

**IRIDIUM ACTIVATION AGREEMENT**

Auckland

Wellington



**PLEASE READ TERMS OVERLEAF, FILL IN DETAILS AND UPON COMPLETION PLEASE SUBMIT THE FORM VIA THE FOLLOWING: E-Mail: [activations@satconnections.co.nz](mailto:activations@satconnections.co.nz) Fax: + 64 4 576 2250 or Mail to Wright Satellite Connections, PO Box 38-415, Wellington Mail Centre 5045, Wellington**

<b>SECTION A: CUSTOMER INFORMATION (Mandatory to be completed by customer)</b>																																																																																																																									
<b>*Organisation Name:</b>	<b>Date:</b>																																																																																																																								
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<b>*Billing address (if different from above):</b>	<b>Hardware (phone make or model):</b>																																																																																																																								
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<b>IRIDIUM WORLD SATELLITE SERVICE INFORMATION (To be completed by customer if applicable)</b>																																																																																																																									
<b>IMEI (15-digit serial # located on handset's package or in battery compartment)</b>	<b>SIM Serial Number (19-digit serial number on reverse side of SIM Card)</b>																																																																																																																								
1.	<table border="1" style="width:100%; border-collapse: collapse; text-align: center;"><tr><td>8</td><td>9</td><td>8</td><td>8</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>8</td><td>9</td><td>8</td><td>8</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>8</td><td>9</td><td>8</td><td>8</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>8</td><td>9</td><td>8</td><td>8</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>8</td><td>9</td><td>8</td><td>8</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>8</td><td>9</td><td>8</td><td>8</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr></table>	8	9	8	8																	8	9	8	8																	8	9	8	8																	8	9	8	8																	8	9	8	8																	8	9	8	8																
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<b>SECTION B: SELECTED IRIDIUM SERVICE RATE PLAN (Mandatory to be completed by customer)</b>																																																																																																																									
<b>Plans: (Please select one)</b>	<b>Description:</b>																																																																																																																								
Global Calling Plan <input type="checkbox"/>	Standard Worldwide calling rates (Postpay)																																																																																																																								
Australia/New Zealand Calling Plan <input type="checkbox"/>	Discounted calling rates within Australia and New Zealand (Postpay)																																																																																																																								
Crew Calling Plan <input type="checkbox"/>	Multiple user calling capabilities (Postpay and Prepay)																																																																																																																								
Prepay Plan (choose options below) <input type="checkbox"/>	Prepay for monthly access and airtime																																																																																																																								
<b>Custom Prepay Options: (75 minutes <u>and</u> 1 month is minimum)</b>	<b>Additional Services: (See explanatory notes overleaf)</b>																																																																																																																								
50 Minute block.....qty <input type="checkbox"/>	Voicemail and Data service Yes <input type="checkbox"/> (default) No <input type="checkbox"/>																																																																																																																								
1 Month validity.....qty <input type="checkbox"/>	Two stage Dialling Yes <input type="checkbox"/> (default) No <input type="checkbox"/>																																																																																																																								
75 Minutes + 1 Month validity .....qty <input type="checkbox"/>	Short Burst Data* <input type="checkbox"/>																																																																																																																								
Total Minutes / Months required ..... / ..... <input type="checkbox"/>	Language: <input type="checkbox"/> English (default) <input type="checkbox"/> French																																																																																																																								
<b>Pre-Tailored Packages (24 months maximum)</b>	<i>*Monthly fees apply.</i>																																																																																																																								
500 Minute Prepay (12 months) .....qty <input type="checkbox"/>	<i>Voice Mail Service / Data Service are provided as standard.</i>																																																																																																																								
3000 Minute Prepay (24 months) .....qty <input type="checkbox"/>																																																																																																																									
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HELP IMPROVE OUR SERVICES – MARKET GROUP			
<input type="checkbox"/> Aid and NGO	<input type="checkbox"/> Automotive MFG	<input type="checkbox"/> Broadcast Media	<input type="checkbox"/> Chemical and Glass MFG
<input type="checkbox"/> Construction	<input type="checkbox"/> Food & Beverage MFG	<input type="checkbox"/> Insurance	<input type="checkbox"/> Military Government
<input type="checkbox"/> Oil and Gas	<input type="checkbox"/> Pharmaceutical MFG	<input type="checkbox"/> Print Media	<input type="checkbox"/> Professional Services
<input type="checkbox"/> Retail and Wholesale Trade	<input type="checkbox"/> Telecommunications SP	<input type="checkbox"/> Retail Banking	<input type="checkbox"/> Tourism
<input type="checkbox"/> Transportation and Logistics	<input type="checkbox"/> Civil Government	<input type="checkbox"/> Mining	<input type="checkbox"/> Other _____

How did you hear about us?  Friend/Family  Colleague  Internet Search  Newspaper/Magazine Article  Conference/Show  Other

Tick here should you not wish to receive company updates and information regarding new products and services.

