



# Notification of Changes to Rates, Terms & Conditions

Office: 615-889-8833 Fax: 615-902-0028  
[www.OutfitterSatellite.com](http://www.OutfitterSatellite.com)  
2727 Old Elm Hill Pike • Nashville, TN 37214 USA

POSTING DATE:  
November 13, 2019

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Dear Outfitter Satellite Customer:

Thuraya has increased the monthly service fee on certain plans but has also included a new larger monthly usage allowance with those plans. Effective January 1, 2020, the following plans will be transitioned to the new **Thuraya Flex Plan** with a **20 Minute Voice Bundle**:

- Any plan identified on your monthly invoice as Thuraya Standard Plan or TH\_VOICE\_STANDARD.
- Any plan identified on your monthly invoice as Thuraya Standard Plan or TH\_VOICE\_STANDARD with a \$10 per month "8 MINUTE THURAYA BUNDLE".
- Any plan identified on your monthly invoice as TH\_V8
- Any plan identified on your monthly invoice as Thuraya Low Usage Plan or TH\_LOW\_USAGE
- Any plan identified on your monthly invoice as Thuraya Access Plan or THUR\_ACCESS

The new **Thuraya Flex Plan** has a Base Monthly Fee of **\$34.95** and a required **20 Minute Voice Bundle** with a Monthly Bundle Fee of **\$17.00**. The 20-Minute Voice Bundle applies to Band 1 calls. The usage costs on the Thuraya Flex Plan for calls, SMS messages, and GmPRS data are shown below:

TYPE OF CALL	RATE	TYPE OF CALL	RATE
Calls to BAND 1 (out-of-bundle)	\$ 1.69 per minute	Thuraya-to-Thuraya Calls	\$ 1.09 per minute
Calls to BAND 2	\$ 5.69 per minute	SMS messages (out-of-bundle)	\$ 0.69 each
Calls to BAND 3	\$ 9.49 per minute	GmPRS	\$ 4.00 per MB

Other rates, terms and conditions of the **Thuraya Flex Plan** can be found online at [https://www.outfittersatellite.com/assets/images/adobe/Service\\_THURAYA\\_FLEX.pdf](https://www.outfittersatellite.com/assets/images/adobe/Service_THURAYA_FLEX.pdf)

Customers that have questions about the changes to their current Thuraya service plan as described in this notification should contact our Customer Service department at 615-889-8833 prior to December 15, 2019.

Sincerely,

Customer Service  
Outfitter Satellite, Inc.  
Phone: 615-889-8833  
Email: [CustomerService@OutfitterSatellite.com](mailto:CustomerService@OutfitterSatellite.com)

As per the terms of your Service Agreement, Outfitter Satellite reserves the right to change the monthly service fees and other prices and rates and likewise change, delete, or add any other term of our Agreement with our customers upon 30-day notice. This letter serves as that notice. It will be posted on the web at [www.OutfitterSatellite.com/notifications.htm](http://www.OutfitterSatellite.com/notifications.htm) as of November 13, 2019.