

TOTAL hire payable includes bond of \$200 which is returned on completion of hire and your airtime account settlement.

Sat Phone Sales Satellite Communications Equipment Terms and Conditions

By entering in to a rental agreement with Sat Phone Sales you agree to these terms and conditions.

Duration of rental

Begins on the date nominated by the customer.

Ends on the date the items are received at Sat Phone Sales Office or PO Box.

The rental period commences on the date nominated at the time of booking by the customer. Sat Phone Sales will ship the equipment using a priority courier service with a reasonable expectation of delivery being effected in time for the commencement of the rental agreement. Sat Phone Sales cannot be held responsible for delays after the unit has been shipped.

The customer will be provided with consignment note / tracking details and is responsible for the tracking and communications with the Courier Company / Australia Post. Please note, our couriers cannot deliver to PO Boxes - a physical address is needed for delivery. PO Box delivery is only by Express Post

The customer can elect to be supplied with a label and consignment note, along with a courier bag for the return of the equipment, for a fee of \$20 at the time of booking.

If the customer elects not to use our return courier service they must use a service that provides tracking and insurance of the item.

The method of return and tracking information must be supplied to Sat Phone Sales within 24 hours of the item being return shipped. It is the customer's responsibility to package the goods for return correctly and to arrange delivery or pick up by the courier.

The rental period terminates when the equipment is returned in good working order to Sat Phone Sales Gympie office or postal address, or the date of termination in the rental agreement, whichever is latest.

Days in excess of the hire period will be charged at \$20 per day for IsatPhone devices and \$25 for Thuraya Devices. A further 2% per month will be added to outstanding accounts. For hire accounts unpaid longer than 30 days debt recovery costs may also be applied.

Fit for purpose

Sat Phone Sales do not represent the equipment rental schedule to be fit for any given particular purposes. The customer acknowledges that they have sought and obtained independent advice as to the equipment's fitness for purpose.

The customer agrees to inspect the equipment immediately on receipt and is to satisfy themselves as to the quality and fitness for purpose. Any doubts must be made in writing to Sat Phone Sales prior to placing the equipment in service.

All items are inspected and tested for functionality prior to dispatch. The customer must complete a functionality check prior to placing the equipment in service.

The customer acknowledges that the Satellite network service and supplied equipment may fail or have down time and that it is impossible to predict or entirely avoid such failure.

The maximum extent of compensation to the customer for down time or failure is the affected period of the rental, and only where such failure is advised to Sat Phone Sales at the first opportunity. Sat Phone Sales is not responsible for any other losses arising from equipment or service failure.

Damage

The customer is liable for loss or damage to the equipment. Sat Phone Sales reserves the right to bill the customer "Days in excess" rates and for any damage or loss during the hire period and until the unit is returned to Sat Phone Sales. Repair and replacement costs will be up to the full retail price of the unit with a further 10% fee for administration and making good the loss or damage.

In the event the equipment malfunctions during the hire period, due to no fault of the customer, the customer may request a suspension of the hire or replacement equipment. The customer must notify Sat Phone Sales at the first available opportunity.

The customer must not attempt unauthorised repairs or have any third party attempt repair without written consent from Sat Phone Sales.

Where replacement equipment is supplied and the original item is found to be free from defect the customer agrees to pay all associated freight charges and an administrative / inspection fee of \$100.

Insurance is NOT provided with the hire / rental. Consider adding the device(s) to your own appropriate insurance policy for the duration of the hire / rental period.

Correct and Proper use of the equipment

The customer undertakes to operate the equipment according to the intentions of the manufacturer and must familiarise themselves with the supplied operation manual and operate the equipment accordingly.

The customer acknowledges that the operation of a mobile phone whilst driving is against the law in Australia and undertakes not to treat the operation of Satellite Communications Equipment any differently than the operation of a mobile phone whilst driving.

Liability for Direct, Indirect or Consequential Loss

The customer agrees Sat Phone Sales shall not be liable to compensate the customer or any third party for any damage to property, injury or death arising from the operation or failure of the Satellite Communications Equipment.

Title to equipment

The rental Satellite Communications Equipment always remains the property of Sat Phone Sales. The customer shall not sub lease, lend, sell or transfer the equipment to any other party.

Payment of airtime and calls made whilst using the Satellite Communications Equipment

The customer agrees to pay all call charges recorded against the device for the period of hire or the date of return to Sat Phone Sales whichever is the later.

Calls to standard Australian numbers are charged in 1 minute increments at **AU\$2.00** per minute on Inmarsat / Thuraya services. Please note that calls to premium services, and international numbers are charged at a higher rate. Premium number rates and International rates are available on request. Outbound SMS is charged at **AU\$1.00** per SMS world-wide, premium numbers excluded. Please see <https://www.satphonesales.com.au/Satellite-Phone-Rental> for our International Rates

Dialling plans, whilst the Thuraya service will permit local number dialling similar to a mobile phone it is recommended to always use the international prefixes.

Eg. NSW +612xxxxxxx, Vic +613xxxxxxx, Mobile +614xxxxxxx etc.

1300 and 1800 numbers services may not be possible from a satellite service. It is prudent to have a list of direct numbers for organisations that may need to be reached (RACV, NRMA etc.) before placing the Satellite Communication Equipment in service.

Inmarsat / IsatPhone services operate on a pre-paid scheme and are supplied with at least 90 units of airtime available for use at the above rate. This equates to a talk time of approximately 69 minutes. Should the customer require further vouchers these are supplied at the retail rates published on our website.

Thuraya Services are billed every 30 days or at the termination of the rental agreement.

Calls to **000** are not charged.

Sat Phone Sales is not responsible for monitoring your usage and you undertake to compensate Sat Phone Sales for all usage of the device whether by you or unknown users.

Inbound calls on the Thuraya plans are normally charged by the callers' provider as if a call to a standard mobile number. Calls to an Inmarsat service are charged at the callers' provider rates for calls to International satellite numbers – in some cases this can be \$20 or more per minute. Please make sure you and your callers are aware of their service providers' charges before using the service for inbound call acceptance.

Cancellation of rental

This may be done up to 96 hours prior to the commencement of the rental agreement at no cost. Within 96 hours of the rental commencing the cancellation fee is the minimum hire period of 7 days.

GST

All our prices are listed as GST inclusive. The GST component of all prices may be calculated as 1/11th of the Gross Price.