



# Application for service activation of Iridium Satellite Handset

Please fax completed form to 1-800-303-701 (+61 8 9430 5609)

E-Mail: [activations@satcomms.com.au](mailto:activations@satcomms.com.au)

Customer Service Call (+61) 1-300-859-632, Activations Call (+61) 1-300-732-517

Sections 1-4 are to be completed by all customers

Tick Boxes as appropriate.

Please write in block capitals.

SCA Dealer Code Number				
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Date dd/mm/yyyy

<b>1.1</b>	<b>CUSTOMER INFORMATION</b>	<b>(ALL applicants to complete)</b>
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Your name (or the name of your organisation): \_\_\_\_\_

Address: \_\_\_\_\_

Town/city: \_\_\_\_\_ State/province: \_\_\_\_\_

Post/ZIP code: \_\_\_\_\_ Country: \_\_\_\_\_

Telephone (        ) \_\_\_\_\_ Mobile (        ) \_\_\_\_\_

Facsimile (        ) \_\_\_\_\_

E-mail address: \_\_\_\_\_

Contact person: \_\_\_\_\_

**Contact's** telephone number and/or extension? (        ) \_\_\_\_\_

Already a Sat Comms Australia customer?    Yes  No       If Yes, please quote customer code: \_\_\_\_\_

<b>1.2</b>	<b>BUSINESS APPLICANTS</b>	<b>(Individual Applicants – Go to Section 1.3)</b>
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Is the company registered in Australia?    Yes  No       ABN: \_\_\_\_\_      ACN: \_\_\_\_\_

Registered Office (If different from above): \_\_\_\_\_

Nature of Business: \_\_\_\_\_      Years Established: \_\_\_\_\_

**Directors' Details (if applicable)**

Name:	Residential Address:	Date of Birth:	Driver's Lic/Passport #
1.	_____	_____	_____
2.	_____	_____	_____
3.	_____	_____	_____

**Trade References**

Name:	Address:	Telephone:	Facsimile:
1.	_____	_____	_____
2.	_____	_____	_____
3.	_____	_____	_____



**1.3 INDIVIDUAL APPLICANTS**

Are you an Australian Resident for Tax Purposes? Yes  No

Residential Address (if different to above):

Time at Address: If less than 3 Years, previous address:

Date Of Birth: Occupation:

Employer: Employer's Telephone:

Driver's Licence/Passport Number:

**1.4 ACCOUNT PAYMENT OPTIONS**

Credit Card Payment Option: Yes  No  (if No, please complete Trade References - section 1.2)

*I authorise Sat Comms Australia to debit my credit card for all charges incurred relating to this Iridium Service*

Card Type: VISA  M/CARD  AMEX  DINERS

Card Number: Expiry Date (mm/yyyy):

Cardholder Name: Signature:

\*CCV (Credit Card Verification) Number:

Cardholder Identification: Driver's Licence  Passport  Country of Issue: #:

*\* For VISA, MASTERCARD and DINERS, the CCV is a 3-Digit number on the back of the card. For AMEX, the CCV is a 4-Digit number on the front.*

**2.1 IRIDIUM WORLD SATELLITE SERVICE INFORMATION**

Manufacturer: Model:

IMEI (Handset 15 Digit Serial #):

**2.2 IRIDIUM SIM CARD DETAILS**

ICC-ID:

IMSI:

**2.3 IRIDIUM WORLD PAGE SERVICE INFORMATION (If applicable)**

Manufacturer: Model:

Pager Serial Number (11 digit alphanumeric)

MDAs: (Up to 3 selected Message Delivery Areas – refer to Iridium Paging Maps)



**2.4 IRIDIUM SBD SERVICE INFORMATION (If applicable)**

Select up to 3 e-mail addresses:

Terminal Serial Number:

**3.1 IRIDIUM SERVICE RATE PLAN (Minimum Contract Duration of 12 Months)**

Preferred Payment Option	<input type="checkbox"/>	Monthly	<input type="checkbox"/>	Annual
Plan	<input type="checkbox"/>	Iridium 25	<input type="checkbox"/>	Iridium 40 (\$20 voice calls or SMS /Month)
	<input type="checkbox"/>	Iridium 80 (\$60 voice calls or SMS /Month)	<input type="checkbox"/>	Iridium 160 (\$160 voice calls or SMS /Month)
	<input type="checkbox"/>	WorldWide		
Paging	<input type="checkbox"/>	Stand Alone	<input type="checkbox"/>	Follow Me
	<input type="checkbox"/>	Limited	<input type="checkbox"/>	Unlimited
Other Services	<input type="checkbox"/>	Voice Mail	<input type="checkbox"/>	Data Service

**4.1 Certification and agreement**

a) To be signed by a Sat Comms Australia Authorised Signatory

(AA/ISP Code)

Accepts the above Account.

Signature:

b) To be signed by the applicant:

I \_\_\_\_\_ the owner, have read and agree to comply with the Sat Comms Australia Terms & Conditions.

Date: \_\_\_\_\_

*Should you require any further assistance in completing this form, please contact:*

**Customer Support: (+61) 1-300-859632, Activations: (+61) 1-300-732517**  
**Fax: 1-800-303-701 (+61 8 9430 5609)**  
**E-Mail: [activations@satcomms.com.au](mailto:activations@satcomms.com.au) or [support@satcomms.com.au](mailto:support@satcomms.com.au)**

**Delivery Details**

Delivery Date:	Delivery Time:	Customer Signature:
Sat Comms Australia Authorised Signature:		

## Terms & Conditions

### Sat Comms Australia Airtime Services

The following Terms & Conditions apply to any Subscriber using Sat Comms Australia provided Airtime Services.