**SECTION C: BILLING DETAILS (Must be completed by customer)**

**BILLING OPTIONS:** Charge credit card  Account holder  Account code

**CREDIT CARD DETAILS:**

Card Type: Visa  MasterCard

Number: \_\_\_\_\_

Expiry Date: \_\_\_\_/\_\_\_\_

Cardholder Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name as shown on card: \_\_\_\_\_

**SECTION D: CUSTOMER SERVICE ACCEPTANCE (Mandatory to be completed by customer)**

I/We recognise that the provision of Services I/We have requested shall be provided by Wright Satellite Connections Ltd (Wrights), pursuant to Wrights' terms and conditions as attached at the time of provision of Services and agree to abide with and be bound by those terms and conditions.

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Wright Satellite Connections Ltd Salesperson: \_\_\_\_\_ Date: \_\_\_\_\_

Account will be activated and Iridium phone/pager numbers sent to the customer within 24 hours of credit approval. For help with your Iridium Satellite Phone in NZ, you can contact the team at Wright Satellite Connections Ltd on 0800 SATCOM (0800 728266) or +64 4 566 3510 during office hours or by email at [info@satconnections.co.nz](mailto:info@satconnections.co.nz) Iridium Service and Support is also available from your Iridium phone by dialling 4493 and Iridium web support is always available at [www.iridium.com](http://www.iridium.com)

**ADDITIONAL SERVICES**

**\*Voice Mail Service**  
If you call an Iridium phone that is switched off, you will be prompted to leave a voice or numerical message. The mobile user will be notified of the waiting message when they switch on the phone again.

**\*Data Service**  
With the addition of a data kit (handhelds) or data CD (vehicle and marine models) and a Personal Computer, you can connect to the Internet, a LAN or another PC for email and web browsing.

**\*Two Stage Dialling**  
Calling an Iridium handset from a fixed line or cellular phone can be comparatively expensive. For example, to call an Iridium handset from a New Zealand fixed or cellular line, the caller could be charged anywhere from NZ\$6 to \$25 per minute depending on the callers telecoms service provider (e.g. Telstra, Telecom, Vodafone etc). To enable cheaper calling rates a two stage calling system can be used when calling to Iridium Satellite Phones.  
Two Stage Dialling telephone numbers in the US or UK are available, allowing a call to be placed from any landline/mobile telephone/satellite telephone to your Iridium handset for approximately **US \$1.70** per minute\*\*. The satellite portion of this service is charged on a receiving party pays basis, i.e. the registered owner of the Iridium phone pays for the satellite portion of the call (*just like roaming on a GSM phone*). The calling party pays the cost of the international call from say, NZ to the US. Note: Two Stage Dialling may not be possible from some countries, contact Wright Satellite Connections for more information.

**Stand-Alone Paging Service and Follow-Me Paging Service**  
Stand-alone is for pager-only customers, while follow-me paging eliminates the need to set Message Delivery Areas for customers who have both phone and pager.

\* This service is provided as standard free of charge unless requested otherwise on the first page of this Agreement.  
\*\* Dependent on calling plan selected.

