



**GMPCS Personal Communications, Inc.**  
 1501 Green Rd., Pompano Beach, FL 33064  
 (Ph) +1 954-973-3100 (Fax) +1 954-973-4800  
[www.gmpcs-us.com](http://www.gmpcs-us.com) Email: [support@gmpcs-us.com](mailto:support@gmpcs-us.com)



**GMPCS SERVICE AGREEMENT FOR INMARSAT ISATPHONE PRO SERVICES - BUSINESS**

[For Businesses & Government Use only- Private Individuals must complete the Individual version of this Agreement]

I understand that completion of this Service Agreement does not guarantee service.

**Part 1 COMPANY INFORMATION:**

Please fill out the information below. Please complete all six sections, **initial each page and** sign where indicated then return to GMPCS via fax, email or mail. [All information kept strictly confidential]

Company Name: \_\_\_\_\_  
 Primary Contact: \_\_\_\_\_ D&B/ Tax ID: \_\_\_\_\_  
 Phone (Daytime) \_\_\_\_\_ Phone (Evening) \_\_\_\_\_  
 FAX \_\_\_\_\_ Cellular \_\_\_\_\_  
 Owner Social Security Number (if company has less than 10 employees): \_\_\_\_\_  
 E-Mail: \_\_\_\_\_ Website: \_\_\_\_\_  
 Mailing Address \_\_\_\_\_  
 City \_\_\_\_\_ State \_\_\_\_\_ Post Code \_\_\_\_\_ Country \_\_\_\_\_  
 Billing Category:  Private Business  GSA  Government (Non-GSA)  Other: \_\_\_\_\_

If Federal Tax exempt, please attach documentation and check this box:  **Federal Tax Exempt - documents attached**

**Part 1a Purchase Order Info:**

P.O. #: \_\_\_\_\_ P.O. # Amt: \_\_\_\_\_  
 Person responsible for payment of P.O.: \_\_\_\_\_ P.O. Exp. Date: \_\_\_\_\_  
 Dept: \_\_\_\_\_ Email: \_\_\_\_\_ Ph: \_\_\_\_\_

**Part 2 PAYMENT METHOD: (please select one payment method)**

- \_\_\_ 1. DIRECT BILLING: (Subject to Credit Verification/Approval)  
**OR**  
 \_\_\_ 2. AUTOMATIC DEDUCTION FROM CREDIT CARD: (Please fill in the following)

**Part 2a Automatic Deduction From Credit Card:**

Card Number \_\_\_\_\_ Security Code\* \_\_\_\_\_ Expiration \_\_\_\_\_ (MM/YY)  
 (\*Security Code: M.C. & Visa: on back of Card:- (3 digits); AMEX on Front of card (4 digits))  
 Name as it appears on Credit Card: \_\_\_\_\_  
 Billing address is the same as the address in part 1:  YES  NO ( if No, please indicate billing address below):  
 Credit Card Billing Address: \_\_\_\_\_  
 City \_\_\_\_\_ State \_\_\_\_\_ Post Code \_\_\_\_\_ Country \_\_\_\_\_

I, \_\_\_\_\_, hereby authorize GMPCS Personal Communications, Inc., via this  
 (PRINTED NAME OF CARDHOLDER)  
 signed authorization to charge the above credit card for payment of ALL services requested under this Service Agreement.  
 I further agree that the cardholder bears the responsibility for ensuring the credit card information, including expiration date, is kept current . If the credit card issuer allows, GMPCS may obtain any new expiration dates, any new account numbers or other renewal information from the credit card account and use this information to update the account.

Signature of card Holder \_\_\_\_\_ (Note: GMPCS does not accept third party credit cards)

Initial \_\_\_\_\_

**Part 3 ACCOUNT STATEMENT:**

Please select the way you prefer to receive your statement (initial one):

- I **ELECT** to receive Free ONLINE BILLING NOTIFICATION, sent to the email address in section 1 above, I understand that I can then go to [www.gmpcs-us.com](http://www.gmpcs-us.com) and obtain a copy of my airtime invoice by selecting the Pay & View Bill icon from the My Accounts page.
- I **DECLINE ONLINE BILLING NOTIFICATION**, I understand that I will incur a \$4.95 monthly fee for a manually printed and mailed statement.

