



## AIRTIME SERVICE AGREEMENT

Instructions for completing this Agreement:	UK Customers	USA Customers	Rest of World Customers
Section A: Customer Details	✓	✓	✓
Section B: Direct Debit Mandate	✓		
Section C: Billing Information		✓	
Section D: Billing Information			✓
Section E: Security Deposit Terms & Conditions			✓
Section F: General Terms & Conditions	✓	✓	✓
Section G: Airtime Service Plan Options	✓	✓	✓

If completing a printed version of this agreement please complete and then scan/email to [info@gtc.co.uk](mailto:info@gtc.co.uk)

If completing online, please complete all required sections and click on



when ready to submit to us.

### SECTION A: CUSTOMER DETAILS

To be completed by:	UK Customers	✓	USA Customers	✓	Rest of World Customers	✓
Title:						
First Name:						
Last Name:						
Company Name (if applicable)						
Street Address:						
Town/City:						
County/State:						
Country:						
Postcode:						
Email Address:						
Phone Number:						

## SECTION B: DIRECT DEBIT MANDATE

<b>To be completed by:</b>	<b>UK Customers</b>	✓	<b>USA Customers</b>	X	<b>Rest of World Customers</b>	X
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### INSTRUCTION TO YOUR BANK OR BUILDING SOCIETY TO PAY BY DIRECT DEBIT



Please complete this form and sign electronically, or send it to:  
Global Telesat Communications Ltd, 19-25 Nuffield Road, Poole, BH17 0RU

Name(s) of Account Holder(s)	Service User Number
	<b>2 5 8 3 4 8</b>
Name of Bank or Building Society	Your Name
Address of Bank of Building Society	Your Address
Bank Account Number	Your Phone Number
Branch Sort Code:	Your Email Address:
Our Reference Number:	Instruction to your Bank
	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.
<b>The Direct Debit Guarantee</b>	<b>Signature</b>
<p>This Guarantee is offered by all Banks and Building Societies that accept instructions to pay Direct Debits.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p>	
	<b>Date</b>
<p>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.</p>	



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

<b>To be completed by:</b>	<b>UK Customers</b>	<b>X</b>	<b>USA Customers</b>	<b>✓</b>	<b>Rest of World Customers</b>	<b>X</b>
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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://gtc.co.uk/gtc-credit-card-verification>

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

<b>To be completed by:</b>	<b>UK Customers</b>	<b>X</b>	<b>USA Customers</b>	<b>X</b>	<b>Rest of World Customers</b>	<b>✓</b>
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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.



## SECTION E : SECURITY DEPOSIT TERMS AND CONDITIONS

<b>Applicable to:</b>	<b>UK Customers</b>	<b>X</b>	<b>USA Customers</b>	<b>X</b>	<b>Rest of World Customers</b>	<b>✓</b>
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### 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 F : GENERAL TERMS AND CONDITIONS

<b>To be completed by:</b>	<b>UK Customers</b>	<b>✓</b>	<b>USA Customers</b>	<b>✓</b>	<b>Rest of World Customers</b>	<b>✓</b>
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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.gtc.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.



## SECTION F : GENERAL TERMS AND CONDITIONS (Continued)

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:**

**Signature:**

**When completing online I understand this is a legal online representation of my signature**

## SECTION G: AIRTIME SERVICE PLAN OPTIONS

Services Provided by this Agreement:	THURAYA WE POSTPAID PLANS
Billing Frequency:	Monthly
Your SIM Number:	
Your Required Activation Date:	
Your Email address (for invoices):	