#### 1. SERVICE CONNECTION

- (1) This agreement shall commence only upon approval and acceptance by SatComms Australia of this Service Activation Request Form and shall continue for a minimum of twelve (12) months. After this initial term, the agreement will continue until such time that written notification of termination by the subscriber is received by SatComms Australia or upon cancellation by SatComms Australia.
- (2) Approval and acceptance of the completed Service Activation Request Form is subject to the sole discretion of Sat Comms Australia and as such, a security deposit may be requested before approval and acceptance. This deposit will be refunded to the customer upon termination of the agreement provided all outstanding charges have been paid.
- (3) The provision of services to the customer is subject to the accurate completion of the Subscriber Activation Request Form and compliance with the payment terms by the Subscriber.
- (4) Sat Comms Australia reserves the right to bar the Airtime Services provided, should the customer not adhere to the payment terms agreed in writing.
- (5) Sat Comms Australia rely on the quality of service provided to it by the network owner. Please refer to the network owner's statement of reliability for further information. Occasionally, services may be subject to disruption due to the affects of terrain, atmospheric conditions and other types of interference.

#### 2. AIRTIME CHARGES

- (1) All charges pertaining to the customer will be raised by Sat Comms Australia on a monthly basis. Airtime Services which attract a monthly subscription fee will be billed in advance on the first working day of each month, whereas traffic charges will cover the preceding month. Any traffic not available for invoicing at the time of billing will appear on subsequent invoices. In certain circumstances, Sat Comms Australia reserves the right to raise interim invoices.
- (2) An initial Activation Fee is charged to establish the service, and monthly subscription fees will apply thereafter for access to the service, starting from the month immediately following the initial activation. When the service is cancelled, suspended or deactivated, this charge will be pro-rated to the termination date.
- (3) The Subscriber will pay all invoices within 14 days from the date of the invoice, unless by prior arrangement with Sat Comms Australia.
- (4) Subscribers will only be connected upon completion of the credit card authority section of the form, or by attaching a direct debit mandate. Customers paying by credit card or direct debit will have their account debited 14 days from the date of the invoice. Customers are required to notify Sat Comms Australia immediately of any change to their credit card or bank account details, which could prevent Sat Comms Australia from collecting outstanding amounts. When a payment is rejected, Sat Comms Australia will make appropriate efforts to contact the customer. However, in the event that contact is not established, the service will be barred from connection.
- (5) The Subscriber will be liable to reimburse Sat Comms Australia for any dishonour fees or ancillary bank charges relating to the rejection of a payment on the account.
- (6) An administration fee of \$20 per month will be charged on all outstanding accounts, unless formal payment arrangements have been agreed with Sat Comms Australia.
- (7) The Subscriber must notify Sat Comms Australia of any disputes pertaining to an invoice within 14 days of the date of that invoice,

otherwise the Subscriber is deemed to have accepted the charges.

- (8) All requests to cancel the Airtime Services provided by Sat Comms Australia must be notified in writing. These instructions will be processed within three working days.
- (9) Should the service be suspended or terminated by Sat Comms Australia due to default, the Subscriber is liable for traffic and service fees up to the time of the suspension or termination of the service.
- (10) Prices for Airtime Services may be subject to change due to exchange rate variation, and prices may change without notice.

#### 3. GST (Goods & Services Tax)

- (1) For all terminals located in the Indian and Pacific Ocean regions, GST is applicable to all Australian incorporated businesses and Australian residents for tax purposes on Airtime Services.

#### 4. USE OF SERVICES

- (1) The Airtime Services are subject to the availability and capacity of the applicable satellite network. These networks may be limited or temporarily unavailable for reasons beyond the control of Sat Comms Australia and as such, Sat Comms Australia bears no liability for the quality or level of service provided by the applicable satellite network.
- (2) Regardless of whether the use of services is authorised or intended by the Subscriber, all charges incurred on the account are the liability of the Subscriber.
- (3) It is the responsibility of the Subscriber to inform Sat Comms Australia immediately of any changes in name, company, address, payment arrangement or any other matter that may affect this agreement in a material manner.
- (4) The Subscriber must inform Sat Comms Australia immediately in writing of any change or transfer of ownership of the equipment listed on this application. Up to the date of termination, the Subscriber is liable for all charges. Any new Subscriber must set up their account before any transfer is affected.
- (5) The Subscriber is obligated to inform Sat Comms Australia immediately of any loss or theft of a SIM Card or terminal, in order for Sat Comms Australia to terminate the network link to the terminal and thus prevent third party usage. The Subscriber's obligation for charges relating to the Airtime Services provided in the agreement are not diminished by the loss or theft.

#### 5. DEFAULT & TERMINATION OF SERVICES

- (1) Should the Subscriber have an Administrator appointed, or any overdue payments occur relating to the Subscriber, then this will constitute an event of default by the Subscriber.
- (2) In the event of a default, Sat Comms Australia may cancel, limit or suspend the Airtime Services. All charges accrued up to the date of termination, and any other charges outstanding will be invoiced by Sat Comms Australia to the Subscriber.
- (3) Any reconnection fee, and any legal or other costs incurred by Sat Comms Australia due to default will be the liability of the Subscriber.

#### 6. LIMITATION OF LIABILITY & WAIVER

- (1) Sat Comms Australia shall not be liable to the Subscriber or any other person for any direct, indirect, incidental or consequential loss or damages of any nature caused from any acts of omission of the service provider who facilitates in the use of the service.
- (2) Sat Comms Australia endeavours to provide the requested services, however does not guarantee this and cannot be held responsible for faults.
- (3) Sat Comms Australia reserves the right to change these Terms & Conditions. Upon request, the current Terms & Conditions can be provided to the customer, and are available on the Sat Comms Australia website at <http://www.satcomms.com.au>