**Part 4 INMARSAT ISATPHONE PRO POSTPAID AIRTIME SERVICE PLANS**

GMPCS offers both Prepaid and Postpaid Airtime Plans for your Inmarsat IsatPhone Pro terminal. This agreement covers all post paid plans. For more information about GMPCS Prepaid Airtime please contact GMPCS sales or customer service at (954)973-3100 or toll-free at: 1(888) 664-6727, or visit [www.gmpcs-us.com](http://www.gmpcs-us.com) where you will be able to purchase airtime on-line.

Please initial to the left of the airtime plan to which you wish to subscribe. Your service fee and any airtime minutes beyond your initial allocation of free minutes will be paid by Automatic Credit Card Deduction. At the end of the twelve month service commitment, your contract will automatically renew on a month to month basis until you provide thirty days advance notice of cancellation. There is a **one time Activation Fee of \$50.00** per SIM card per Plan (except for the Emergency plan, which does not have an activation fee).

Please select your plan from one of the lists shown below by initialing at the left of the plan name, optional services are described below the plan lists. Remember to initial each page.

All service plans require a 12 month service commitment. Early terminations of yearly service plans or within the first year of monthly service are subject to a \$250.00 cancellation fee per terminal or full payment of the contractual commitment based on plan type, whichever is higher.

**Standard Plan** pricing is for mobile to fixed calls only. GSPS (Global Satellite Phone Service) to cell is an additional \$.15 per minute; IsatPhone Pro to IsatPhone Pro/BGAN/FBB rate shown below X 1.5. Calls to other services are detailed in Part 4a.

	Standard Plans	Service Fee	Includes	Additional Fixed Minutes	IsatPhone Pro to IsatPhone Pro
	ECONOMY	\$19.95 / mo	N/A	\$1.09	\$1.64
	BASIC	\$34.95 / mo	20 min / mo	\$0.99	\$1.48
	SAVER	\$58.00 / mo	50 min / mo	\$0.95	\$1.43
	TRAVELER	\$137.00 / mo	150 min / mo	\$0.90	\$1.35
	VALUE	\$239.95 /mo	300 min / mo	\$0.85	\$1.28
	EMERGENCY**	\$150.00 / year	60 min / yr	\$1.39	\$2.09

\*\*Note that the GMPCS annual Emergency Plan is for customers who do not want to deal with monthly service fees, but want to ensure their phone is active and ready in case of emergencies. The emergency plan is paid by credit card once a year, in advance & includes 60 minutes of airtime per year. The plan automatically renews year to year unless GMPCS receives thirty days advance notice of cancellation.

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**Fixed to Mobile Access:** Contact GMPCS Customer Care at 954-973-3100 for details of Fixed to Mobile services.

**SMS Service** – The Inmarsat “Short Messaging Service” is available via the internet, and allows your friends and family to send your IsatPhone Pro terminal text messages of up to 160 characters at a time by simply going to the Inmarsat web site and clicking on the “SMS Service” button. The text message is free for anyone sending messages to your phone. Sending text messages from your IsatPhone Pro terminal will cost 55 cents per text message you send, but are free to receive.

**Part 4a – Calling Other Satellite Terminals:**

Calls to other terminals including those on the Inmarsat network are billed as follows:

<b>INMARSAT NETWORK</b>	<b>RATE</b>
Inmarsat B – v/f/d	\$ 3.75 per minute
Inmarsat M – v/f/d	\$ 3.25 per minute
Inmarsat Mini-M v/f/d	\$ 2.75 per minute
Inmarsat GAN/Fleet/Swift Voice	\$ 2.75 per minute
Inmarsat Aero Voice	\$ 5.25 per minute
<b>OTHER NETWORKS</b>	<b>RATE</b>
Iridium Voice	\$ 6.00 per minute
Globalstar Voice	\$ 6.00 per minute
Thuraya Voice	\$ 4.45 per minute
Other MSS Carriers	\$ 7.25 per minute

For internal use only.

