

POSTPAID MOBILE PLANS



CUSTOMER INFORMATION

Customer/Business Name

Contact Number

Email Address

Billing Address

Location of Business/Residence

ID Provided

Passport

Driver License

Military ID

ASG

IMG ID

ID Number

POSTPAID MOBILE PLANS

CAPPED MOBILE PLANS

*Allotments are inclusive of Local and USA calls and SMS.

SUPERIOR 30
\$30.00 Per Month

500 Minutes
500 SMS
10GB Data

SUPERIOR 60
\$60.00 Per Month

1000 Minutes
1000 SMS
20GB Data

SUPERIOR 90
\$90.00 Per Month

1500 Minutes
1500 SMS
30GB Data

SUPERIOR 150
\$150.00 Per Month

2000 Minutes
2000 SMS
60GB Data

SUPERIOR 200
\$200.00 Per Month

2500 Minutes
2500 SMS
80GB Data

SUPERIOR 100
\$100.00 Per Month

1500 Minutes(Local)
300 Minutes (National)
500 SMS (Local)
300 SMS (National)
40 GB Data

SUPERIOR 160
\$160.00 Per Month

2000 Minutes(Local)
500 Minutes (National)
1000 SMS (Local)
500 SMS (National)
80 GB Data

SUPERIOR 230
\$230.00 Per Month

2500 Minutes(Local)
750 Minutes (National)
1500 SMS (Local)
750 SMS (National)
150 GB Data

ADDITIONAL FEATURES *Rates Apply

CUG (\$15 per sub)

Long Distance

Roaming

CUSTOMER ACCEPTANCE

I hereby agree and accept the mobile plan that I have chosen on this service application. Plan has been effectively explained to me by a Bluesky Representative prior to signing of this application.

Customer Signature

RSSR Signature

Date

POSTPAID MOBILE PLANS TERMS AND CONDITIONS



FOR BLUESKY USE ONLY

ICC Sim Number

New Phone Number

IMEI# Handset/Tablet Serial

Customer Key Number

Credit Approval Verified (Account in good standing)

