

Promo Code

Retail Location



ASTCA Associate | Signature

Date



699-3000



astca684



www.astca.net

## Terms and Conditions, last updated December 1, 2022

**1. Signing up for Managed plans** means that you agree to the following Terms and Conditions. It is your responsibility to familiarize yourself with the contents of the Terms and Conditions.

**2. Managed plans** are available for business and residential customers who may be subject to credit approval provided all accounts with ASTCA are in good standing.

**3. Managed customers** will receive a monthly allotment on the 1st of every month for Local voice and SMS, and once allotments have been depleted, they will require to eTopUp credit to their phones to make voice calls, send SMS texts, or purchase a data bundle.

**4. Voice and SMS allotments** are valid for Local calls only; Normal rates apply for US and International voice and SMS. Depending on the Managed plan the customer opts for, other plans may not include an allotment for US voice calls; to make US or International calls, customers will require eTopUp and normal rates apply.

**Rates.** Cellular calls are deducted in one-minute increments and rates are subject to change without notice. Long distance rates vary by country called. All call rates are posted on our ASTCA website.

**Taxes and Miscellaneous Charges.** You may be charged for applicable government sales, use, excise, public utility or other taxes, fees universal service charge, land line connection charges, or other charges imposed on ASTCA because of providing your telephone services. Service Availability. Service is available within the AST-CA service area. ASTCA service may be temporarily interrupted or curtailed due to equipment modifications, upgrades, relocations, repairs, or similar activities necessary for proper operations.

**5. Your Managed plan** may be billed per MB or Out of Bundle rates which are subject to change, and you will be notified accordingly when these changes take effect.

**6. Customers** can opt to sign up for an annual 12-month plan (contractual period) where they will be **pre-billed and must make prepayments of the MRC** for the calendar month and agree to pay monthly for the contracted term for a subscriber line service.

Managed plans are billed incrementally by voice, SMS, and data on a prepaid basis and allotted accordingly for each Managed plan; this means that the customer must prepay for the monthly plan.

Upon signing up for Managed plans, the customer must pay the 1st month's payment prior to receiving allotments and will be billed in advance for each calendar month's billing cycle; allotments are replenished at the 1st of each month.

Should a customer sign up mid-month or towards the end of the month, they will be pro-rated in the next billing cycle. To avoid interruption of services, customer must pay their bill on or before the 3rd Monday of each month.

**7. Cancellation or termination of service** will result in early termination fees. An early termination fee of \$250 will apply for services cancelled. Cancellations or terminations will become effective on the last day of that month's billing cycle. If you cancel in the last two months of your service contract, the penalty will be the remainder of the contract price in lieu of the \$250.

**8. Once the customer** has completed the contract term, they can opt to sign up again on a Managed plan OR become a customer on a month-to-month basis where they will PAY-AS-YOU-GO.

**9. The following terms and conditions** relate to the Shared plans in addition to the terms and conditions outlined in this agreement. By using this service, you accept these terms and conditions.

**10. The Shared plans** allows an ASTCA customer to share from a bucket of Voice, SMS, and Data with another ASTCA customer. The primary account holder is referred to as the Master account holder, and the shared lines will be referred to as "additional lines".

**11. Shared plans** are limited based on the additional lines that can be added to the selected plans. A customer can sign up individually for any of the shared plans and may add additional lines at any time. There is a \$10 monthly recurring charge for additional lines added to shared plans. Maximum allowable lines are reflected on the plans.

**12. The additional line subscribers' usage** will be deducted from the primary account holder's bucket.

**13. Upon depletion of the shared bundle, Voice, SMS, and data usage** will be billed the out of bundle rate applicable to their price plan until the plan is replenished on the 1st of the month.

**14. As the primary account holder, you shall be responsible** for all charges and other liabilities incurred on behalf of the shared group. All members of the Group will be authorized to incur data charges (including those when roaming) on your behalf and any other authorized charges such as third-party content (unless you set up a bar on your account). You can request to remove a shared line at any time.

