

AIRTIME SERVICE AGREEMENT

Instructions for completing this Airtime Service Agreement

CUSTOMERS RESIDING IN THE US

- Complete Section A:** Customer Details
- Review Section B:** Billing Information
- Complete Section D:** General Terms & Conditions
- Complete Section E:** Airtime Options

CUSTOMERS RESIDING OUTSIDE THE US

- Complete Section A:** Customer Details
- Review Section C:** Billing Information
- Review Section C:** Security Deposit Terms & Conditions
- Complete Section D:** General Terms & Conditions
- Complete Section E:** Airtime Options

If you are completing a printed version of this agreement, please scan and email to:

info@orbitalsatcom.com

If you are completing an electronic version of this agreement, please sign electronically and click on 'Submit Signature'

SECTION A : CUSTOMER DETAILS

Title:		First Name:		Last Name:	
Company Name (if applicable):					
Street Address:					
Town/City:					
County/State:					
Postcode:					
Country:					
Email Address:					
Phone Number:					

SECTION B : BILLING INFORMATION – CUSTOMERS LOCATED IN THE UNITED STATES

We require customers located in the United States to pay monthly airtime invoices by credit card. Your card will be charged 3-7 days after we issue your monthly airtime invoice to allow you time to review your invoice and contact us with any queries relating to it.

To ensure that we take your credit card details in a secure manner, please click on the link below to enable us to verify your card securely. The link will request a small payment from your card (\$1 or equivalent in your local currency) which will be credited against your first monthly airtime invoice.

Important:

- * Please ensure you choose the 'Credit Card (Authorize.net)' option when making payment as we are not able to take repeat payments for your monthly airtime invoices through PayPal.
- * Please ensure the address provided in the billing address section matches the billing address on your credit or debit card statement. Your payment will be declined if the address provided at checkout does not match your card's billing address.
- * Please do not send us credit card details by email or voicemail. Information sent via these methods will be destroyed.
- * Please return to complete this contract after you have completed the credit card transaction.

Please click on this link to proceed: <https://www.orbitalsatcom.com/osc-credit-card-verification>

SECTION C : BILLING INFORMATION – CUSTOMERS LOCATED OUTSIDE THE USA

Customers residing outside the US wishing to proceed with a SIM or device activation on a post-paid/monthly contract with Orbital Satcom Corp are required to provide a refundable security deposit of \$150 for each device activated before an activation can be processed (please see terms below). The card details provided for your security deposit will be used to take payment for your monthly airtime invoices. Your card will be charged 3-7 days after we issue your monthly airtime invoice to allow you time to review your invoice and contact us with any queries relating to it.

To ensure that we take your credit card details in a secure manner, please click on the link below to enable us to verify your card securely. The link will request a security deposit (\$150 or equivalent in your local currency) which will be returned upon termination of your Airtime Agreement. If you are activating more than one device, please adjust the quantity in the basket accordingly.

Important:

- * Please ensure you choose the 'Credit Card (Authorize.net)' option when making payment as we are not able to take repeat payments for your monthly airtime invoices through PayPal.
- * Please ensure the address provided in the billing address section matches the billing address on your credit or debit card statement. Your payment will be declined if the address provided at checkout does not match your card's billing address.
- * Please do not send us credit card details by email or voicemail. Information sent via these methods will be destroyed.
- * Please return to complete this contract after you have completed the credit card transaction.

Please click on this link to proceed: <https://www.orbitalsatcom.com/security-deposit>

Security Deposit Terms and Conditions – Applicable to Customers Located Outside the US

Customers residing outside the US wishing to proceed with a SIM or device activation on a post-paid/monthly contract with Orbital Satcom Corp are required to provide a security deposit of \$150 per device before an activation can be processed.

Following receipt of your security deposit and activation of your SIM or device, we will issue monthly airtime invoices for monthly fees and any airtime charges and charge the credit card provided in your Airtime Agreement for the amount due. Upon termination of your Airtime Agreement, we will refund your deposit minus any outstanding charges due to us.

In the event of your credit card payment request being declined when we attempt to take payment for your monthly invoice, we will send a reminder and allow you a grace period of 7 days to provide an alternative method of payment. If we fail to receive an alternative method of payment from you, we will deduct the charges due on your airtime invoice from your security deposit. We will send a second request for alternative credit card details and if no alternative method of payment is received we will deactivate your SIM or device 5 days after our second reminder. Any outstanding charges, including deactivation fees, early termination fees and any other fees relevant to your contract will be deducted from your security deposit. You will also be liable for any charges incurred over and above the security deposit provided.

Should you wish to reactivate service following this deactivation you will be liable for any reactivation fees imposed by the satellite network operator and we cannot guarantee that the plan you reactivate on will be the same one that was previously available. It is your responsibility to ensure we have an up-to-date payment method and contact details on file and we will not be held responsible for any consequences of any kind resulting from this deactivation if you have failed to provide us with an up-to-date email address and credit card information.

No deposit shall accrue interest unless required by law and all other terms and conditions stated in our Airtime Agreement remain in force following execution of this Security Deposit Agreement.

