



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

### Iridium Phone 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 Phone Service Agreement

## Global Airtime Plans for handheld phones: Same rate world wide

Global Prepaid Plans	Valid For	Activation Price (USD)	Effective USD/minute for voice and data calls from phone
75	1 month	\$150 <sup>1</sup>	\$2.00
150	2 months	\$295 <sup>1</sup>	\$1.97
200	6 months	\$545	\$2.50
300 <sup>1</sup>	12 months	\$649	\$1.80
500	12 months	\$849	\$1.49
750n <sup>1</sup>	6 months	\$775	\$1.03
1000	24 months	\$1699	\$1.49
3000	24 months	\$3209	\$1.07
5000	24 months	\$4499	\$0.90

Global Postpaid Plan <sup>4</sup>	Included Minutes	Included SMS	Monthly Fee (USD)	Additional Minute Rate
Basic	10 Voice or Data	10	\$56.95	\$1.39
75	75 Voice	0	\$87.95	\$1.39
150	150 Voice	Unlimited	\$114.95	\$1.39

Data Only	0	0	\$25	Data Only \$1.08
Calls billed in 20 second increments	Device IMEI:			

## Regional Plans: Special programs for land-mobile users in certain geographic areas

Regional Land-Mobile Prepaid Plans <sup>4</sup>	Coverage	Included Minutes	Validity/Term	Price (USD)	USD/minute for in-region calls from phone	Reloadable w/ Rollover?
Africa	Contact OCENS for list of included countries	300	12 months	\$320	\$1.06	No
MENA	Contact OCENS for list of included countries	500	12 months	\$460	\$0.92	No
Northern Lights <sup>3</sup>	Alaska and Canada	200	6 months	\$249	\$0.99	Yes
South America	Contiguous South America	200	6 months	\$239	\$0.99	Yes
Australia/New Zealand	Global	0	Monthly	\$49.95 per Month	\$0.80 inside A/NZ; Call for rates outside	n/a

<sup>1</sup> New activations only. Cannot be used to reload an existing sim. Minutes do not roll over.

<sup>3</sup> One-time activation fee of \$75.

<sup>4</sup> 2-stage calls: \$1.59 per min; Iridium to Iridium or to Voicemail: \$0.90 per min; Additional SMS \$0.49 each.

## 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 request a number with the following area code: \_\_\_\_\_

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



## SpotCast

SpotCast is designed specifically to work through your SMS-capable satellite phone to rapidly deliver well-crafted multi-period weather forecasts across several weather variables directly to your phone.

Please add the following SpotCast weather report service to my Iridium plan (valid for Iridium 9575 and Iridium GO! only):

24hr forecast (\$60 per 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](http://www.ocens.com/spotcast)

## SnapTrack

Iridium 9575 and GO! and other devices.

SnapTrack is OCENS response to the requests of many of our customers for a clean and simple solution to the tracking question. Easily report you position for others to follow. Compatible with the



Add SnapTrack service for \$10 per month

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

# Iridium Phone Service Agreement

## OCENS, Inc. Iridium 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 (\$75 for Northern Lights activation). 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 to change rates at any time;
3. 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. 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. < Intentionally left blank >
5. Postpaid accounts activated within a given month are billed on a pro-rated basis for the subject month. Deactivated accounts are NOT pro-rated by the date of deactivation within a calendar month and full month payments of the postpaid monthly fee are due regardless of date of deactivation in the subject month.
6. 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;
7. Invoicing and Guarantee of Payment of Services: OCENS will invoice customer monthly for pending services if prepaid accounts or recurring charges and for services/minutes used if post-paid accounts. 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;
8. 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;
9. 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;
10. 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;
11. 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;
12. Contractual Limitations: Customer recognizes that all prepaid and postpaid plan purchases, be they for the purchase of an initial activation or reload, are NOT refundable.
13. 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 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; 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;
14. 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;
15. Governing Law: This contract is governed by the laws of Washington State 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 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.
17. 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. 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