**15. Payments toward Managed accounts** are non-refundable. We may change prices or any other term of your Service or this agreement at any time and will provide notification. Using this service after the change takes effect means that you have accepted the change.

**16. Failure to pay your bill on time** may result in late fees and suspension of your Service until full payment has been made.

**17. Lost or stolen phones** must be reported immediately so we can place your number on temporary hold for 10 days to allow you time to reactivate on a new device to resume your contractual plan; if your phone is not reported on time and calls have been made, you may still be charged for these calls.

**18. Your monthly bill** will be mailed out by the 6th of every month and full payment must be made on or by the 15th of each month. If you have signed up for eBill service, you may view your monthly bill online as early as the 1st of each month. ASTCA Services are billed at a monthly rate and pro rata adjustments will only be made for service disruptions under the following circumstances: (i.) Business and Priority Service Customers, ASTCA will only provide credit to an account for service disruptions lasting longer than seven (7) business days on a pro rata basis., and (ii.) Residential Customers, ASTCA will only provide credit to an account for service disruptions lasting longer than ten (10) business days on a pro rata basis. Pro rata adjustments will be calculated according to the formula: ((Days more than 7 or 10) x Monthly Service Cost) / 30 = Pro Rata Adjustment.

**19. If you wish to privatize your number, there will be a \$25 one-time fee** to activate this feature; Your number will show up as unknown, however, other features may expose your number such as when you send SMS.

**20. An authorization form to debit your CC or Bank account** will be required to automate payments monthly. Services will be suspended for any declined charges and will incur a return fee. For any discrepancies on your monthly bill, you will need to report it to our collections team. You must also notify our billing department if you have changed banks, account numbers, or form of payment.

**21. Service Disruption Policy.** ASTCA Services may experience periods of disruption due to a variety of factors. ASTCA is committed to correcting these issues for each Customer as soon as practicable. Best efforts will be used

to restore services. This policy will serve as the general guideline for Customer credits but may be adjusted in the event of Acts of God or extraordinary circumstances beyond ASTCA's control. Service disruptions are defined as the following: (a) Broadband Internet Services – the inability to connect to the internet and download or upload data; (b) Landline Services – the inability to make or receive phone calls; (c) IP TV Services – the inability to view picture or sound caused by the malfunction of ASTCA technology.

**Service Use.** You agree that you will not use ASTCA services for any abusive, illegal, or fraudulent purpose, or in any way that might cause damage to ASTCA's business, reputation, employees, services, facilities, third parties or to the public.

**ASTCA's Alterations and Termination of Service.** ASTCA is entitled to change its charges for services or modify this Service Agreement at any time. You can obtain details about such changes by contacting our Customer Service office or by visiting our website [www.astca.net](http://www.astca.net). ASTCA can terminate your account and ASTCA services if you breach this Service Agreement, fail to pay in full on time, file for bankruptcy, are placed in receivership, or otherwise become insolvent.

**Liability Limitations.** You excuse our non-performance hereunder and agree that ASTCA is not liable if damage is caused by an act or omission of an underlying carrier, equipment or facility failure, equipment of facility upgrade or modification, act of God, strike, fire, government action, equipment or facility shortage, equipment or facility relocation or caused beyond our reasonable control, including without limitation the failure of an incoming or outgoing call, including a 911 or emergency call, to be connected or completed. You agree to indemnify, defend and hold ASTCA and its agents, officers, directors, and employees harmless from and against any and all claims, actions, liabilities, losses, damages, costs, expenses, and reasonable fees of legal counsel arising from or in connection with your breach of the Agreement or any of your acts and omissions that you undertake in respect to the services. The only applicable warranty is that provided by the manufacturer of your handset and accessories.

**22. You confirm that you are 18 years of age** and legally accept this agreement and will not hold ASTCA responsible for any misuse of services.

**23. We collect personal information** about you. By entering into this Agreement, you consent to our data collection, use and sharing practices described in our Privacy OR CPNI Policy.

**24. Failure to make monthly payments** will result in the retrieval of the device whereby visible damages will be assessed for upfront payment.

