



RENTAL ORDER: THURAYA SATELLITE PHONE (10212009)

Toll Free: 877-436-2255
 Office: 615-889-8833 Fax: 615-902-0028
www.OutfitterSatellite.com
 2911 Elm Hill Pike • Nashville, TN 37214 USA

INTERNAL USE ONLY: REP: _____
BP: _____ Order #: _____

SHIPMENT DATE:

EXPECTED END DATE:

Customer is responsible to choose shipping method to assure timely equipment delivery.

CUSTOMER AGREES TO PAY FOR THE ENTIRE RENTAL RESERVE PERIOD OR A MINIMUM OF 7 DAYS, WHICHEVER IS LONGER. THE RENTAL RESERVE PERIOD STARTS ONE DAY AFTER THE SHIPMENT (OR CUSTOMER SELF-PICKUP) DATE AND ENDS ON THE EXPECTED END DATE. IF A WEEKEND OR HOLIDAY SHIPMENT DATE IS INDICATED, OUTFITTER SATELLITE RESERVES THE RIGHT TO CHANGE IT TO THE NEAREST PRIOR BUSINESS DAY. IF THE SHIPMENT DATE IS UNSPECIFIED, IT DEFAULTS TO CONTRACT EXECUTION DATE. IF RENTAL EQUIPMENT IS KEPT BEYOND THE EXPECTED END DATE, THE DAILY RATE WILL CONTINUE TO APPLY FOR EACH OVERAGE DAY UP UNTIL AND INCLUDING THE DAY THE RENTAL EQUIPMENT IS RETURNED.

QTY EQUIPMENT BEING RENTED

SO-2510 RENTAL KIT WITH VOICEMAIL SKU: 6314010-R-K01_Rental Includes Thuraya SO-2510 satellite-only mode phone, AC charger (110/220 VAC, 50/60 Hz), plug kit, battery, case, and help guide.	\$5 PER DAY \$95 SETUP FEE PER PHONE
DC Car Charger	\$25 per item rented

SEPARATE AIRTIME CONTRACT REQUIRED:

CUSTOMER UNDERSTANDS THAT THIS RENTAL AGREEMENT REQUIRES A SEPERATELY EXECUTED SERVICE CONTRACT WHICH OUTLINES USAGE COSTS AND OTHER FEES. CUSTOMER AGREES THAT ALL SERVICE AND AIRTIME FOR THIS UNIT WILL BE THROUGH OUTFITTER SATELLITE. CUSTOMER ALSO ACKNOWLEDGES HAVING REVIEWED THE THURAYA COVERAGE MAP AND UNDERSTANDS THAT OUTFITTER SATELLITE CANNOT GUARANTEE A 100% CONNECTION RATE FOR ALL CALLS, AND THAT QUALITY OF SERVICE CAN BE AFFECTED BY WEATHER AND PHYSICAL OBSTRUCTIONS IN LINE OF SIGHT BETWEEN THE PHONE AND THE THURAYA SATELLITE. **OUTFITTER SATELLITE DOES NOT RECOMMEND THURAYA FOR USERS IN MOUNTAINOUS AREAS WITHIN 400 MILES OF THE EDGE** OF THURAYA'S COVERAGE WHERE TERRAIN MASKING CAN OBSTRUCT A DIRECT LINE OF SIGHT BETWEEN THE USER AND THE SATELLITE. IF CUSTOMER INDICATES THE COUNTRIES WITHIN WHICH CUSTOMER INTENDS TO USE THE PHONE, OUR STAFF WILL ADVISE YOU OF KNOWN COVERAGE ISSUES RELATING TO THESE COUNTRIES:

LIABILITY FOR LOST OR DAMAGED EQUIPMENT AND SIM CARDS:

HERE IS A LIST OF RETAIL VALUES WHICH WOULD BE USED TO DETERMINE THE REPLACEMENT COST FOR LOST OR DAMAGED EQUIPMENT: ACTIVATED THURAYA SO-2510 PHONE (\$695 EACH); DC CHARGER (\$45); BATTERY (\$79); HARDCASE (\$35); MANUAL (\$10); SOLAR PANEL (\$175); POWERBASE BATTERY KIT (\$175); BACKPACK SOFTCASE (\$20). IF A SIM CARD IS LOST OR DESTROYED THERE IS A \$50 FEE. CUSTOMER IS RESPONSIBLE FOR AIRTIME USAGE THAT OCCURS PRIOR TO OUTFITTER SATELLITE CANCELING SERVICE ON THE CARD (WHICH CAN TAKE UP TO 48 HOURS AFTER CUSTOMER NOTIFIES OUTFITTER SATELLITE IN WRITING THAT THE SIM IS LOST).

