



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

**Inmarsat IsatHub 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 \_\_\_\_\_

# Inmarsat IsatHub Service Agreement

## Global Airtime Plans

Standard Plans	Monthly Fee	Minimum Term (months)	Included Background IP (MB per month)	Included Voice Minutes (# per month)	Rate (\$/MB) for Beyond Included MB	Rate (\$/minute) for voice calls to PSTN	Rate (\$/minute) for Voicemail	SMS	Activation Fee
0	\$20	1	0	0	\$3.95	\$0.75	\$0.75	\$0.45	\$50
10	\$56	1	10	0	\$3.95	\$0.75	\$0.75	\$0.45	\$50
50	\$99.99	1	50	0	\$3.50	\$0.75	\$0.75	\$0.45	\$50
100	\$199.99	1	100	0	\$3.50	\$0.75	\$0.75	\$0.45	\$50
250	\$497.50	1	250	0	\$3.50	\$0.75	\$0.75	\$0.45	\$50
500	\$1489	1	500	0	\$2.95	\$0.75	\$0.75	\$0.45	\$50

**Notes**

No rollover of unused MB.  
 Monthly fees are pro-rated in the month of activation. Deactivations are billed based on a full month  
 On-Network calls include voice calls to IsatHub, Fleet Broadband, Swift Broadband, BGAN and IsatPhone Pro  
 Add 30¢ / min for calls to cellular

## Annual Plans

Plan	Annual Fee	Data Included	Voice Minutes Included	SMS Included	Additional Data	Additional Voice (PSTN)	Additional Voice (Cellular)	Additional SMS
Lite	\$240	10 MB	20	0	\$3.85 /MB	\$0.75/min	\$1.05/min	\$0.49 ea
Mid	\$559	120 MB	10	0	\$3.85 /MB	\$0.75/min	\$1.05/min	\$0.49 ea
High	\$1089	250 MB	100	100	\$3.85 /MB	\$0.75/min	\$1.05/min	\$0.49 ea

**\*\*\*\*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.

### 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](http://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](http://www.ocens.com/ocensmail)



### OneMessage

OneMessage enables two-way secure and private text messaging through your satellite phone. This means your texts to a friend dependent on a satellite reach that friend and that friend only, not to the satellite device and then to the first person who happens to link to it.

Ask us how OneMessage can be used for cost effective crew communications.

[www.ocens.com/onemessage](http://www.ocens.com/onemessage)

# Inmarsat IsatHub 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. Customer has no property right in the assigned satellite telephone number. OCENS
2. 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.
3. 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 fees, and any applicable taxes thereon. Subscriber understands that any changes made to their account including but not limited to the addition of new lines or changing of service plan or service type may result in the change in monthly subscription fees and usage fees and may extend the contract period. Subscriber understands that OCENS at its discretion may adjust or change monthly subscription fees and usage fees. SUBSCRIBER WILL BE RESPONSIBLE FOR ALL SUBSCRIPTION FEES AND AIRTIME CHARGES PRIOR TO NOTIFICATION OF OCENS OF DEACTIVATION OR DOWNGRADE.
4. Subscriber understands that iSavi 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.
5. Airtime Reserve – 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.
6. Data Transmission and Dropped Calls: Due to the technical nature of voice and data setups and the inherent sophistication of data transmission through a variety of operating systems, OCENS makes no representation as to the success of calls through the system. Customer agrees that all 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.
7. Notice of service termination or cancellation should be made in writing to OCENS Administrative Services at 22608 Marine View Drive, Suite 300, Des Moines, WA 98198 or via email to admin@ocens.com no less than seven (7) days prior to the expiration of any term of this Agreement. If via email and if termination/cancellation email from OCENS is not received by customer, it is customer's responsibility to contact OCENS to confirm termination. 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, in which case notice in writing will be given.
8. Invoicing and Guarantee of Payment of Service: OCENS will invoice customer monthly and unless otherwise agreed in advance bill customer's credit card for all usage incurred during the month just completed and service access for the month following the month just completed. Customer understands that they are responsible for all air time charges, 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.
9. 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.
10. 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.
11. 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 commissioning fee of \$250.00 per terminal for re-activation of the suspended terminal.
12. 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.
13. 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 damaged, lost, stolen or otherwise inoperable, Customer is responsible for all charges of replacement or repair.
14. Licensing: Customer wishing to operate satellite phones while in foreign territories shall be responsible for obtaining 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.
15. Governing Law: This contract is governed by the laws of the State of Washington and applicable tariffs.
16. 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

Valid as of May 15, 2017

Page 3 of 3