



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

Inmarsat FleetOne 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 _____

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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# _____

Address: _____

Email: _____

******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.

I recognize that billing rates for voice calls and data connections are substantially higher when using the Fleet One service Out-of-Region than when the service is used In-Region. I understand that no notification is or will be provided by OCENS or Inmarsat of movement of Customer's vessel from an In-Region to an Out-of-Region location or vice versa. I assume complete responsibility for the determination of the region of vessel's operation and for the movement of vessel In-Region, Out-of-Region and between regions and any and all airtime expenses engendered by operation in those regions.

Customer Initials: (_____)

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Postpaid Airtime Plans

Plans	Monthly Fee	Minimum Term (months)	Included Background IP (MB per month)	Included Voice Minutes (# per month)	Rate (\$/MB) for Beyond Included MB ⁴	Rate (\$/minute) for voice calls to PSTN ^{1,3}	Rate (\$/minute) for Voicemail ⁵	SMS ²	Activation Fee
<input type="checkbox"/> Coastal 10/0	\$59	1	10	0	\$7.00	\$0.60	\$0.60	\$0.49	\$75
<input type="checkbox"/> Coastal 25/60 ³	\$157	1	25	60	\$6.00	\$0.60	\$0.60	\$0.49	\$75
<input type="checkbox"/> Coastal Leisure Unlimited ⁹	\$189	1	N/A ¹⁰	0	\$22.00 ¹⁰	\$0.75	\$0.75	\$0.49	\$75
<input type="checkbox"/> Global ⁸	\$149	1	15 ⁷	200 ⁷	\$11.00	\$0.75	\$0.75	\$0.49	\$75

Notes

(1) Add \$0.30/minute for calls to cell. (2) SMS traffic billed per 160 character. (3) Minute allowance includes voice to PSTN, cell, voicemail and other Inmarsat. Contact OCENS for calls to other. (4) Background IP data speed is 100 Kbps. (5) News, Sports & Stock Market information is available via the OCENS QWIP Service. The \$10 monthly fee provides access to 100 QWIP reports. Additional QWIPs can be purchased in software. Windows only. (6) Assumes full allowance used for either voice or data. (7) Global plan cannot be activated on a Coastal SIM. SIMs cannot migrate between Coastal and Global Plans. (8) See terms and conditions. (9) First 30MB each month @ 100kbps, next 30MB @ 64kbps, beyond 60MB @ 16kbps. (10) Home Coastal Area covers coastal regions of North and South America, including US Caribbean. Data cost in coastal areas outside of Home Area @ \$22 per/MB.

Plan	Fee	# of Units	Effective # of MB Available	Effective \$/MB Rate	Effective # of minutes to PSTN Available	Effective \$/minute to PSTN Rate	Effective \$/minute to Cell Rate	Effective \$/minute to Voicemail Rate	Effective SMS Rate	Balance Validity (days)	Activation Fee
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Prepaid Coastal Airtime Plans

<input type="checkbox"/> 10/100	\$70	50	10	\$7.00	100	\$0.70	\$1.10	\$0.70	\$0.70	30	\$50
<input type="checkbox"/> 50/500	\$299	250	50	\$5.98	500	\$0.60	\$0.89	\$0.60	\$0.60	30	\$50
<input type="checkbox"/> 200/2000	\$1100	1000	200	\$5.50	2000	\$0.55	\$0.75	\$0.55	\$0.55	180	\$50
<input type="checkbox"/> 300/3000	\$1500	1500	300	\$5.00	3000	\$0.50	\$0.68	\$0.50	\$0.50	180	\$50
<input type="checkbox"/> 1G / 10000	\$4000	5000	1000	\$4.00	10000	\$0.40	\$0.55	\$0.50	\$0.50	180	\$50

Prepaid Global Airtime Plans

<input type="checkbox"/> 10/100	\$129	50	10	\$12.90	100	\$1.29	\$1.69	\$1.29	\$0.60	30	\$50
<input type="checkbox"/> 50/500	\$599	250	50	\$12.00	500	\$1.20	\$1.50	\$1.20	\$0.60	30	\$50
<input type="checkbox"/> 100/1000	\$1149	500	100	\$11.50	1000	\$1.15	\$1.45	\$1.15	\$0.60	90	\$50
<input type="checkbox"/> 200/2000	\$2199	1000	200	\$11.00	2000	\$1.10	\$1.40	\$1.10	\$0.60	180	\$50
<input type="checkbox"/> 300/3000	\$3150	1500	300	\$10.50	3000	\$1.05	\$1.35	\$1.05	\$0.60	180	\$50
<input type="checkbox"/> 1G/10000	\$10,000	5000	1000	\$10.00	10000	\$1.00	\$1.35	\$1.05	\$0.60	180	\$50

Additional Services for your Inmarsat 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 request a number with the following area code: _____

www.ocens.com/voco

Valid as of February 5, 2019

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Inmarsat FleetOne Service Agreement