INDICATE SHIPPING METHOD BELOW:

FedEx 2-Day **\$25** FedEx Priority Overnight **\$59** FedEx Saturday Delivery **\$79** Self-Pickup(FREE)
 SPECIAL SHIPPING INSTRUCTIONS: _____

CUSTOMER IS RESPONSIBLE FOR ALL SHIPPING COSTS. CUSTOMER IS RESPONSIBLE TO SELECT A SHIPPING METHOD AND DATE THAT WILL DELIVER WITHIN THEIR OWN TIME CONSTRAINTS.

INDICATE HERE IF YOU ARE PURCHASING A FEDEX MAILING LABEL TO RETURN THE EQUIPMENT AFTER YOUR RENTAL IS CONCLUDED: USE FROM ANY US FEDEX DROP-OFF.

RETURN MAILING LABEL (USES 2-DAY FEDEX AND IS **INSURED** FOR RENTAL KIT EQUIPMENT VALUE). COST FOR A **SINGLE RENTAL KIT IS \$33**. ADDITIONAL KITS/ACCESSORIES INCREASE COST BY **\$5 PER POUND**. EQUIPMENT MUST BE RETURNED IN PACKAGING EQUIVALENT TO THAT IN WHICH IT WAS RECEIVED.

By signing below, Customer is renting the selected items from Outfitter Satellite, Inc. and agrees that the terms and conditions shown on this agreement and in the separately executed CUSTOMER ACCOUNT SETUP AGREEMENT apply.

➔ CUSTOMER SIGNATURE: _____ DATE: _____
 MUST BE SAME AS ON ACCOUNT SETUP FORM

PREPAID SERVICE ORDER:

PREPAID RELOAD VOUCHERS TAX & USF NOT SHOWN IN PRICING BELOW

\$10 OF USAGE INCLUDED WITH EACH RENTAL:
 EACH RENTAL PHONE WILL BE EQUIPPED WITH A PREPAID SIM CARD VALID FOR 12-MONTHS FROM THE FIRST CALL MADE DURING THE RENTAL WHICH MUST OCCUR WITHIN 6 MONTHS OF THE DATE THE RENTAL EQUIPMENT IS SHIPPED TO THE CUSTOMER. THE PREPAID SIM CARD INCLUDES \$10 OF USAGE, AND THE CUSTOMER CAN BUY ADDITIONAL PREPAID RELOAD VOUCHERS IF DESIRED (SEE BELOW).

CALL DESTINATION	RATE
to another Thuraya	\$0.99 per min
to BAND 1*	\$1.49 per min
to BAND 2*	\$4.99 per min
to BAND 3* & other satellite networks	\$8.00 per min
SMS	\$0.49 ea

THURAYA PREPAID SERVICES: PREPAID THURAYA SERVICES ARE PURCHASED IN THE FORM OF RELOAD VOUCHERS WITH 80 OR 160 "UNITS" OF SERVICE. EACH "UNIT" OF THE RELOAD VOUCHER CORRESPONDS TO A DOLLAR OF USAGE ON YOUR PREPAID ACCOUNT. NOTICE THAT THE COST OF A RELOAD VOUCHER IS HIGHER THAN THE NUMBER OF DOLLARS OF PREPAID USAGE THAT IT WILL LET YOU LOAD ONTO YOUR ACCOUNT. THURAYA DEDUCTS A \$39 "ANNUAL RENEWAL FEE" (ARF) FROM THE USAGE CREDITS ON THE SIM CARD ACCOUNT ON EACH ANNIVERSARY OF THE FIRST CALL MADE ON THE SIM. THIS FEE IS WAIVED IF THURAYA-MODE USAGE EXCEEDS \$1500 DURING THE PREVIOUS 12 MONTHS. THE CUSTOMER RECEIVES A PRE-NOTIFICATION OF THE ARF FEE VIA SMS MESSAGING ON THE THURAYA PHONE.