**SATELLITE PHONE INFORMATION :**

Phone #1: IMEI: \_\_\_\_\_ (Inside battery compartment)

SIM Card # \_\_\_\_\_ (On SIM Card)

SATELLITE TELEPHONE # \_\_\_\_\_

Dealer: \_\_\_\_\_ Dealer # \_\_\_\_\_

(For additional units, please attach a separate sheet with the above information clearly indicated)

**Part 5 Terms and Agreement (Please read and sign where indicated)**

**GMPCS PERSONAL COMMUNICATIONS INC. - Mobile Satellite Services Terms and Agreement**

**(1) Availability Of Limited Service:** Service is generally available to satellite terminals equipped for this service when within the satellite footprint. Service is furnished to Customer or Customer’s authorized user. A telephone number may not appear in more than one terminal. Customer has no property right in such number. GMPCS reserves the right to assign, designate, or change such number, when, in its sole discretion, such action is reasonably necessary in the conduct of its business.

**(2) GMPCS Service:** Customer has contracted to have GMPCS provide the service under the terms detailed in this Agreement. Basic Satellite Service is provided via the Inmarsat network. IsatPhone Pro terminal service is provided through stations operated by Inmarsat, Global Ltd. Customer agrees to remain as a subscriber of the service for a period of one year from the date of service activation, and furthermore, agrees to pay any applicable activation, monthly service, service usage fees and any applicable taxes thereon. GMPCS reserves the right to change rates at anytime.

Initial \_\_\_\_\_

**(2.1) Renewal/Cancellation/Deactivation of service:** All Post-paid plans automatically renew at the end of 12 months. Customers who do not wish to renew their IsatPhone Pro terminal contract must provide notice of cancellation to GMPCS thirty days prior to the end of the contract term. If notice of cancellation is not received the service agreement will be renewed on a month to month basis, except emergency plans which renew on a year to year basis.

**(3) Early terminations:** Early terminations of yearly service plans or within the first year of monthly service are subject to a \$250.00 cancellation fee per terminal or full payment of the contractual commitment based on plan type, whichever is higher. Notice of termination should be in writing to: GMPCS Customer Service Department, at 1501 Green Rd. Suite A-B, Pompano Beach, FL. 33064 USA. This Service Agreement cannot be assigned without the written consent of GMPCS.

**(4) Contractual Limitations/Plan changes:** If allowed by the service plan type, the customer may change their pricing plan to a higher bundle free of charge within the contract period. Moving to a lower pricing plan, when available, with fewer included minutes will incur a fee of \$50.00 and will renew the twelve month contract period. For example: Allowance plans require a 12 month minimum commitment, therefore, changing the plan type is not allowed until the end of the contract service period. Please contact GMPCS Customer Care for details.

**(5) Data Transmission Use & Dropped Calls:** Due to the technical nature of data setups and the inherent sophistication of data transmission through a variety of satellite and other operating systems, GMPCS makes no representation as to the success of voice or data calls through any system. Customer agrees that all data call attempts regardless of ultimate successful transmission and termination will be paid for and no credits will be given in the event of dispute of this nature. Along with potential incorrect use (i.e.: next to a building/obstruction), all satellite systems (including low earth orbiting satellite constellations) have inherent flaws and anomalies that can create dropped calls of either voice or data nature. Dropped calls will not be credited. GMPCS can provide data setup technical support beyond the normal provided setup instructions at an additional charge. Please consult with a sales representative for more details.

