

Terms and Conditions for THURAYA PREPAID SIM CARDS & VOUCHERS

CUSTOMER PAYS TAXES, USF FEES AND OTHER FEES. By purchasing a prepaid SIM card or voucher, the Purchaser understands that he or she is entering into a prepaid service agreement with Outfitter Satellite, Inc., and the Purchaser acknowledges having read the Terms and Conditions included in all pages of this agreement including those incorporated by reference and located at <http://www.OutfitterSatellite.com/adobe/TermsConditions.pdf> and agrees to be bound thereby. If the Purchaser is acting in a representative capacity, the Purchaser agrees that the entity he or she is representing will be bound thereby and further represents and warrants that he or she is a duly authorized representative that has full authority to bind said entity.

CONSUMPTION OF PREPAID UNITS: The consumption rate of the prepaid units varies according to the SIM card's service plan and the type of call being made (as per the CONSUMPTION RATE CHART, see below). It is the Customer's responsibility to know the rate for any call prior to making that call. Rates may change from time to time without notice other than a posting on www.OutfitterSatellite.com. No call logs are provided. Undeliverable SMS messages (not related to errors in the Thuraya network) such as problems with mail filters, mailbox overflows or incorrect addresses remain billable.

GmPRS DATA SERVICE: This data service can be enabled upon request and reaches speeds up to 15 kbps upload and 60 kbps download on a best effort basis. GmPRS usage is deducted from your prepaid account in 100 Kilobytes increments. After GmPRS is enabled, the subscriber will receive SMS messages confirming service and providing a ThurayaMail address and password.

EMAIL DELIVERY OF THURAYA PREPAID VOUCHERS: Prepaid Thuraya services are purchased in the form of prepaid vouchers (also called Thuraya Scratch Codes or Thuraya Top-Up Vouchers) where one prepaid unit is considered equal to one dollar loaded onto the prepaid account. Prepaid Voucher information will be transmitted to the Customer's email address of record on the first business day after the order is processed. Customer bears the risk of loss during delivery, and no replacement Prepaid Voucher information will be provided. Customer agrees that purchase of prepaid vouchers is a non-refundable up-front purchase, and that after Outfitter Satellite electronically delivers the Prepaid Voucher information to the Customer, there will be no refund.

VALIDITY RULES: The SIM card includes \$10 of usage at the time of purchase valid for 12 months from the date of the first call. The SIM card will be deactivated 6 months from the original purchase date if no call is made. If a 20-unit or larger prepaid voucher is applied to the prepaid account, the expiry date of the total remaining balance will become 365 days after the date that the top-up was applied. If a 10-unit top-up voucher is applied to the prepaid account, the expiry date of the total remaining balance will become 180 days after the date that the top-up was applied. The last voucher applied to the account always determines the expiry date. Prepaid usage that is unused during its validity period is lost and will not be refunded. *Example: A customer has a 25-unit balance and applies two 50-unit prepaid vouchers on April 1, 2019 UTC. The new total balance after applying the vouchers will be 125-units with an expiry date of March 31, 2020 UTC.*

ANNUAL RENEWAL FEE & DORMANCY FEE: An Annual Renewal Fee of \$39 is deducted from the SIM Card's prepaid account on each anniversary of the first call made on the SIM card. This fee is waived if Thuraya-mode usage exceeds \$1500 during the previous 12 months. Also, beginning on July 1, 2019, if a SIM Card remains unused for a period of 12 months, then a Dormancy Fee of \$19 will be deducted from the SIM Card's prepaid account each month until there is no remaining balance or usage that reduces the SIM Card's prepaid balance occurs. If the prepaid account balance is not sufficient to pay the the Annual Renewal Fee, the remaining balance will be taken and the SIM Card will be deactivated. If your SIM card becomes deactivated, you can reactivate the original SIM card for a \$100 reactivation fee.

FUTURE PREPAID VOUCHER PURCHASES: Additional prepaid vouchers can be purchased from Outfitter Satellite's online store. The Customer authorizes the use of his/her credit card account(s) for future online, email, and over-the-phone transactions to purchase prepaid vouchers to be applied to the Customer's prepaid account(s).

