

AIRTIME SERVICE AGREEMENT

Instructions for completing this Airtime Service Agreement

CUSTOMERS RESIDING IN THE UK

- Complete Section A:** Customer Details
- Complete Section B:** Direct Debit
- Complete Section E:** General Terms & Conditions
- Complete Section F:** Airtime Options

CUSTOMERS RESIDING IN THE US

- Complete Section A:** Customer Details
- Complete Section C:** Billing Information – US Customers
- Complete Section E:** General Terms & Conditions
- Complete Section F:** Airtime Options

CUSTOMERS RESIDING OUTSIDE THE UK AND US

- Complete Section A:** Customer Details
- Complete Section D:** Billing Information – Customers Outside UK and USA
- Review Section D:** Security Deposit Terms & Conditions
- Complete Section E:** General Terms & Conditions
- Complete Section F:** Airtime Options

If you are completing a printed version of this agreement, please scan and email to info@gtc.co.uk

If you are completing an electronic version of this agreement, please sign electronically and click on **'Submit Signature'**

SECTION A : CUSTOMER DETAILS

Title:		First Name:		Last Name:	
Company Name (if applicable):					
Street Address:					
Town/City:					
County/State:					
Postcode:					
Country:					
Email Address:					
Phone Number:					

SECTION B : DIRECT DEBIT – UK CUSTOMERS ONLY

We require customers located in the UK to pay monthly invoices by Direct Debit. Please complete the Direct Debit Mandate below. For all other customers we require payment by credit card (see Section C and D).

INSTRUCTION TO YOUR BANK OR BUILDING SOCIETY TO PAY BY DIRECT DEBIT

Please fill in the whole form using a ballpoint pen and send it to: Global Telesat Communications Ltd
19-25 Nuffield Road, Poole, BH17 0RU



Name(s) of Account Holder(s):

Name of your Bank or Building Society:

Address of your Bank of Building Society:

Bank or Building Society Account Number:

Branch Sort Code:

Our Reference Number:

Service User Number

2	5	8	3	4	8
---	---	---	---	---	---

Reference above is for FastPay Ltd re Global Telesat Communications Ltd official use only. This is not part of your instruction to your bank or building society. Please complete below for our records.

Your Name:

Your Phone Number:

Your Address:

Your Email Address:

Instruction to your Bank or Building Society

Please pay FastPay Ltd re. Global Telesat Communications Ltd Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with FastPay Ltd re. Global Telesat Communications Ltd and, if so, details will be passed electronically to my Bank/Building Society.

Signature(s):

Date:

This Guarantee should be detached and retained by the payer.

The Direct Debit Guarantee



- This Guarantee is offered by all Banks and Building Societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit, FastPay Ltd re Global Telesat Communications Ltd will notify you five working days in advance of your account being debited or as otherwise agreed.
- If you request FastPay Ltd re Global Telesat Communications Ltd to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit by FastPay Ltd Re Global Telesat Communications Ltd or your Bank or Building Society, you are entitled to a full and immediate refund of the amount paid from your Bank or Building Society.
- If you receive a refund you are not entitled to, you must pay it back when FastPay Ltd re Global Telesat Communications Ltd asks you to.
- You can cancel a Direct Debit at any time by simply contacting your Bank or Building Society. Written confirmation may be required. Please also notify us.

SECTION C : BILLING INFORMATION – CUSTOMERS LOCATED IN THE UNITED STATES

We require customers located in the United States to pay monthly airtime invoices by credit card. Your card will be charged 3-7 days after we issue your monthly airtime invoice to allow you time to review your invoice and contact us with any queries relating to it.

To ensure that we take your credit card details in a secure manner, please click on the link below to enable us to verify your card securely. The link will request a small payment from your card (£1 or equivalent in your local currency) which will be credited against your first monthly airtime invoice.