- THE UNIT PER MINUTE CHARGE VARIES ACCORDING TO THE TYPE OF CALL BEING MADE AND MAY CHANGE FROM TIME TO TIME WITHOUT NOTICE. CURRENT RATES AND THE COUNTRY LISTS DEFINING BAND 1, BAND 2, and BAND 3 ARE PUBLISHED ON WWW.OUTFITTERSATELLITE.COM.
- IT IS THE CUSTOMER'S RESPONSIBILITY TO KNOW THE RATE FOR ANY CALL PRIOR TO MAKING THAT CALL.
- PREPAID USAGE THAT IS NOT USED DURING ITS VALIDITY PERIOD IS LOST, AND UNUSED PREPAID AIRTIME OR RELOAD VOUCHERS ARE NOT REFUNDABLE.
- NO CALL LOGS ARE PROVIDED WITH PREPAID SERVICES.

QTY	VOUCHERS ORDERED WITH RENTAL	SKU	COST
	VIRTUAL 80-UNIT VOUCHER	6398005	\$95 plus tax/USF
	VIRTUAL 160-UNIT VOUCHER	6398004	\$169 plus tax/USF

TERMS AND CONDITIONS FOR RELOADS DURING THE RENTAL

CUSTOMER AUTHORIZES THE USE OF HIS/HER CREDIT CARD ACCOUNT FOR FUTURE RELOAD VOUCHERS ORDERS. THESE ORDERS MAY BE ACCEPTED BY OUTFITTER SATELLITE USING ONLINE FORMS, VIA EMAIL, OR OVER-THE-PHONE. CUSTOMER AGREES THAT ANY RESULTING CHARGES BY OUTFITTER SATELLITE TO ANY CREDIT CARD ACCOUNT AUTHORIZED FOR PURCHASES ON THE CUSTOMER'S ACCOUNT WILL BE GOVERNED BY THE TERMS AND CONDITIONS IN THE CUSTOMER ACCOUNT SETUP AGREEMENT.

THE RELOAD VOUCHERS WILL BE TRANSMITTED IN THE FORM OF A NUMERIC CODE TO THE CUSTOMER'S EMAIL ADDRESS OF RECORD. THIS WILL USUALLY OCCUR WITHIN ONE BUSINESS DAY AFTER THE REQUEST IS PROCESSED. THE CUSTOMER ACCEPTS THE RISK OF LOSS AND UNDERSTANDS THAT NO REPLACEMENT RELOAD VOUCHERS WILL BE PROVIDED IF THE CUSTOMER LOSES THE CODE OR FAILS TO USE IT. THE CUSTOMER IS THEN RESPONSIBLE TO LOAD THE VOUCHER CODES ONTO THEIR THURAYA SIM ACCOUNT BY CALLING A SPECIAL SHORT CODE FROM THE THURAYA PHONE.

By signing below, Customer is purchasing prepaid service, airtime, and/or usage as indicated above and agrees that the terms and conditions and payment method described in the separately executed CUSTOMER ACCOUNT SETUP AGREEMENT (or Recharge Authorization Form) with Outfitter Satellite, Inc apply to this purchase.

 CUSTOMER SIGNATURE: _____ DATE: _____
 MUST BE SAME AS ON ACCOUNT SETUP FORM



Satellite Phone Rentals

Office: 615-889-8833 Fax: 615-902-0028

www.OutfitterConnect.com

2911 Elm Hill Pike, Nashville, TN 37214

Dear Customer,

Thanks for choosing Outfitter Satellite as your rental provider. For over ten years Outfitter Satellite has been offering a wide selection of Iridium and Inmarsat satellite phone equipment and Tandberg Videoconferencing systems for rental. You can apply your first 30 days of rental fees towards purchase of the equipment any time during your rental. In addition to pick up locations in Tennessee and Alaska, we ship overnight to all US states. Our equipment is carefully tested before we ship, and our technical support team is available 24/7 during your rental.

Please provide your contact information below so that one of our customer service staff can contact you to verify the details of your rental.

Name: _____

Phone: _____ (Best time to call: _____)

Alt Phone: _____

Email: _____

If you are a new customer, our customer service person will also need you to sign a separate Customer Setup Form with your billing and other information.

Sincerely,

The Outfitter Satellite Team