## WRIGHT SATELLITE CONNECTIONS LTD – IRIDIUM CUSTOMER TERMS 3/5/02

Signing Customer Acceptance on page 2 means you agree to the following **additional terms**

### 1. Services

- 1.1 Wright Satellite Connections Ltd will provide the Services and you the customer must pay the current monthly access fees, call and message charges and all associated fees and charges ("Fees") to Wright Satellite Connections Ltd (hereinafter known as Wrights) in accordance with Wrights' payment terms. The Fees as amended by Wrights from time to time are deemed incorporated in this Agreement. Full details of the Fees are available from Wrights on request. Wrights' payment terms are 7 days from invoice date, as shown by the due date on your invoice.
- 1.1.a Should payment not be received within the specified period, Wrights reserves the right to debit your credit card for the full amount outstanding as per your credit card details provided on the "Application for Credit", provided that Wrights will make reasonable attempts to notify you beforehand.
- 1.2 Wrights will use its reasonable endeavours to provide the Services to you as specified in the application and as otherwise requested by you from time to time, subject to the following:
- (a) the means of provision of the Services will be as Wrights from time to time in its absolute discretion considers appropriate;
  - (b) the supply of the Services is conditional on your meeting any Wrights credit policy applicable to the Services; and
  - (c) the Services may be provided only within those areas where coverage is available as publicised by Wrights from time to time;
  - (d) provision of the Services is conditional upon availability of the Iridium service to Wrights, from Iridium Satellite LLC through its global service providers.
- 1.3 It is technically impractical to provide the Services free of fault or error. You acknowledge that the Services have technical and coverage limitations, including (without limitation), reception problems, possible faults in transmission network, human errors including errors of any carrier and third parties and the physical location of Equipment in relation to the transmission network.
- 1.4 Wrights may, without liability to you, suspend the Services immediately for repairs, for maintenance of any part of a network, or where Wrights is obliged to comply with the requirements of any relevant authority.
- 1.5 You acknowledge that you do not own any pager or telephone number issued by Wrights and that Wrights may need to alter any such number without any liability to you for the alteration.
- 1.6 Title to any SIM (subscriber identity module) issued to you is retained by Wrights at all times.
- 1.7 Wrights may upgrade your security deposit if your usage increases above any agreed monthly allowance. This change will be notified to you in writing prior to the increase coming into effect.

### 2. If you purchase Equipment from Wrights

- 2.1 Wrights agrees to sell and you agree to purchase the Equipment and pay the Purchase Price.
- 2.2 Risk in the Equipment passes to you on delivery. Title to the Equipment is retained by Wrights until you have paid the full Purchase Price.

### 3. If you rent Equipment from Wrights

- 3.1 You agree to rent the Equipment and pay the Rental Fees in accordance with Wrights' payment terms.
- 3.2 Title to the Equipment is retained by Wrights at all times. Risk in the Equipment passes to you on delivery unless otherwise agreed.
- 3.3 You may take out and maintain insurance covering any loss or theft of or damage to the Equipment by any cause and, if requested, provide Wrights with a certificate of currency.
- 3.4 You:
- (a) must permit Wrights to inspect the Equipment at all reasonable times;
  - (b) are responsible at all times for the safe custody and use of the Equipment and are liable to Wrights for any loss or damage to the Equipment, which must be notified to Wrights immediately. If the Equipment is lost or destroyed or becomes non-functional, you must pay Wrights the cost of replacing it if not insured; and
  - (c) must not sell, sub-let, mortgage, pledge, or grant any security interest or dispose or part with possession of or encumber the Equipment.
- 3.5 On termination or expiry of this Agreement for any reason, you must immediately cease using the Equipment and return it in good condition to Wrights. Failing this, Wrights may enter your premises during business hours for the purpose of removing the Equipment, or charge you the value of the Equipment.

### 4. Contract Term and Termination

- 4.1 The initial term of this Agreement is one year from commencement of the Services. After that time, this Agreement will be automatically extended for additional terms of one year unless terminated by you giving Wrights 1 months' notice in writing. You must pay Wrights the Fees incurred by you in respect of the period up to the expiry of the one month notice period (including any such Fees that are charged by Wrights after the expiry of the one month notice period).
- 4.2 Upon deactivating an Iridium Phone:
- (a) You will not be entitled to a refund of any partial months access fee's from the disconnection date to the end of the current billing cycle. E.G. If a phone has access fee's paid from the 15<sup>th</sup> July to 14<sup>th</sup> August but the phone is disconnected on the 22<sup>nd</sup> July any partial access fee's (from the 22<sup>nd</sup> July – 14<sup>th</sup> August) will not be refunded as deactivation occurs immediately.

