



## **SERVICE CONTRACT FOR SATELLITE SERVICES.**

### **1. Overview**

This document constitutes a Communications agreement with Global Satellite Networks that includes:

1. An access to many Global Satellite services such as voicemail, SMS ...
2. Multiple packages, subscriptions and options as shown on our website in the tariff sheet supply Global Satellite.
3. Online access available to our web service [www.globalsatelliteuk.com](http://www.globalsatelliteuk.com) for daily updates of your account.

### **2. Duration of the Agreement.**

1. Your contract takes effect on the date of commissioning of your line. It is concluded for an indefinite period, with an initial minimum period of one year from the date of activation.
2. After the initial period is over, the services can be stopped at any time by written notice of 30 days prior to the effective deactivation date and sent to the Customer Service of Global Satellite Networks. The full payment of the account will be required before the release of the lines to a third party.
3. If the contract is stopped before the initial minimum period is over, this will give rise to an early termination fee equivalent to the remaining subscription charges for the minimum initial period.
4. If the contract is cancelled before the end of the minimum commitment period, the subscriber will remain liable to pay subscription fees remaining to run until the expiration of that period.
5. Global Satellite Networks may need to suspend your line, with or without notice, or ask you not to use it temporarily for technical reasons.

### **3. Payment**

1. Payment terms are specified on each invoice.
2. In case of total or partial non-payment invoice, the line(s) may be suspended until the payments are within terms. The suspension may also occur under other liabilities arising subscriptions to Global Satellite Networks. The suspension of the services does not stop the application of the recurring fees pertaining to such suspended lines which remain the liability of the client.
3. Late fees apply for non-payment or late payment is 1.5% per month on the remaining balance due. For imperative reasons of security.

### **4. Applied Service Charges and Changes**

1. The applied rates for this agreement are annexed and must be signed as part of the agreement  
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EMAIL [sales@globalsatellite.us](mailto:sales@globalsatellite.us)



and will be maintained for the initial minimum period of the agreement.

2. Global Satellite will advise of any rate increase 30 days before applying such a rate change and this will be implemented from the effective date on the service invoices.
3. The subscriber retains the right to terminate the contract within the terms of the paragraph 2.2
4. The current applied rates can be seen from the online access or can be requested from Customer Service.
5. Full details of calls and charges can be found on the billing portal.
6. Paper invoices will not be sent unless specifically requested.

#### **5. Accepted payment methods**

1. Global Satellite will issue electronic invoices in PDF format and email these to the registered email address(s) periodically.
2. The invoice can be paid by wire transfer, check, money order or credit card (American Express, Visa or MasterCard).
3. Credit card payments must be authorized by the payer by the completion and return of a [credit card authorization](#) form (available on request). Credit card payments are subject to a 3% processing charge.

#### **6. What to do in case of loss or theft**

1. In case of loss or theft of your satellite equipment it is essential to advise Global Satellite Networks who will suspend your service instantly.
2. A confirmation in writing will be required (by email or mail).
3. In case of theft, a copy of the report prepared by the police in order to put a barring on the network.
4. The subscriber will remain responsible for the contract and will be charged for any fraudulent use of the equipment until the written confirmation has been received by Global requesting deactivation.

#### **7. Terms & Conditions**

1. This service agreement does not supersede the Terms & Conditions as posted on our website that can be seen from <https://www.globalsatellite.us/conditions-use>.

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**AGREEMENT INFORMATION SHEET**

Global Customer No.:BS.....

Subscriber order number Order No.....

Global quote/Sales quotation or document No.....

IT Manager:

Mrs. Miss Mr.....

Company.....

Address.....

City.....

Zip code: .....

Country: .....

phone: .....

Mobile

Email

Corporate registration Number.....:

**Contacting officer:**

Supporting documentation

Full Name

ID type: .....

ID number: .....

Birth Date: .....

Address .....

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