**25. Business Customers** are qualified to sign up for an Installment plan, should they wish to purchase a device, post assessment with the Sales, Billing & Collections representatives.

**26. To opt in on the Installment Plan, customers must make a minimum deposit** of \$199.00 or more, whereby the remaining device balance is divided into equal monthly payments for 12 months. The device is released upon the completion of filling out of the agreement form, and the downpayment is made.

**27. Device monthly payment** is added to the Managed Plan MRC to yield the overall monthly invoice to the customer's account.

**28. Customers will incur an additional early termination fee, that is separate from the Managed Plan early termination fee, of \$250.00**

**29. Customers can request for an additional device** once the initial device is fully paid off.

**30. Returns or exchanges** are not accepted with the exception of a manufacturer's defect item. Customers must ensure that it is returned within the 30 day warranty period in good condition with the box. Visible damages will be assessed.

**31. ASTCA reserves the right to amend these terms and conditions** at any time.

**Notice of Rights Concerning Use of CUSTOMER PROPRIETARY NETWORK INFORMATION (CPNI):** American Samoa Telecommunications Authority (ASTCA) collects information about the ASTCA Services you purchase and how you use them. Some of this information is known as "Customer Proprietary Network Information" or "CPNI," and the collection and use of your CPNI is protected by federal law. CPNI includes any information on the quantity, technical configuration, type, destination, location, amount of use of your telephone Service, and calling patterns that we obtain because we are your telephone carrier. CPNI, as regulated by federal law, does not include names and telephone numbers published in telephone directories or other information we obtain because of providing ASTCA services to you. We use CPNI to monitor the quality of the Service we provide and to prepare your bills. We also use CPNI to market all our Services and equipment, as well as to notify you when our Services may be out for maintenance or when there may be changes made to those Services. We share CPNI with companies that are affiliated with us and with unaffiliated companies that provide billing and other necessary services that we use to offer telephone Service. When we share CPNI with unaffiliated companies, we require them to enter into agreements to protect the confidentiality of your information.

You have a right, and we have a duty, under federal law to protect the confidentiality of your CPNI. We have the right under federal law to use CPNI to provide ASTCA Services, to bill you, to market services related to the Services you already buy from us, to protect our rights, facilities, and property, as well as other carriers and users of our Services and to respond to lawful demands from law enforcement agencies. You have the right to limit our use of your CPNI for marketing services other than those that are related to Services you already buy from us and to withdraw access to your CPNI at any time.

Withdrawing access to your CPNI will not affect our ability to provide Service to you, or the quality of the Service we provide. However, if you do withdraw access to your CPNI, it may be more difficult for us to help you if you want to purchase the most cost-effective Service package. Allowing us to use your CPNI may enhance our ability to offer products and Services tailored to your needs. If you want to allow us to use your CPNI, you do not have to do anything.

If you do not wish to allow us to use your CPNI for marketing services other than those that are related to Services we already provide to you, you can notify us at any time in writing at the following address: Attn: CPNI - ASTCA, P.O. Box M, Pago Pago, American Samoa, 96799. The request must state that you want to deny access to your CPNI, include your account number, list all the telephone numbers that you wish to cover with the request and be signed by someone who is an authorized party for your account. In accordance with Federal Communications Commission ("FCC") rules, if you do not make a request to limit or disallow use of your CPNI within thirty (30) days of this notice, we will assume that you have permitted us to use your CPNI until you tell us otherwise. Whatever decision you make is binding on you for the use of your CPNI outside of the Services to which you already subscribe until you affirmatively revoke or limit your approval or denial.

You consent to allow ASTCA and anyone who collects on our behalf to contact you about your account status, including past due or current charges, using pre-recorded calls, email and calls or messages to any wireless phone number, other contact number or email address you provide. ASTCA will treat any email address you provide as your private email that is not accessible by unauthorized third parties.

**By signing this form, you acknowledge that you are 18yrs or older, and you have read and agree to the terms outlined in this agreement.**



Customer Signature

Date



ASTCA Representative

Date