



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

KVH V3IP / V7IP 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 MaterCard 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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Metered Rate Plans (data + 1 available phone line)

Plans	Monthly Fee	Shore-To-Ship Data Rate	Included Background IP (MB per month)	MB/Month	\$/MB Over Plan
M50	\$49	2 Mbps	128 Kbps	50	\$1.99
M250	\$249			250	\$1.99
M500	\$499			500	\$1.99
M2000	\$999			2000	\$0.99

Terms

- Both incoming and outgoing calls and faxes are charged at \$0.49/minute. A few select countries and satellite phone services are blocked. Contact KVH Airtime Services for special rates for these areas/ services.
- \$100 activation fee applies.
- KVH offers 1 voice line at no charge. KVH-assigned voice line phone number is provided at no charge. User-specified voice line phone number is \$20/month.
- Contract term automatically renews on an annual basis.
- Suspensions, plan changes, reactivations: \$150 per event.

Standard OneCare Technical Assistance Package must be selected. \$25/mo

Line No. 1		
VOICE LINE OPTIONS (select one)		\$/MONTH
KVH-assigned Voice Line Phone Number		FREE
OR		
User-specified Voice Line Phone Number Country Code: _____ Area/City Code: _____		\$20
Add Virtual Local Phone Numbers: (incoming calls only)		
Country Code:	Area/City Code	
		\$20
		\$30

Global Static IP Service: \$40/mo plus \$149 Activation

UCH-250 Fax Server Plan: \$30/mo

Technical Assistance Packages Required (Choose One):	Standard \$25/mo	Global ¹ \$99/mo	
TracPhone® mini-VSAT BroadbandSM Antenna System (Includes 2-year Parts/2-year Labor Standard Warranty)	X	X	<ol style="list-style-type: none"> 1. Only products with in force warranty coverage are eligible for remote port service. 2. Over the air, plus non-IP belowdecks equipment updated during Preventative Maintenance Check (PMC). 3. Annual Service Review includes airtime account review, report and recommendations, plus scheduling for Preventative Maintenance Check (PMC). PMC cost is \$1,250 USD. 4. Includes limited allowance of \$10,000 USD per service event or \$25,000 USD annually for technician travel and lodging, work time, wait time, two-way economy air freight, import duties, and rigging/tender/crane, as required. 5. Excludes U.S. Government-denied countries, where safety of personnel and/or equipment cannot be guaranteed, there are work visa entry issues, import restrictions, or necessary equipment is not available as required for the service event.
24/7/365 Technical Support	X	X	
Software Maintenance and Updates ³	X	X	
Service Event Scheduling and Coordination	X	X	
Annual Service Review ⁴	X	X	
Remote Port Repair Coverage ^{5,6}		X	

Additional Services for your KVH V3IP / V7IP Phone



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

KVH V3IP / V7IP Service Agreement

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 _____ Vessel Length: _____ 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# _____

Antenna Serial #: _____ ACU Serial #: _____

Modem Serial #: _____

OCENS, Inc. VSAT Mobile Satellite Services Terms & Connditions

1. Availability Of Limited Service: Service is 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 to the assigned satellite telephone number. OCENS reserves the right to assign, designate, or change the number when, in its sole discretion, such action is necessary in the conduct of its business.
2. OCENS: Customer has contracted to have OCENS provide the service under the terms detailed in this Agreement. Customer agrees to remain as a subscriber of the service for a period of ONE YEAR from the date of service activation, and furthermore, agrees to pay any applicable activation, monthly service, service usage fees, and any applicable taxes thereon. Service Plan will continue to be billed monthly after term expiration. SUBSCRIBER WILL BE RESPONSIBLE FOR ALL SUBSCRIPTION FEES AND AIRTIME CHARGES PRIOR TO NOTIFICATION OF DEACTIVATION OR DOWNGRADE.
3. Early termination: Early termination during the first year of service is subject to a cancellation fee equal to the cost of the remaining subscription. Notice of termination should be made in writing to the OCENS Administrative Department. This Service Agreement cannot be assigned without the written consent of OCENS and Atlantic Radiotelephone. OCENS reserves the right to terminate this Contract at any time during the contract period, in which case notice in writing will be given.
4. Invoicing and Guarantee of Payment of Services: OCENS will invoice Customer monthly. This bill is due and payable upon receipt. Customer is responsible for all air time charges, including but not limited to direct airtime, long distance and roaming charges
5. (if applicable), and charges for any Customer elected, value added services (when available). Payment must be made in U.S. 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 credit card.
6. Taxes and Fees: The price of the service does not include sales, usage, excise, ad valorem, property or any other taxes and/or fees 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 within 30 days of service or contract termination.
8. NonPayment / Breach: A late charge of the lesser of 1 1/2% per month will be applied to each of Customer's 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 this Agreement. Should Customer's service be suspended for nonpayment, OCENS will charge a decommissioning fee of \$150.00 per mobile terminal for reactivation of the suspended terminal.
9. Limitation of Liability: The satellite services provided by OCENS may be temporarily interrupted, delayed or otherwise limited and not available everywhere in the world. OCENS makes no representation that it can provide uninterrupted service. Furthermore, customer shall have no liabilities or credit due for interrupted service unless caused by OCENS. OCENS shall not be liable for acts or omissions of other carries, 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, or consequential damages.
10. 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 or stolen, Customer is responsible for all charges as agreed upon in this Agreement.
11. 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
12. other than those allowing transborder operations of satellite equipment.
13. Governing Law: This contract is governed by the laws of the State of Washington and applicable tariffs.
14. CUSTOMER AGREES THAT ANY LEGAL PROCEEDING COMMENCED BY ONE PARTY AGAINST THE OTHER, SHALL BE BROUGHT IN ANY
15. 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.

Authorized Account Holder (Please Print)

Authorized Signature

Date