CONSUMPTION RATE CHART

Type of Call	Prepay Plus Plan	NOVA Plus Plan	
		from inside ZONE E	from outside ZONE E
Thuraya to Thuraya	\$0.99 per minute before April 1, 2019 \$1.19 per minute on or after April 1, 2019	\$0.85 per minute	\$1.25 per minute
Calls to Band 1	\$1.49 per minute	\$0.90 per minute	\$1.85 per minute
Calls to Band 2	\$4.99 per minute	\$5.09 per minute	\$6.02 per minute
Calls to Band 3	\$8.00 per minute	\$8.10 per minute	\$9.65 per minute
Inbound GSM cellular calls	\$0.50 per minute	\$0.50 per minute	\$0.50 per minute
SMS Messaging	\$0.49 each	\$0.35 each	\$0.35 each
GmPRS Data	\$3.50 per MB	\$3.50 per MB	\$3.50 per MB

NOTES: All calls are billed in 60 second increments. Call rates shown apply to voice, fax, and 9.6 kbps data.

BAND DEFINITIONS

BAND 1	United States and all other destination countries not listed in Band 2 or Band 3 below
BAND 2	Cuba, East Timor, Globalstar, Inmarsat A, Inmarsat B, Inmarsat M, Inmarsat Mini-M
BAND 3	Ascension Islands, Australia Satellite, Cook Islands, Diego Garcia, Inmarsat BGAN, Inmarsat BGAN HSD, Inmarsat B-HSD, Inmarsat M4-HSD, Iridium, Kiribati, Montserrat, Nauru Islands, Niue, Samoa Western, Sao Tome, Solomon Islands, St. Helena, Tuvalu, Vanuatu, Wallis and Futuna, and all other mobile satellite networks.

ZONE E: Areas & Countries

Albania	Guinea	Pacific Ocean
Andaman Sea	Guinea-Bissau	Palau
Andorra	Gulf of Thailand	Papua New Guinea
Arafura	Sea Hungary	Paracel Islands
Armenia	Iceland	Philippines
Asia Pacific	India	Poland
Austria	Indian Ocean	Portugal
Azerbaijan	Indonesia	Romania
Banda Sea	Ireland	Russian Federation
Bangladesh	Isle of Man	Rwanda
Bay of Bengal	Italy	San Marino
Belarus	Japan	Sea of Japan
Belgium	Java Sea	Selat Karimata
Bhutan	Jersey	Senegal
Bo Hai	Kara Sea	Sierra Leone
Bosnia and Herzegovina	Kiribati	Singapore
British Indian Ocean Territory	Korea Bay	Slovakia
Brunei Darussalam	Korea Strait	Slovenia
Bulgaria	Korea, North	Solomon Island
Burundi	Korea, South	Somalia
Cambodia	Kyrgyzstan	South China Sea
Cameroon	Laos	Spain
Celebes Sea	Latvia	Spratly Islands
China	Liberia	Sri Lanka
Coral Sea	Liechtenstein	Strait of Malacca
Coral Sea Islands	Lithuania	Sulu Sea
Croatia	Luxembourg	Sweden
Cyprus	Macedonia	Switzerland
Czech Republic	Makassar	Strait Taiwan
Denmark	Malawi	Taiwan Strait
East China Sea (Dong Hai)	Malaysia	Taiikistan
East Timor	Maldives	Thailand
Equatorial Guinea	Mali (Mali is removed from ZONE E after April 10, 2019)	Timor Sea
Eritrea	Malta	Tunisia
Estonia	Marshall Islands	Tuvalu
Federal State of Micronesia	Mauritania	Uganda
Fiji	Moldova	Ukraine
Finland	Monaco	United Kingdom
Flores Sea	Mongolia	Uzbekistan
France	Mozambique	Vanuatu
Gambia	Myanmar	Vietnam
Georgia	Nepal	Yellow Sea (Huang Hai)
Germany	Netherlands	Yugoslavia (Montenegro)
Ghana	New Caledonia	Yugoslavia (Serbia)
Gibraltar	New Zealand	Zambia
Greece	Norfolk Island	Zimbabwe
Guam	Northern Mariana Islands	
Guernsey	Norway	