SECTION D: GENERAL TERMS AND CONDITIONS

I hereby acknowledge that I have read, understand and will be bound by all the terms and conditions shown on the following link, specifically the terms and conditions relating to post-paid airtime contracts:

<http://www.orbitalsatcom.com/terms-and-conditions>

I acknowledge that subscription fees will be pro-rated from the date of activation. Upon deactivation, fees will be chargeable until the last day of that month regardless of deactivation date. Example: If activation takes place on November 17th a pro-rated amount will be charged based on 13 days. If a deactivation is processed on December 18th, fees will be charged for the whole of December. All plan changes, suspensions and cancellations must be requested in writing before the 27th of the month, to allow time for processing. Instructions received after this date each month may fall into to the next month’s billing cycle.

If applicable (for customers located outside the US), I hereby acknowledge that I have read the terms of the Security Deposit Agreement and agree to my credit card being charged immediately for this returnable deposit.

I further acknowledge that I am fully authorised to sign as a responsible party and that I authorise Orbital Satcom or its representatives to access and review the information and references identified within this application, obtain my personal credit report and credit history if required and/or all other relevant information and materials that I provide for the purpose of identifying my creditworthiness. I understand that my completion of this Service Agreement does not guarantee service. I authorise Orbital Satcom to take payment for monthly invoices produced as a result of this Agreement either by Direct Debit or by credit card using the credit card details provided in this Agreement and agree to pay for all charges incurred under the terms and conditions of this Agreement. I have read this Agreement, understand and agree with all terms and conditions and indicate so by executing this Agreement below.

FULL NAME:	
POSITION (IF COMPANY):	
DATE:	
AUTHORISED SIGNATURE:	

SECTION F: INFORMATION ON YOUR AIRTIME AGREEMENT	
The airtime description for this Agreement is:	Inmarsat GSPS Post-Paid Airtime
This Agreement has a minimum term of*:	Variable depending on plan chosen
Our billing frequency for this Agreement is:	Monthly in arrears
The cost of this Agreement is:	Variable depending on the option chosen below
We will send our regular airtime invoice to:	The email address listed in the customer details
Your SIM Card Number:	
Your Activation Fee:	\$25
Your Required Activation Date:	

YOUR MONTHLY AIRTIME AGREEMENT OPTIONS			
	Standard	Allowance 20	Allowance 60
Monthly Fee*:	\$35.00	\$50.00	\$80.00
Inclusive Minutes*:	10	20	60
Minimum Term:	3 Months	3 Months	3 Months
Out of Bundle Call Charges (Per Minute)			
Voice/Fax/Data to Fixed:	\$1.00	\$1.00	\$0.90
Voice/Fax/Data to Mobile:	\$1.20	\$1.10	\$1.10
Voice/Fax/Data to BGAN/FBB/SBB:	\$1.00	\$0.93	\$0.90
Voice/Fax/Data to GSPS/SPS:	\$1.50	\$1.40	\$1.40
Voicemail:	\$1.00	\$0.93	\$0.90
SMS:	\$0.50	\$0.50	\$0.50
GSPS to Other:	Up to \$7.85 per minute	Up to \$7.85 per minute	Up to \$7.85 per minute
Indicate Your Required Plan:			

*Inclusive minutes are calculated on calls to fixed or mobile numbers. Calls to other numbers will be charged at the out of bundle rate. All prices are subject to VAT for billing addresses within the EU. Upon activation, subscription fee and/or allowance will be pro-rated for 1st month. Upon deactivation, subscription fee and/or allowance are not pro-rated. If SIM is suspended, a subscription fee will continue to be charged. No roll-over of unused minutes is permitted from one billing period to the next. Contract will automatically renew each month until customer requests deactivation.

NORTH AMERICAN REGIONAL MONTHLY PLANS				
Plan Name:	Emergency Plan	Keep in Touch Plan	Keep on Talking Plan	Power Plan
Minimum Term:	12 Months	12 Months	12 Months	12 Months
Activation Fee:	\$0.00	\$0.00	\$0.00	\$0.00
Monthly Fee:	\$24.99	\$39.99	\$64.99	\$99.99
Minutes Allowance:	10	50	150	250
Additional Minutes: (In Region*)	\$1.00/min	\$0.99/min	\$0.99 / min	\$0.99 / min
Additional Minutes: (Out of Region*)	\$2.50/min	\$2.50/min	\$2.50/min	\$2.50/min
Indicate Your Required Plan:				

NORTH AMERICAN REGIONAL ANNUAL PLANS				
Plan Name:	Emergency Plan	Keep in Touch Plan	Keep on Talking Plan	Power Plan
Minimum Term:	12 Months	12 Months	12 Months	12 Months
Activation Fee:	\$0.00	\$0.00	\$0.00	\$0.00
Annual Fee:	\$299.88	\$479.88	\$779.88	\$1,199.88
Minutes Allowance:	120	600	1,800	3,000
Additional Minutes: (In Region*)	\$1.00/min	\$0.99/min	\$0.99 / min	\$0.99 / min
Additional Minutes: (Out of Region*)	\$2.50/min	\$2.50/min	\$2.50/min	\$2.50/min
Indicate Your Required Plan:				

* The North American Geographic region is defined as mainland United States, Alaska and Canada. Hawaii is excluded.

Contract will automatically renew each year until customer requests deactivation.

Inclusive minutes are calculated on calls to fixed or mobile numbers. Calls to other numbers will be charged at the out of bundle rate. If SIM is suspended, a subscription fee will continue to be charged. No roll-over of unused minutes is permitted from one billing period to the next.