Important:

*Please ensure you choose the 'Credit & Debit Cards via Sage Pay' option when making payment as we are not able to take repeat payments for your monthly airtime invoices through Amazon Pay or PayPal.

*Please ensure the address provided in the billing address section matches the billing address on your credit or debit card statement.

*Please do not send us credit card details by email or voicemail. Information sent via these methods will be destroyed.

*Please return to complete this contract after you have completed the credit card transaction.

Please click on this link to proceed: <https://www.globaltelesat.co.uk/gtc-credit-card-verification>

SECTION D : BILLING INFORMATION – CUSTOMERS LOCATED OUTSIDE THE UK AND USA

Customers residing outside the UK or US wishing to proceed with a SIM or device activation on a post-paid/monthly contract with Global Telesat Communications are required to provide a refundable security deposit of £150 for each device activated before an activation can be processed (please see terms below). Your card will be charged 3-7 days after we issue your monthly airtime invoice to allow you time to review your invoice and contact us with any queries relating to it.

To ensure that we take your credit card details in a secure manner, please click on the link below to enable us to verify your card securely. The link will request a security deposit (£150 or equivalent in your local currency) which will be returned upon termination of your Airtime Agreement. If you are activating more than one device, please adjust the quantity in the basket accordingly.

Important:

*Please ensure you choose the 'Credit & Debit Cards via Sage Pay' option when making payment as we are not able to take repeat payments for your monthly airtime invoices through Amazon Pay or PayPal.

*Please ensure the address provided in the billing address section matches the billing address on your credit or debit card statement.

*Please do not send us credit card details by email or voicemail. Information sent via these methods will be destroyed.

*Please return to complete this contract after you have completed the credit card transaction.

Please click on this link to proceed: <https://www.globaltelesat.co.uk/security-deposit>



Security Deposit Terms and Conditions – Applicable to Customers Located Outside the UK or US

Customers residing outside the UK or US wishing to proceed with a SIM or device activation on a post-paid/monthly contract with Global Telesat Communications are required to provide a security deposit of £150 per device before an activation can be processed.

Following activation of your SIM or device, we will issue monthly airtime invoices for monthly fees and any airtime charges and charge the credit card provided by you for the amount due. Upon termination of your Airtime Agreement, we will refund your deposit minus any outstanding charges due to us.

In the event of your credit card payment request being declined when we attempt to take payment for your monthly invoice, we will send a reminder and allow you a grace period of 7 days to provide an alternative method of payment. If we fail to receive an alternative method of payment from you, we will deduct the charges due on your airtime invoice from your security deposit. We will send a second request for alternative credit card details and if no alternative method of payment is received we will deactivate your SIM or device 5 days after our second reminder. Any outstanding charges, including deactivation fees, early termination fees and any other fees relevant to your contract will be deducted from your security deposit. You will also be liable for any charges incurred over and above the security deposit provided.

Should you wish to reactivate service following this deactivation you will be liable for any reactivation fees imposed by the satellite network operator and we cannot guarantee that the plan you reactivate on will be the same one that was previously available. It is your responsibility to ensure we have an up-to-date payment method and contact details on file and we will not be held responsible for any consequences of any kind resulting from this deactivation if you have failed to provide us with an up-to-date email address and credit card information.

No deposit shall accrue interest unless required by law and all other terms and conditions stated in our Airtime Agreement remain in force following execution of this Security Deposit Agreement.

SECTION E : GENERAL TERMS AND CONDITIONS

I hereby acknowledge that I have read, understand and will be bound by all the terms and conditions shown on the following link, specifically the terms and conditions relating to post-paid airtime contracts:

<http://www.globaltelesat.co.uk/terms-and-conditions>

I acknowledge that subscription fees will be pro-rated from the date of activation. Upon deactivation, fees will be chargeable until the last day of that month regardless of deactivation date. Example: If activation takes place on November 17th a pro-rated amount will be charged based on 13 days. If a deactivation is processed on December 18th, fees will be charged for the whole of December. All plan changes, suspensions and cancellations must be requested in writing before the 27th of the month, to allow time for processing. Instructions received after this date each month may fall into to the next month’s billing cycle.


