



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

IsatPhone 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

https://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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Airtime Plans

Global Prepaid Plans (Units)	Valid For	Price (USD) ¹	Effective minutes per month
50	30 days	\$54	38
100	90 days	\$105	77
250	180 days	\$260	192
500	365 days	\$515	384
1000	365 days	\$1025	769

Global Postpaid Plan ⁴	Included Minutes	Monthly Fee (USD) ¹	Additional Minute Rate (USD/minute)
Standard	10 Voice or Data	\$44.95	\$0.99
Allowance 60	60 Voice or Data	\$59.95	\$0.89

¹ \$50 activation applies to all new accounts.

North America Plans:

Plans	Included Minutes	Validity/Term	Monthly Fee (USD) ¹	USD/minute for additional in-region calls	USD/minute for additional out-of region calls
Emergency	10	12 months	\$25.95	\$1.19	\$2.99
Power	250	12 months	\$99.99	\$0.99	\$2.99

Additional Services for your Inmarsat Phone



International calling rates apply to voice calls to an Inmarsat 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 Inmarsat phone via a local number. Calls to this VOCO local number are automatically routed to your Inmarsat phone wherever it is in the world, then billed against your Inmarsat 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 plan for \$10 per month plus calls.

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

www.ocens.com/voco



SpotCast

No matter where you find yourself on land or sea SpotCast will work through your SMS capable satellite phone to provide weather information to you. SpotCast is designed specifically for satellite phones and rapidly delivers well-crafted multi-period weather forecasts across several weather variables.

Please add the following SpotCast weather report service to my plan:

24hr forecast (\$60per year)

48hr forecast (\$70 per year)

72hr forecast (\$80 per year)

Please include wave and swell information for an additional \$2 per month.

www.ocens.com/spotcast



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 IsatPhone and other devices.



Add SnapTrack service for \$10 per month

www.ocens.com/snap

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 Customers 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 business;
2. 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. Inmarsat service is provided by Inmarsat, Inc. Customer agrees to pay any applicable

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Valid as of July 9, 2019

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- activation, monthly service, service usage fees, and any applicable taxes thereon. OCENS reserves the right to change rates at any time;
3. Data Transmission Use and Dropped Calls: Due to the technical nature of voice and data setups and the inherent sophistication of voice and data transmission through a variety of satellites, systems and networks, OCENS makes no representation as to the success of such calls through the system. Customer agrees that all voice and 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 Inmarsat system (a geostationary satellite constellation) has inherent flaws and anomalies that can create dropped calls of either voice or data nature. Dropped calls will not be credited. OCENS can provide data setup technical support beyond the normal provided setup instructions at an additional charge. Please consult with OCENS sales representative for further details;
 4. Early terminations: Early termination during the first year of postpaid service or before any minimum term has expired in the first or subsequent years is of postpaid service is subject to a cancellation fee equal to the cost of the remaining service subscription or minimum term. Notice of termination should be made in writing to OCENS at 22608 Marine View Drive, Suite 300, Des Moines, WA 98198 USA no less than 30 days prior to the expiration of any term of this agreement. This service agreement cannot be reassigned without the written consent of OCENS. OCENS reserves the right to terminate this agreement at any time during the contract period;
 5. Invoicing and Guarantee of Payment of Services: OCENS will invoice customer monthly for pending services or recurring charges and/or for minutes used if post-paid accounts (unless pooled account wherein such invoicing will be on an as appropriate basis). Invoices shall be paid by credit cards. 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;
 6. 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;
 7. 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;
 8. 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;
 9. 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 it's rights under the agreement. Should customers service be suspended by non-payment OCENS will charge a decommissioning fee of \$50 per mobile terminal for re-activation of the suspended terminal;
 10. 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, EX- PRESSED OR IMPLIED, EXCEPT AS SPECIFICALLY PROVIDED IN THIS AGREEMENT. THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR ANY PARTICULAR PURPOSE ARE HERBY DISCLAIMED AND EXCLUDED. OCENS SHALL NOT BE LIABLE TO ITS DISTRIBUTOR OR CUSTOMER OR ANY THIRD PARTY FOR ANY SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES;
 11. 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;
 12. 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;
 13. Governing Law: This contract is governed by the laws of Washington State and applicable tariffs;
 14. 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.
 15. 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. IsatPhone 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