**(6) Invoicing and Guarantee of Payment of Services:** GMPCS will invoice customer monthly. Customers with annual plans will receive an invoice once a year and during any month in which there has been airtime usage. This bill is due upon receipt. GMPCS will charge the customer's credit card each month for the current month's monthly service fee and the previous month's airtime. It is the customer's responsibility to notify GMPCS when their credit card renews (with the new expiration date and any other changes) or if they wish to change credit cards. Failure to provide GMPCS with updated credit card information could result in suspension of service, deactivation of the SIM card, and a reactivation fee.

**(7) Taxes:** The price of the service does not include sales, usage, excise, ad valorem, property or any other taxes now or hereafter imposed, directly or indirectly, by any governmental authority or agency with respect to the Service. Customer shall pay such taxes directly or reimburse GMPCS for any such taxes.

**(8) Deposits:** Mobile Satellite services are granted subject to credit approval by GMPCS. GMPCS requires the establishment of credit or the ability to pay invoices according to the established terms. Deposits of \$500 to \$1,000 are usually required for Non-US citizens or customers who do not have established credit. Customers will be advised prior to service activation if a deposit is required. Deposits will be refunded at service or contract termination.

**(9) Foreign Credit Cards:** Foreign credit cards will be accepted only after a complete verification has been done with the issuing bank. The issuing bank must contact the credit card holder and confirm the authorization for the charge to be approved. Verification of foreign credit cards may delay order processing for up to 72 hours. The deposit requirements in (8) above will still apply. GMPCS reserves the right to decline any credit card transaction.

**(10) Non-Payment / Breach:** A late charge of the lesser of 1-1/2% per month will be applied to each of Customer's service bills not paid by the due date. This late charge is applicable to the unpaid balance as of the due date. Customer shall pay GMPCS all costs including, without limitation, reasonable attorney fees, the fees of any collection agency, and any other costs incurred by GMPCS in exercising any of its rights under the Agreement. Should Customers service be suspended for non-payment GMPCS will charge a \$50.00 per mobile terminal fee for re-activation. GMPCS charges a fee of \$35.00 for returned checks.

Initial \_\_\_\_\_



## Addendum

The following service plans are also available but carry very specific operating terms:

Please select your plan from one of the lists shown below by initialing at the left of the plan name.

All service plans described in this Addendum require a minimum service commitment of 12 months. Early terminations of yearly service plans or within the first year of monthly service are subject to a \$250.00 cancellation fee per terminal or full payment of the contractual commitment based on plan type, whichever is higher.

**Rollover plans** include calls from GSPS to fixed only and allow your unused monthly minutes to roll over for a period of up to 3 months. Oldest minutes will be used first.

	Rollover Plans	Service Fee (Per Month)	Includes (Min per Month)	Additional Minutes (per Minute)
	Ruby	\$65.00	45	\$0.99
	Opal	\$135.00	135	\$0.95
	Diamond	\$480.00	540	\$0.90

**Allowance plans** include calls from mobile to fixed, cell, GSPS, BGAN and FBB. Calls to other services will be at the rates shown in Part 4a.

	Allowance Plans	Service Fee (Per Month)	Includes (Min per Month)	Additional Minutes (per Minute)	IsatPhone Pro to IsatPhone Pro
	Bronze	\$69.95	60	\$0.99	\$1.49
	Silver	\$169.00	180	\$0.95	\$1.43
	Gold	\$645.00	720	\$0.95	\$1.43

**Lease-to-Own plan includes the Inmarsat IsatPhone Pro terminal** plus 100 minutes of mobile to fixed airtime for a 1 year period. At the end of the lease period, you will own the phone and will need to select a service plan.

A twelve month commitment is required with monthly credit card payments. Early termination within the first year of service are subject to a \$250.00 cancellation fee per terminal or full payment of the contractual commitment based on plan type, whichever is higher.

	Lease-to Own Plan	Service Fee (Per Month)	Includes (Min per Year)	Additional Minutes (per Minute)
	Lease-to-own	\$75.00	100	\$0.99

Initial \_\_\_\_\_