If applicable (for customers located outside of the UK or US), I hereby acknowledge that I have read the terms of the Security Deposit Agreement and agree to my credit card being charged immediately for this returnable deposit.

I further acknowledge that I am fully authorised to sign as a responsible party and that I authorise GTC or its representatives to access and review the information and references identified within this application, obtain my personal credit report and credit history if required and/or all other relevant information and materials that I provide for the purpose of identifying my creditworthiness. I understand that my completion of this Service Agreement does not guarantee service. I authorise GTC to take payment for monthly invoices produced as a result of this Agreement either by Direct Debit or by credit card using the credit card details provided in this Agreement and agree to pay for all charges incurred under the terms and conditions of this Agreement. I have read this Agreement, understand and agree with all terms and conditions and indicate so by executing this Agreement below.

FULL NAME:	
POSITION (IF COMPANY):	
DATE:	
AUTHORISED SIGNATURE:	

SECTION F: INFORMATION ON YOUR AIRTIME AGREEMENT

The airtime description for this Agreement is:	Garmin inReach Freedom Plan
This Agreement has a minimum term of:	30 Days*
Our billing frequency for this Agreement is:	Monthly in arrears
The cost of this Agreement is:	Variable depending on the option chosen below
We will send our regular airtime invoice to:	The email address listed in the customer details

	inReach® Freedom Plans		
	* No Annual Contracts *	* 30 Day Minimum Term *	* Change Plan Anytime *
	Safety Plan	Recreation Plan	Expedition Plan
Monthly Fee (Ex. VAT):	£19.00/Mth	£32.00/Mth	£58.00/Mth
Minimum Term (1):	30 Days	30 Days	30 Days
Suitable For:	Light/occasional users or for emergency use	Frequent users sending regular messages/track points	Heavy users sending a high number of text messages and/or track points
Inclusive Allowance (2):	Unlimited SOS Up to 10 Text Messages or 100 Tracking Points	Unlimited SOS Up to 60 Text Messages or 600 Tracking Points	Unlimited SOS Up to 250 Text Messages or 2,250 Tracking Points
Overage Charges (3):	Text Message: £1.50+/- (4) Track Point: £0.16 £5.80 per 1,000 Bytes Used	Text Message: £0.50+/- (4) Track Point: £0.05 £3.25 per 1,000 Bytes Used	Text Message: £0.30+/- (4) Track Point: £0.03 £2.25 per 1,000 Bytes Used
Weather Reports (5):	Basic: Up to 1 Text Message Premium: Up to 2 Text Messages	Basic: Up to 1 Text Message Premium: Up to 2 Text Messages	Basic: Up to 1 Text Message Premium: Up to 2 Text Messages
Activation Fee:	£25.00	£25.00	£25.00
Plan Change Fee:	Upgrade: Free Downgrade: £25 Suspend: £4.00/Mth	Upgrade: Free Downgrade: £25 Suspend: £4.00/Mth	Upgrade: Free Downgrade: £25 Suspend: £4.00/Mth
Tracking Intervals:	30 Seconds+	30 Seconds+	30 Seconds+

Device Details:	IMEI	Auth Code	Activation Date	Safety Plan	Recreation Plan	Expedition Plan
Device 1:						
Device 2:						
Device 3:						
Device 4:						
Device 5:						

EMERGENCY CONTACT DETAILS

Notes: Please enter your emergency contact details below. These contacts will be notified if your inReach goes into SOS emergency mode. The contacts must be different to the customer information provided earlier in this contract.