Customer Pin Number

Service Type

Residential Business Government

POSTPAID MOBILE PLANS TERMS AND CONDITIONS



- Initiation of Services.**Your plan includes your monthly allowances and features as well as the monthly pay-as-you-go charges. Roaming is an optional service you can also subscribe to when on a plan. Together, your plan features voice, SMS and data for use, plus roaming if you subscribed for that service. To initiate service with Bluesky, we require a copy of your government issued identification, physical and postal address, description of your village and home to assure we provide the adequate service you need as a customer. By providing this information you understand you are the primary applicant and we will process your application form. The sales representative will first confirm you are 18 years old and they will require you to sign a credit card authorization form or alternatively we accept ACH processing. We will review your credit rating in our own database to ensure you or your company have no outstanding debts with Bluesky that may prevent you from receiving service. The current version of this agreement plus the terms and conditions are available on our website www.blueskyas.com. By using our service, you understand and agree to every provision of this agreement whether or not you have read it. This agreement also applies to all mobile numbers under the postpaid services on your account and anyone who uses your service.
- Terms and Continuation of Service** By signing up for postpaid service plan, you are agreeing to subscribe to service for a minimum contract term of 12 months. (If your Service is suspended without billing for example Temp hold or at a reduced billing rate, that time does not count towards completion of your contract term.) Once your contract term is completed, you will remain a customer on a month-to-month basis unless you choose to renew your contract or discontinue your plan. If you wish to cancel your contract before the completion of the terms, you will have to pay an early termination fee. You are responsible for all charges incurred until then.
 - Pure postpaid - Once you utilize your allocated allotments the plan will allow you to use minutes, SMS and data at a pay-as-you-go-rate. These additional charges will show on your statement. Your new monthly allotment will replenish on the 21st of every month.
 - Postpaid Capped - Once you utilize your allocated allotment, you can e-charge your mobile number to continue making calls, SMS or data. Your next month's allotment will replenish on the first day of each month.
 - CUG (Closed User Group) - This feature allows you to make calls and send SMS free of charge within your group. The primary number for your Group must be on a Pure postpaid plan.
 - Roaming - This is an additional feature that conveniently allows you to receive and make calls without changing providers while traveling outside of American Samoa. Charges for these calls will show on your statement.
- Termination of Services** To terminate your postpaid contract, you must provide Bluesky with a written notice 30 days before termination. Termination of service within six (6) months into the contract will result in a \$250.00 early termination fee. Termination after seven (7) months and prior to completion of 12 months will result in a \$150.00 early termination fee.
- Porting Number** - You are not able to port your mobile phone number to another provider. While you have a valid contract with Bluesky and your accounts are kept up to date, the use of the number is valid. Bluesky owns the mobile number and services provided under your postpaid contract. Occasionally, Bluesky may allow changes; however, you will first be notified in writing.
- Receiving Monthly Allotments** In general all pure postpaid customers receive their monthly allotments on the 21st of the month or thereafter. This is also the start of a monthly billing cycle. As a pure postpaid customer once your allotted minutes, SMS, or data are depleted for the month, additional charges will apply at the pay-as-you-go rate (PAYG). Allotted minutes and SMS for Pure Postpaid and Capped plans are valid for calls and SMS made locally and to the US Mainland, not including Hawaii and Alaska. Additional charges will apply to international calls and international SMS sent by customers on pure postpaid plans. The monthly allotments do not include calls to 411 directory assistance, these calls will be charged \$0.75 cents a call. Remaining allotments will not rollover to the next month. To check pure postpaid allotment balance and usage, customers can visit the postpaid portal: wsc.blueskyas.com Postpaid capped plan customers will receive their allotments on the 1st of the month. Their billing cycle is on the 21st of the month. Once the allotted minutes, SMS, and data is depleted customer can eCharge for additional minutes, SMS or data to use. To make international calls or send international SMS under the postpaid capped plans, customer must eCharge. To check postpaid capped allotment and prepaid balance, customer can dial *888# or use the MyBluesky mobile app.
- 24 Hour Service Center.** Support is available to all Bluesky customers 24 hours daily. Service number *611 for Customer Care is free of charge to Bluesky customers. Directory assistance or calls to *411 is \$0.75 cents per call.
- Billing and Payments** Bluesky will mail the monthly bill statements by the 25th of each month. Before then, as a postpaid or capped plan customer you will be expected to pay all access, usage and other charges incurred by your mobile phone. You agree to pay all charges incurred and outlined on your bill statement. Charges based on the amount of time used or data sent or received, will be rounded up to the next full minute or for data usage you will be billed the next full megabyte. This is important to note and understand. We will charge only for outgoing calls including calls answered by automated services. Usage for postpaid service are not always processed immediately and may be included in a later bill month. Usage will still count towards your monthly allocation when the service was used. You can also sign up for e-bill, to receive your bill via email. If at any time you need help understanding your bill please contact our service center at *611 or email us at csc@blueskypacificgroup.com for assistance. We accept forms of payment via credit card, ACH payment or cash. Bluesky requires postpaid contracts to be paid in a timely manner and specifically for this plan customer must sign-up for monthly auto-payment or ACH. If you have any disputes or require a specific day to process your payment, please contact us. It is important we receive these type of requests promptly within the current bill statement cycle.
- Disconnection due to non payment** . Your bill must be paid in full by the 12th of the month. Failing to pay for an outstanding bill amount by the 12th may result in interruption to your services requiring a \$5 reconnection fee to reactivate services. Payments received after the 12th of the month will incur a late fee of \$5. We will endeavor to contact you when your service is subject to disconnection/ suspension due to non payment. Our collections teams are here to assist you. Charges may also include Federal Universal Service, Regulatory and Administrative Charges, and we may also include other charges related to local governmental costs. As required by law, the amounts due for payment may change; if such changes are made Bluesky will advise you in a timely manner.
