



SATELLITE SYSTEMS AND SERVICE
WEATHER, EMAIL,
VOICE & DATA SOLUTIONS

Iridium Certus Service Agreement

For fast activation please return to:

Fax: **206.878.8314**

Email: **admin@ocens.com**

Questions?

Phone: 206.878.8270

Email: sales@ocens.com

http://www.ocens.com

Dealer: _____ Reference #: _____

Requested Activation Date _____

If weekend date requested, activation will be processed on preceding Friday. Allow 24hr for activation.

SIM# _____ *OCENS USE ONLY*

Customer Information:

First _____ Middle _____ Last _____

Business Name (if Applicable) _____

Physical Street Address _____ City _____

State/Province _____ Zip/Postal _____ Country _____

Phone _____ Alt Phone _____

Email _____

Credit Card Billing Address (the address to which the credit card statement is sent)

Address _____ City _____

State/Province _____ Zip/Postal _____ Country _____

Type of card (check one): Visa MasterCard American Express

Card Number _____ Exp Date _____ CCV _____

Name on card _____

I, _____, hereby authorize OCENS, Inc. via this Authorization form to charge
(Printed Name of card holder) my credit card for payment of airtime and (or) service charges for my mobile satellite equipment as outlined in the following Agreement. I understand and agree that a facsimile copy of this agreement shall be valid and binding for all purposes.

Card Holder Signature _____ Date _____

Shipping Information

Check if address is residential

First _____ Middle _____ Last _____

Business Name (if Applicable) _____

Physical Street Address _____ City _____

State/Province _____ Zip/Postal _____ Country _____

Phone _____

Iridium Certus Service Agreement

Additional Subscriber Information (required for activation)

Social Security or Tax ID _____ Date of birth _____

Vessel Details

Vessel Name _____ MMSI# _____

In which country is the vessel registered?* _____ IMO#: _____

*If the vessel is unregistered, in what country will the terminal/SIM be licensed.

Vessel Type _____ Port of registry _____ Home port _____

Radio Call Sign* _____ Gross Tonnage _____ Year Built _____

*Please attach a copy of the vessel's radio license.

Capacity for persons on-board (passenger and crew) _____

Emergency contact for vessel _____ Phone# _____

****WARNING****

This 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. Use caution when connecting this terminal to a computer network that may request or search for Internet access (e.g. Microsoft Update). This could result in the network utilizing the terminal to access the Internet. If you have ANY questions about connecting your terminal to a network, contact a computer network specialist.

Customer Initials: (_____) I have read & understand this warning. I understand the potential for significant airtime use and bills through this terminal.

Iridium Certus Service Agreement

Plan	0 MB	50 MB	100 MB	250 MB	1GB	5GB	VSAT
Minimum Duration	3 Months						
Monthly Data Allowance	0	50	100	250	1GB	5GB	300
Activation	\$50						
Monthly Service Fee	\$120	\$355	\$630	\$955	\$1400	\$1750	\$400
Monthly Service Fee w/DSG*	N/A	N/A	\$695	\$999	\$1540	\$1995	N/A
In-Bundle Charge	n/a	\$7.10	\$6.30	\$3.82	\$1.40	\$0.35	\$1.33
Out of Bundle Charge (add 10% if in DSG* pool)	\$15.75	\$8.45	\$6.75	\$4.40	\$1.62	\$0.88	\$1.58
Iridium to Landline	\$0.60						
Incoming to Iridium via Local Number Access	\$0.62						
Incoming to Iridium via 2 Stage	\$0.62						
Iridium to Iridium	\$0.39						
Iridium to Voicemail	\$0.39						
Contact us for available higher usage, streaming and SBD plans.							
*DSG - Dynamic Shared Group (pooling) applies to monthly service and overage.							

Additional Services for your Iridium Phone



International calling rates apply to voice calls to an Iridium phone. Depending on your cellular or PSTN carrier, these rates can be \$5 to \$10 per minute. VOCO dramatically lowers the cost of these calls and allows you to affordably call any Iridium phone via a local number. Calls to this VOCO local number are automatically routed to your Iridium phone wherever it is in the world, then billed against your Iridium service at a fixed per minute basis rather than the extreme rates long distance carriers will charge persons attempting to speak with you.

Yes, please add VOCO calling to my Iridium plan for \$10 per month plus calls.

I would like to requested a number with the following area code: _____

www.ocens.com/voco



SnapTrack is OCENS response to the requests of many of our customers for a clean and simple solution to the tracking question. SnapTrack shortens the path from where you are in even the most remote of locations to a screen that captures the 'where' of your wanderings. SnapTrack is compatible with the Iridium 9575 and GO! and other devices.