FIRST EMERGENCY CONTACT DETAILS (REQUIRED FOR ALL ACTIVATIONS)

Title:		First Name:		Last Name:	
Street Address:					
Town/City:					
County:					
Postcode:		Country:			
Email:					
Phone 1:		Phone 2:			

SECOND EMERGENCY CONTACT DETAILS (REQUIRED FOR ALL ACTIVATIONS)

Title:		First Name:		Last Name:	
Street Address:					
Town/City:					
County:					
Postcode:		Country:			
Email:					
Phone 1:		Phone 2:			

GARMIN PORTAL CONNECT (FOR DEVELOPERS ONLY)

Notes: IPC Outbound is an inReach data push service for professional and enterprise inReach customers. The service uses web standards to relay messages sent from an inReach to a web service. The messages are pushed to the web service using HTTP.

Outbound Services

Services Type:	JSON
URL:	

Inbound Services

Username:	
Password: (The password must have 8 or more characters, a lowercase letter, an uppercase letter, and a number)	
URL:	https://enterprise.delorme.com
SyncURL:	

1. Upon activation, subscription fee and/or allowance will be pro-rated for 1st month. Upon deactivation, subscription fee and allowance are not pro-rated. If inReach is suspended, a suspension fee of £4.00 per month will continue to be charged until service is resumed or deactivated.
 2. Inclusive allowance is based on a bundle of bytes. Safety Plan: 1,500 bytes, Recreation Plan: 8,000 bytes, Expedition Plan 30,000 bytes
Each message sent from the device consumes a certain number of bytes. See pricing details or contract for information on bytes used.
Text message price assumes message contains 120 bytes. Larger messages will use more bytes. Track point/pings contain 13 bytes.
Text message charges apply to message sent from and to the inReach.
 3. Overage charges apply when inclusive allowance of bytes have been used during the month. Unused bytes do not rollover.
 4. Text message charge assumes 120 character message. Messages with a different number of characters will incur a different charge.
 5. Basic Weather: temperature, precipitation, wind speed and direction, and atmospheric pressure details for 3 days.
Premium Weather (Non-marine): includes temperature, precipitation, wind speed and direction, and atmospheric pressure details for 7 days.
Premium Weather Marine: in addition to the details of the Premium forecast, the Marine feature also includes wave height, current, and visibility details.
Weather reports use up to 396 bytes per report.
- *A full breakdown of all message types can be found in the information below.
- *All plans are billed monthly in arrears. Additional charges apply to text messages, tracking points, and location pings etc. exceeding selected plan.
- *Selected plan auto-renews monthly unless user confirms plan change, suspension or deactivation request by email.

Message Type	Bytes	Message Type	Bytes	Message Type	Bytes	Message Type	Bytes
Am I Alive	10	EmergencyAcknowledgementECC	10	Mail Check	10	Team Tracking Status v2	10-367
Am I Alive	10-367	EmergencyCancellationECC	10	MapShare	10-186	Text Message	10-186
Basic Weather Response	10-367	EmergencyDeclareECC	10	Marine Weather Response	10-367	Text Message	15-367
Burst Tracking	18-186	Enable Tracking	10	Premium Weather Response	10-367	Track IntervalChange	18
Canned Message	15-186	Encrypted	18-186	Puck Message1	15	Track Start	18
Close Emergency	10	Encrypted	18-186	Puck Message2	15	Track Stop	15
Confirm Emergency	10	Encrypted Binary	10-186	Puck Message3	15	Tracking	13
Device Command	7-186	Encrypted Binary	10-367	Reference Point	17-86	Tracking Interval	10
Disable Tracking	10	Generic	18-186	Reference Point	15-367	Unknown Index	10-186
Emergency Cancellation	15	Generic	18-186	Response Loc Request	15	Waypoint	26-186
Emergency Cancelled	10	Initiate Emergency	10	System Text Message	10-367	Weather Request	10-186
Emergency Confirmation	15	Location	15	Team Establish	10-367	Weather Response Error	10-367
Emergency Declaration	15	Location Request	10	Team Tracking Status	10-367		