- Overage Rate** Bluesky pure postpaid services allows customers to continue using our services even after their monthly allotment is depleted. It is important to know that data is charged at \$.08 per megabyte and is rounded to the megabyte. Bluesky will send you notifications to advise you have reached your allocation limit. To prevent further billing charges and should you continue to exceed your limit, a notification will be sent to you when usage is at 80%, 90% and 100% to notify you of your usage status. Local voice and SMS are charged at \$0.05 cents per minute, \$0.12 cents to USA. International rates apply based on destination of call and sms. These charges will be itemized on your bill accordingly.
- Disruption to Service** At times there may be disruptions to your service due to scheduled maintenance or due to situations beyond Bluesky's control, for example an "act of god". Scheduled maintenance shall be in writing to you either by email, public notice and or SMS message. Interruptions caused by our services other than scheduled maintenance may be reviewed for loss of service. These are reviewed on a case by case situation. All disputes are to be sent to us in written statement outlining the loss of service.
- Lost or Stolen SIM card** In the event you lose your handset and SIM card, it is your responsibility to report the loss, theft or otherwise to us. Your mobile number will be suspended temporarily and a replacement SIM may be picked up free of charge within 10 business days from the date the number was held. This service is available three (3) times within the duration of your contract free of charge, any replacement SIM afterwards will be charged. To place a number on hold for more than 3 months is subject to disconnection and termination of your contract, which means customer will have to pay the early termination fee.
- Temp Hold** Postpaid customers are allowed to temp hold their account once per contracted agreement cycle. You may request to hold your account at no extra charge for a maximum 30 days. Any request for more than 30 days to a maximum of 90 days, will require an extended hold fee of \$25. It is important to note that your contract agreement cycle is exclusive of temp hold. You must make the request to temp hold your service in person or in writing. Once Bluesky receives your request, you will be notified your request is accepted or declined. Should your temp hold request be declined you will be advised of why and provided with options which may suit you.
- Your Handset** Your handset is any mobile phone you use to receive our wireless voice, SMS, or data service. It must comply with Federal Communications Commission regulations and be compatible with our network and your plan. Whether you buy your wireless phone from Bluesky or somewhere else is entirely your choice.
- Mobile Number** Bluesky has provided you with a Subscriber Identity Module (SIM), which is inserted in your mobile phone, and it is the access key to your account. Bluesky is entitled to remotely change the information encoded on your SIM. You understand that you have no proprietary or ownership rights to the telephone number assigned to your SIM card and that we can change your number at any time. You agree not to alter or program any other telephone number into your SIM and by doing so would be both fraud and a breach of this Service Agreement. If your account is suspended, terminated, or deactivated, we can assign the number to another subscriber without giving you any notice.
- Bluesky Mobile Promotions**
Pure Postpaid customers are not eligible to participate in any prepaid promotions.
Postpaid capped customers may participate in any SMS or Call In promotion. However, customer must echarge their number to participate. In the event the customer eCharges their postpaid capped number during bonus eCharge/data promotions, the system will automatically deduct from the bonus balance before the allotted minutes/SMS/data.
- Private Listing** The mobile number we have allocated to you will be part of our public directory. You may ask for a private listed number. You will need to request this in person or in writing, for a one time fee of \$ 25.00 mobile number. From time to time this fee may change. For the updated fees, inquire with our service center.
- Privacy.** We value and take our responsibility, as your provider, very seriously by keeping the information you give us and your personal records secure. We will ask you for information to enable us to enter into a contract with you. Personal information such as Name, Village and Phone number will be used in order to identify you and/or your business. We also hold records of how you use our service and the type of service you personally opt in or out of. This type of information is protected under Customer Proprietary Network Information (CPNI).
- Customer Proprietary Network Information (CPNI)** CPNI mandates Bluesky to take every necessary step to keep your proprietary information private and only disclose to authorized personnel. The person on the contract is the authorized person. When you sign up to any of our services you will be required to complete a CPNI authorization form. The form tells us your name, address, village and phone number. You will be asked to select a password and to confirm a preset recovery question. When you visit our store or call us we will ask you to confirm your password. If you cannot remember your password, we may ask you one of the recovery questions in order to establish that we are speaking to the authorized person. No information will be provided over the phone unless we have established we are speaking to the authorized person. You may be asked to come in to the office to verify your identity.
- Authorized Access** On the CPNI authorization form you are required to authorize a person to act on your behalf. The authorized person should be over 18 years of age. By authorizing the person, you understand changes to your account such as modifications, extending your contract, adding or remove services from your account are permissible. You understand that the changes by the authorized person are binding. We can only release information to the person you have authorized to act on your behalf; if this is a business a point of contact is establish to speak on behalf of the entity and has all authority to act.
- Right to Modify or Terminate Service** We have the right to change the plan prices and internal policies in the form of a written notification thirty (30) days prior to billing date of activation that may impact your service agreement . Any modifications or changes you wish to make to your contract must be in writing and require submission within minimum thirty (30) days
- Other Provisions** The application and these Terms and Conditions together make a complete statement of our Service Agreement. If any part is legally prohibited or invalid, such provisions shall be disregarded, but the remainder shall continue to remain in effect. This agreement shall be construed according to the applicable American Samoa and United States federal laws. You are solely responsible for complying with applicable rules and regulations of the Federal Communications Commission and any federal or territorial regulatory authority.
- Customer Service** If you have any questions regarding information about these Terms and Conditions, you may call our Customer Service Center at *611 from your Bluesky phone or (684) 699-2759.

Please initial to verify that you understand and agree to the terms and conditions stated above

Customer Initial

Bluesky Rep Initial