



## Notification of Changes to Rates, Terms & Conditions

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POSTING DATE:

March 1, 2019

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Dear Outfitter Satellite Customer:

Effective April 1, 2019, the consumption rate for prepaid usage on the Thuraya Prepay Plus Plan (also known as the Thuraya Regular Plan) for Thuraya-to-Thuraya calls will change from \$0.99 per minute to \$1.19 per minute.

Effective April 1, 2019, NOVA Plus SIM cards will be charged an annual renewal fee of \$39 on the 12-month anniversary of the initial call made on the card.

Effective April 10, 2019, the country of Mali will be removed from the ZONE E list of countries for which there are beneficial rates for NOVA Plus SIM card users. This change does not impact Thuraya Prepay Plus Plan users.

Thuraya has announced new Top-Up Validity Rules that apply to all Thuraya prepaid accounts on Prepay Plus SIM cards, NOVA Plus SIM cards or any other Thuraya prepaid card type, as follows:

- For all top-up vouchers (except 10-unit vouchers) applied on or after April 1, 2019, the validity of the total balance after the top-up is performed is 365 days relative to the date that the top-up is applied.
- For a 10-unit top-up voucher applied on or after April 1, 2019, the validity of the total balance after the top-up is applied is 180 days relative to the date that the top-up is applied.
- If multiple top-up vouchers are applied on a single day, the validity associated with the final voucher that is applied to the account will set the expiry date. To be clear, the validity of multiple top-up vouchers do not add together. The last voucher applied to the account completely determines the new expiry date. Once the expiry date is reached, the entire unused prepaid account balance is lost.
- **Example #1:** If a customer has a balance of 10-units and applies a 20-unit top-up voucher on April 1, 2019 UTC, the new total balance will be 30-units with an expiry date of March 31, 2020 UTC.
- **Example #2:** If a customer has a balance of 10-units and applies two 20-unit vouchers on April 1, 2019 UTC, the new total balance after the final top-up will be 50-units with an expiry date of March 31, 2020 UTC.

Existing prepaid account balances will expire according to the following schedule:

- Prepaid accounts with less than 100 units, with a last top-up date before March 5, 2017 UTC and no activity from that date until March 5, 2018 UTC, will expire on March 5, 2019 UTC.
- Prepaid accounts with more than 100 units but less 500 units, with a last top-up date before March 5, 2017 UTC and no activity from that date until March 5, 2018 UTC, will expire on April 5, 2019 UTC.
- Prepaid accounts with more than 500 units, with a last top-up date before March 5, 2017 UTC and no activity from that date until March 5, 2018 UTC, will expire on April 15, 2019 UTC.
- For prepaid accounts with a last top-up date between March 5, 2017 UTC and March 31, 2019 UTC (inclusive), the old prepaid balance will expire on March 31, 2020 UTC, except that if a top-up occurs on or after April 1, 2019 then the new top-up validity rules discussed above will apply. For the purpose of this notification, the word "activity" is defined strictly as any outgoing Voice call, outgoing SMS message, or GmPRS usage. The Thuraya top-up vouchers described in this notification are also sometimes called Thuraya prepaid vouchers or Thuraya Scratch Codes.

Sincerely,

Customer Service  
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\*Outfitter Satellite reserves the right to change, delete, or add any term of our Agreement upon 30-day notice, and this letter which was posted on the web at [www.OutfitterSatellite.com/notifications.htm](http://www.OutfitterSatellite.com/notifications.htm) serves as that notice.