



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

Inmarsat Fleet Broadband Service Agreement Questions?

For fast activation please return to:

Phone: 206.878.8270

Fax: 206.878.8314

Email: sales@ocens.com

Email: admin@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 _____

Inmarsat Fleet Broadband 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.

Inmarsat Fleet Broadband Service Agreement

Postpaid Airtime Plans

Standard Plans	Monthly Fee	Minimum Term (months)	Included Background IP (MB per month)	Included Voice Minutes (# per month) ¹	Rate (\$/MB) for Beyond Included MB ⁴	Rate (\$/minute) for voice calls to PSTN ^{1,2}	Rate (\$/minute) for Voicemail ³	SMS ²	Activation Fee
25	\$435	12	25	0	\$25	\$0.75	\$0.85	\$0.49	\$50
25	\$455	1	25	0	\$28	\$0.75	\$0.85	\$0.49	\$50
100	\$995	1	100	0	\$15	\$0.75	\$0.85	\$0.49	\$50
100	\$895	12	100	0	\$14	\$0.65	\$0.65	\$0.49	\$50
250	\$1199	12	250	0	\$6	\$0.65	\$0.65	\$0.49	\$50
500	\$1495	12	500	0	\$5	\$0.65	\$0.65	\$0.49	\$50
100	\$825	24	100	0	\$10	\$0.60	\$0.60	\$0.39	\$50
500	\$1395	24	500	0	\$4.50	\$0.60	\$0.60	\$0.39	\$50
1GB	\$1595	24	1000	0	\$3.50	\$0.60	\$0.60	\$0.39	\$50
5GB	\$1995	24	5000	0	\$1	\$0.60	\$0.60	\$0.39	\$50
10GB	\$2795	24	10000	0	\$1	\$0.60	\$0.60	\$0.39	\$50
20GB	\$3395	24	20000	0	\$0.50	\$0.60	\$0.60	\$0.39	\$50
40GB	\$4395	24	40000	0	\$0.50	\$0.60	\$0.60	\$0.39	\$50

Notes

- 1 Add \$.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

Billing Increments

	Background IP	Voice to PSTN	Voice to Cell	Voicemail	SMS (from FBB)	ISDN Traffic	Streaming IP
Initial Minimum Increment	100 Kilobytes	30 Seconds	30 Seconds	60 Seconds	160 characters	30 Seconds	30 Seconds
Subsequent Increments	10 Kilobytes	15 Seconds	15 Seconds	30 Seconds	160 characters	15 Seconds	5 Seconds

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



OCENS Mail

OCENS Mail is mail with a singular purpose...to move your email as fast as possible. This speed and the key features of OCENS Mail are gleaned from more than a decade of listening to and building software and apps for satellite users...its superior design emphatically demonstrating that

simplicity and performance can coexist with craftsmanship and personality. All backed by a company with an unrelenting and uncompromising commitment to supporting our customers.

www.ocens.com/ocensmail



Sidekick

The Sidekick provides simple Wi-Fi connectivity to your Fleet Broadband system allowing for easy connections to your computer or other mobile devices. The Sidekick also prevents runaway data charges through a robust firewall feature. This enables you to safely connect using your

OCENS software without the fear that other software might be downloading upgrades in the background using up your data unsuspectingly.

www.ocens.com/sidekick

Inmarsat Fleet Broadband 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. Customer agrees to pay any applicable activation, monthly service, service usage, airtime and/or overage fees, and any applicable taxes thereon. OCENS reserves the right to change rates at any time.
3. Fleet Broadband 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 (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.
4. 24 and 48 month terms: Plans extending for 24 or 48 months require a prepay proportional to the value of the pending balance on the contract.
5. 5/0 thru 50/0 plans - Please contact OCENS
6. 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\$5,000 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\$5000 in reserve, via credit card payment, against future usage.
7. SAFETY AT SEA NOTIFICATION: Fleet Broadband terminals are NOT recognized as maritime distress devices, and I understand that they should not be used for "SAFETY AT SEA" purposes.
8. 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.
9. Early Termination: Customers terminating their service prior to the completion of the Minimum Term identified on page 2 are responsible for payment of the balance of the monthly fees still pending on the contract. 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.
10. Invoicing and Guarantee of Payment of Service: OCENS will invoice customer monthly and bill customer's credit card for minutes or megabytes incurred the month just completed and service access for the ensuing month. Customer understands that they are responsible for ALL AIRTIME 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.
11. 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.
12. 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 notified prior to service activation if a deposit is required. Deposits will be refunded at service or contract termination.
13. Non-Payment/Breach: A late charge of 1 ½ 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.
14. Contractual Limitations: During the contract period, Customer may change their pricing plan to a higher bundle free of charge but this will renew the 12 month contract period. Moving to a lower pricing plan with fewer included minutes will incur a fee of \$100 and will renew the 12 month contract period.
15. 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.
16. 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.
17. 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.
18. Governing Law: This contract is governed by the laws of the State of Washington and applicable tariffs.
19. 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.
20. Customer must contact OCENS via email at admin@ocens.com to deactivate service (the Deactivation Email). Customer must specify the date of service deactivation (the Deactivation Date) in the Deactivation Email. For services which include a recurring monthly service fee, OCENS must receive the Deactivation Email AT LEAST FIVE BUSINESS DAYS PRIOR TO THE DEACTIVATION DATE. Customer is liable for payment of ALL fees and taxes up to and through the Deactivation Date specified in the Deactivation Email. Furthermore, deactivated accounts with recurring monthly fees are NOT pro-rated for the date of deactivation within a calendar month and a full month payment of the monthly fee is due for the calendar month containing the Deactivation Date.

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