### YOUR MONTHLY AIRTIME AGREEMENT OPTIONS

Plan Name	WE 15MB	WE 150MB	WE 300MB	WE 600MB	WE 2048MB	WE 5120MB	WE 15360MB	WE 30720
Minimum Duration (months)	1	1	1	1	1	1	1	1
Thuraya Activation Fee	\$ 56.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Thuraya Monthly Fee	\$ 46.20	\$ 308.00	\$ 476.00	\$ 812.00	\$ 1,428.00	\$ 1,750.00	\$ 2,310.00	\$ 2,940.00
Usage Allowance per Month	\$ 46.20	\$ 308.00	\$ 476.00	\$ 812.00	Unlimited	Unlimited	Unlimited	Unlimited
Standard IP per MB	\$ 3.27	\$ 2.33	\$ 1.95	\$ 1.63	\$ 0.80	\$ 0.41	\$ 0.18	n/a
Fair use policy Threshold	n/a	n/a	n/a	n/a	n/a	b/a	n/a	30GB
Select Plan (REQUIRED):								

To provide equitable service to all users and protect the integrity of the service, Thuraya is implementing a Fair Use Policy on Unlimited Plans. Upon reaching the FUP usage threshold, the original maximum bandwidth will be throttled down to the "throttle down bandwidth" applicable for the price plan unless the purchase any of the available data bundles.

Price Plan	FUP Threshold
Voice Calls to Thuraya	\$ 0.98
Voice Calls to Band 1	\$ 0.98
Voice Calls to Band 2	\$ 6.23
Voice Calls to Catch All	\$ 10.02
SMS	\$ 0.49
Data Plans	Price
5GB	\$1,470.00
10GB	\$1,960.00
30GB	\$2,940.00
Select Plan (OPTIONAL):	

### **1. Activation Fee**

Activation fee is a fixed, one-time charge for the activation of a SIM card.

When SIM card has been suspended and suspension is lifted, there is no further activation fee to be charged.

### **2. Subscription Fee**

Subscription fee is a fixed, recurring amount due from the customer for subscribing to a Thuraya postpaid price plan.

For price plans with monthly billing period, the subscription fee is billed on advanced monthly basis with pro-rating applied on the activation month.

For price plans with a periodic billing period (e.g., per quarter, per year) the subscription fee for the period (with pro-rating applied on the activation month) is billed on the first month of the said period.

### **3. Usage Allowance**

The usage allowance covers Standard IP, circuit-switched voice, and SMS services.

For unlimited plans, customers are given unlimited access to the Standard IP service subject to a Fair Use Policy. Circuit-switched voice, and SMS usage is billed over and above the subscription fee of these plans.

### **4. Pro-rating of usage allowance for On-demand Plans**

Thuraya applies pro-rating of usage allowance based on the active days in the billing period.

For suspended accounts, the pro-rated usage allowance will apply from the reactivation date to the end of the billing period (provided the account is not deactivated).

### **5. Unused Usage Allowance or FUP Threshold**

Unused usage allowance (or FUP threshold in the case of unlimited price plans) will expire at the end of the billing period and will not be carried forward to the next billing period.

### **6. Usage in Excess of the Allowance or FUP Threshold**

Usage in excess of the allowance will be billed over and above the subscription fee at the per-unit prices (per MB/ per minute) specified for the price plan.

For Unlimited plans, should customer reach the Fair Usage Policy threshold, customer can purchase any of the data bundles to continue enjoying the maximum throughput provided for under the plan. If customer does not purchase a data bundle, the maximum throughput will be throttled down. Please refer to Fair Use Policy section of this booklet for more details

### **7. Standard IP Service**

Also called Background IP or VBR (Variable Bit Rate), this service offers up to 444 kbps (depending on the price plan) data connectivity on sharedmode, best effort basis.

### **8. Streaming IP Service**

This service is not available.

### **9. Static IP Address**

Static IP addresses are given based on customer request. Pro-rating of Static IP address monthly fee is not applicable when activating or deactivating the Static IP address.

### **10. Fair Use Policy (FUP) for Unlimited Price Plans**

To provide equitable service to all users and protect the integrity of the service, Thuraya is implementing a Fair Use Policy on unlimited plans. Upon reaching the FUP threshold, the original maximum throughput will be throttled down unless the customer purchases any of the available data bundles. At the beginning of the billing period, the maximum throughput will be reset to the original setting and system will start monitoring the usage against the threshold.