



## 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](mailto: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). The card details provided for your security deposit will be used to take payment for your monthly airtime invoices. 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:	Iridium Post-Paid Airtime
This Agreement has a minimum term of:	3 months if you choose to pay a \$50 activation fee. If no activation fee is charged, the minimum term will be 12 months.
Our billing frequency for this Agreement is:	Monthly in arrears
The cost of this Agreement is:	Variable depending on plan chosen plus applicable calling charges
We will send our regular airtime invoice to:	The email address listed in the customer details
Your Activation Fee:	\$50.00 depending on length of contract required.
Your SIM card number:	
Your required activation date:	

## YOUR MONTHLY AIRTIME AGREEMENT OPTIONS

	Iridium GO! Unlimited
Monthly Fee	\$135.00
Monthly Included Value	50 Minutes (incoming or outgoing to UK/US and 79 other countries)
Outgoing Calls to UK/US and 79 other countries (per min) <sup>1</sup>	\$1.09
Incoming Calls (per min)	\$1.09
Iridium GO! Data via Iridium GO! App	Unlimited
Outgoing SMS	Unlimited
Suspension Fee <sup>3</sup>	\$5.00
Call Charges (Per Minute)	
Calls to Iridium	\$1.09
Calls to Inmarsat	\$4.29
Calls to Thuraya	\$4.29
Emergency Calls (112)	FREE
Your Required Plan:	

1. Country list can be found here: <https://www.globaltelesat.co.uk/misc/iridium-locations.pdf>
2. Customer can suspend up to 6 months of 12 (making it 18 months total time) if on an annual plan. The 6 months do not need to be sequential. If customer is on a rolling contract, then 6 months out of 12 can be suspended.

All calls are charged in 60 second increments. You may choose to waive the minimum term when purchasing outright only by paying a \$50 contract waiver fee at the time the service is connected. This cannot be changed once active.

All prices are subject to VAT for billing addresses within the EU.