Add SnapTrack service for \$10 per month

www.ocens.com/snap

Iridium Certus Service Agreement

OCENS, Inc. Iridium Satellite Services Terms & Agreements

Availability of limited service: Service is generally available to satellite terminals equipped for this service when within the satellite footprint. Service is furnished to Customer or Customer's authorized user and customer has no property right in their satellite number. OCENS reserves the right to assign, designate, or change such number, when, in its sole discretion, such action is reasonably necessary in the conduct of business;

OCENS Service: Customer has contracted with OCENS to have OCENS provide the service under the terms detailed in this agreement. Customer will pay a \$50 one-time charge per account activation unless activating under the PayGo plans for which activation fees may be higher. Early termination penalties may apply if extended term promotions are selected. Extended term promotion discounts applied in 2nd and 3rd years as applicable. Iridium service is provided by Iridium Satellite, LLC. Customer agrees to pay any applicable activation, monthly service, service usage fees, and any applicable taxes thereon. OCENS reserves the right to change rates at any time;

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, OCENS 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. Please consult with an OCENS sales representative if data setup technical support beyond the normal provided setup instructions is desired (additional charges may apply);

This service agreement cannot be assigned without the written consent of OCENS. OCENS reserves the right to terminate this agreement at any time during the contract period;

Invoicing and Guarantee of Payment of Services: OCENS will invoice customer monthly for pending services or recurring charges and for services/minutes used in month previous. Invoices shall be paid by credit cards unless Customer and OCENS agree, in writing, to other terms. Customer understands that they are responsible for all air time 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). Payment must be made in US dollars. Customer requests for direct billing are subject to credit approval and may be subject to required deposits and/or direct payment by credit card or a guarantee authorized against a valid accepted credit card; Minimum billable Volume is 0.001 MB.

Taxes: 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. Customer shall pay such taxes directly or reimburse OCENS for any such taxes;

Deposits: Mobile satellite services are granted subject to credit approval by OCENS. OCENS requires the establishment of credit or the ability to pay invoices according to the established terms. Deposits may be 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;

Foreign Credit Cards: 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. All deposits for terminals will still apply. OCENS reserves the right to decline any credit card application;

Non-Payment/Breach: A late charge of 1-1/2% per month will be applied to each of customer's service bills not paid by due date. This late charge is applicable to the unpaid balance as of the due date. Customer shall pay OCENS all costs including, without limitation, reasonable attorney fees, the fees of any collection agency, and any other costs incurred by OCENS in the exercising any of its rights under the agreement. Should customer's service be suspended by non-payment OCENS will charge a re-commissioning fee of \$150 per mobile terminal for re-activation of the suspended terminal;

Contractual Limitations: During the contract period, customer may change their pricing plan to a higher bundle (more megabytes or minutes) free of charge but in doing so will renew the applicable twelve (12), 24 or 36 month contract period.

Limitation of Liability: The satellite service provided by OCENS may be temporarily interrupted, delayed or otherwise limited and is not available everywhere in the world. OCENS makes no representation that it can provide uninterrupted service. Further, OCENS shall have no liabilities or credit due for interrupted service unless caused by the gross negligence of OCENS. OCENS shall not be liable for acts or omissions of other carriers, equipment failures, or modifications, acts of God, strikes, government actions, or other causes beyond our reasonable control. OCENS MAKES NO WARRANTIES WITH RESPECT TO THE SERVICE OF ANY KIND WHATSOEVER, EXPRESSED OR IMPLIED, EXCEPT AS SPECIFICALLY PROVIDED IN THIS AGREEMENT. THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR ANY PARTICULAR PURPOSE ARE HEREBY DISCLAIMED AND EXCLUDED. OCENS SHALL NOT BE LIABLE TO ITS DISTRIBUTOR OR CUSTOMER OR ANY THIRD PARTY FOR ANY SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES;

Subscriber Terminals and Equipment: Unless provided otherwise, OCENS is not responsible for the installation, operation, quality of transmission, or maintenance of customer equipment. If customer's equipment is stolen, customer is responsible for all charges as agreed upon in this agreement;

Licensing: Customers wishing to operate satellite phones while in foreign territories shall be required to obtain any and all licensing or approvals that may be required to operate within that territory. OCENS does not guarantee any authority to radiate from territories other than those allowing trans-border operation of equipment;

Governing Law: This contract is governed by the laws of Washington State and applicable tariffs;

CUSTOMER AGREES THAT ANY LEGAL PROCEEDING COMMENCED BY ONE PARTY AGAINST THE OTHER, SHALL BE BROUGHT IN ANY STATE OR FEDERAL COURT HAVING PROPER JURISDICTION WITHIN THE STATE OF WASHINGTON. BOTH PARTIES SUBMIT TO SUCH JURISDICTION AND WAIVE ANY OBJECTION TO VENUE AND/OR CLAIM OF INCONVENIENT FORUM.

Subscriber understands that Iridium Certus 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.

Official Authorization ** (You must sign this portion for the Service Agreement to be valid)**

In my individual capacity, or on behalf of the entity I represent, I hereby certify that I have read and agree to the OCENS, Inc. Iridium Satellite Services Terms & Agreements and further testify that the information provided to OCENS in this service agreement and credit application is correct. I hereby authorize the bank and the references listed in this credit application to release information to OCENS to evaluate credit worthiness. Further, I hereby authorize the use of my credit card referenced on page 1 or a card otherwise or later provided to OCENS for the purposes associated with this service agreement. I understand and agree that a facsimile copy of this agreement shall be valid and binding for all purposes.

Authorized Account Holder (Please Print)

Authorized Signature

Date