- (b) If you do not wish to incur any further access fee charges, we require five (5) working days notice prior to the end of the current billing cycle. Failure to provide correct notice will incur another months access fee
- (c) All numbers associated with this phone will be lost and your current SIM will be unable to be re-activated.
- (d) Emergency calls will not be able to be connected on disconnected phones, for safety reasons please ensure all persons in your organization are aware of this.

4.3 Wrights may terminate this Agreement with immediate effect by giving notice to you at any time if, in Wrights' reasonably held opinion:

- (a) you fail to make any payment or breach any other term of this Agreement;
- (b) you breach any licence, permit, authorisation or law of any jurisdiction relating to the use of Equipment or Services;
- (c) Wrights' right or any carrier's right to provide the Services ceases for any reason;
- (d) your use of the Equipment or the Services is unlawful, improper or otherwise objectionable;
- (e) you fail to pass Wrights' credit checks or become an unacceptable credit risk; or
- (f) your conduct is likely to adversely affect any communications network.

## 5. Interference with Services

5.1 You must not, either by act or omission, interfere with or threaten the operation, stability, viability or integrity, or do anything likely to interfere with or threaten the operation, stability, viability or integrity of the Wrights network.

5.2 You must comply with any written notice which Wrights may give in relation to modifications required to any apparatus, or action necessary to be taken, to eliminate any actual or likely interference or threat to the operation, stability, viability or integrity of the Wrights network or the Services.

5.3 Wrights reserves the right to suspend provision of the Services to you or to terminate this Agreement if your operation of the Equipment or use of the Services (whether by high usage levels or otherwise) in Wrights' opinion threatens the operation, stability, viability or integrity of the Wrights network or causes an unreasonable delay in that network.

## 6. Use of Equipment and Services

6.1 You must not use, or permit another person to use the Services or the Equipment provided by Wrights in respect of:

- (a) the breach of the laws of any jurisdiction;
- (b) the transmission of any obscene, mischievous or blasphemous message where such transmission in the opinion of Wrights infringes the provisions of any law of any jurisdiction; or
- (c) the conduct of a business or other operation that is illegal or perceived as unethical or may compromise Wrights or its staff, in any other way.

## 7. General Provisions

7.1 Wrights is not liable to you in any circumstances for:

- (a) any economic loss or damage including, any loss of revenue, profits, actual or potential business opportunities, contracts or anticipated savings or profits; or
- (b) any indirect or consequential loss or damage; or
- (c) any loss or damage relating to the acts or omissions of any carrier or other third party, and all other matters beyond Wrights' control.

7.2 To the extent permitted by law, Wrights excludes all liability for breach of any express or implied term or warranty and also excludes all liability for negligence in connection with the performance of Wright's obligations under this Agreement.

7.3 Where liability for any term implied by law cannot be excluded, and to the extent permitted by law, Wrights' liability for any breach of such an implied term is limited to (at Wrights' election):

- (a) in the case of services, the cost of having the services supplied again; and
- (b) in the case of goods, the lowest of the cost of replacing the goods, acquiring equivalent goods or having the goods repaired.

7.4 You authorise Wrights to obtain from or give to any carrier, any other supplier of telecommunications services or any collection agency any customer information about you in circumstances where there are grounds to suspect that you are seeking to avoid making any payment under this or any other agreement for telecommunications services.

7.5 You authorise Wrights to:

- (a) exchange information with the owner of any Equipment purchased or used by you in connection with the Services and authorise that owner to use the information in the ordinary course of business; and
- (b) obtain from or give to any credit providers or credit reporting agency information about your credit arrangements, such as information about your credit worthiness and history.

7.6 You authorise Wrights to provide additional Equipment and Services and vary the Services and Fees if Wrights is requested to do so by any person quoting your PIN number or password. Wrights will confirm this on your next invoice (if any). Any additional Equipment and Services and any variations are provided subject to this Agreement.

7.7 All other variations to this Agreement must be in writing signed by both parties.

7.8 Where you comprise more than one person, this Agreement binds each of those persons jointly and severally.

7.9 This Agreement constitutes the entire agreement between Wrights and you in relation to its subject matter. All previous negotiations and representations are excluded.

7.10 Wrights may at any time assign or deal with the whole or any part of this Agreement. You must not assign or deal with its rights or obligations under this Agreement without Wrights' prior written consent.

7.11 Terms used in this document have a corresponding meaning to those in the application. "You" means the Customer specified in the application form. "Your" has a corresponding meaning.