OCENS, Inc. Inmarsat Satellite Services Terms & Agreements

1. 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. A telephone number may not appear in more than one terminal. Customer has no property right in such 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 its business.
2. OCENS Service: Customer has contracted to have OCENS provide the service under the terms detailed in this agreement. Inmarsat service is provided via the Inmarsat satellite network. OCENS reserves the right to change rates at any time.
3. Customer confirms the Fleet One terminal on which service is to be activated is under 500 GRT. Service must not and cannot be activated on vessels larger than 500 GRT.
4. Fleet One terminals are 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 extreme caution when connecting this terminal to a computer network that may request or search for Internet access. 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.
5. Customer has reviewed FleetOne coverage areas and understands the reach of FleetOne Coastal service and its distinction from FleetOne Global coverage. Customer understands cross-ocean voyaging will require the use of Global sim card which is physically distinct from a Coastal sim. Customer acknowledges that customer is solely responsible for vessel present and anticipated future location and for the activation and use of the FleetOne sim card applicable to the subject location.
6. Unlimited All-in-One accounts: Customer recognizes that OCENS does not restrict the number of email, message or position transfers allowed each month when customer is subscribed to OCENS' All-in-One service. All-in-One email, messaging, position and weather accounts will share a common user-specified username and password that is specific to customers account. Service term minimums of All-in-One accounts shall match the service term minimums of the FleetOne airtime plan under which customer's FleetOne is activated.
7. OCENS Web is a proxy-based web compression service reducing the volume of web traffic while providing expedited access to http:// (but not https://) web locations. OCENS Web is available for use within the FleetOne All-in-One service. Confirm your FleetOne connection is processing through your Sidekick and the OCENS Web proxy when accessing web locations or retrieving web information intentionally or when connecting your satellite terminal to a computer or mobile device capable of acquiring Internet access. Regardless, user is financially responsible for and agrees to pay any and all FleetOne airtime costs incurred whether or not the OCENS Web proxy is used to control their web traffic.
8. All-in-One Sidekick requirements: An OCENS Sidekick satellite wifi router is required for all Fleet One installations using OCENS software and services, including the All-In-One service package. Customer recognizes that tampering, bypassing, or removal by the customer of the Sidekick inline connection between customer's computer or mobile device and their FleetOne terminal voids any capacity of the Sidekick to deliver All-in-One access to the FleetOne terminal as well as protect said terminal from unwanted or excess airtime consumption.
9. FleetOne Automatic Activation/Always Accessible Service: Customer recognizes that optimum FleetOne service and cost options are only possible through the use of the OCENS Sidekick satellite wifi router and an enabled FleetOne automatic activation setting. If Automatic Activation is not enabled, customer will incur Inmarsat minimum connect fees for which they are financially responsible with each email, message, position or weather transfer.
10. Pacific NorthWest (PNW) Free Talk: Unlimited calling is allowed between FleetOne terminals on-board vessels offshore the US and Canadian West Coast and Alaska or between these terminals and terminals onshore in the states of California, Oregon, Washington and Alaska as well as British Columbia. Free talk is permitted only between terminals who are each activated under the PNW plan. Free talk is terminated once a vessel moves outside of the PNW region. Free talk is limited to sessions less than 30 minutes per talk session but the number of such sessions a PNW user may commence or in which they may participate is not limited.
11. Airtime Reserve – OCENS shall monitor airtime usage by Customer with this equipment during the term of the use. Should airtime usage by Customer exceed US\$2500 in any seven day period, customer grants to OCENS the authority to charge such usage to customer's credit card immediately and, further, to place an additional US\$2500 in reserve, via credit card payment, against future usage.
12. SAFETY AT SEA NOTIFICATION: Fleet One terminals are NOT recognized as maritime distress devices, and I understand that they should not be used for "SAFETY AT SEA" purposes.
13. Data Transmission and Dropped Calls: Due to the technical nature of data setups and the inherent sophistication of data transmission through a variety of operating systems, 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 dispute of this nature.
14. Early Termination: Customers terminating their service prior to the completion of the Minimum Term identified on page 3 are responsible for payment of the balance of the monthly fees still pending on the contract, including outstanding All-In-One service fees if any. OCENS must receive a request to terminate service before the 25th of the last contracted month. Failure to submit such Termination request prior to the 25th will result in further extension of the contract under the original terms. This Service Agreement cannot be assigned or reassigned without the written consent of OCENS. OCENS reserves the right to terminate the contract at any time during the contract period.
15. Invoicing and Guarantee of Payment of Service: OCENS will invoice customer monthly and bill customer's credit card for minutes or megabytes incurred during the month just completed and service access for the ensuing month. Customer understands that they are responsible for ALL COSTS & CHARGES ASSOCIATED WITH THEIR SERVICE, including but not limited to direct airtime, long distance charges, roaming charges (if applicable) and charges for any Customer-elected, value-added services (when available). Payment must be made in US Dollars.
16. 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.
17. Non-Payment/Breach: A late charge of 1 1/2 percent per month will be applied to Customers service bills not paid by the 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 exercising any of its rights under the Agreement. Should Customer's service be suspended for non-payment, OCENS will charge a decommissioning fee of \$50.00 per terminal for re-activation of the suspended terminal.
18. Limitation of Liability: The satellite services provided by OCENS may be temporarily interrupted, delayed or otherwise limited and are not available everywhere in the world. OCENS makes no representation that it can provide uninterrupted service. Furthermore, 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, CONSEQUENTIAL DAMAGES.
19. 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 until OCENS has been advised of theft, in writing..
20. Licensing: Customer 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 operations of Inmarsat equipment.
21. Governing Law: This contract is governed by the laws of the State of Washington and applicable tariffs.
22. Customer agrees that any legal proceeding commenced by one party against the other, shall be brought in any state or Federal court having jurisdiction within the State of Washington. Both parties submit to such jurisdiction and waive any objection to venue and/or claim of inconvenient forum.

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. Inmarsat 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