

# IRIDIUM RENTAL ORDER FORM



## WHAT DO YOU NEED?

Rental Items	Qty	Rental Items	Qty
9505A Phone Kit		Data Kit	
9500 Phone Kit		Solio Solar Charger	
Iridium Pager		Fixed Mast Antenna	
HSK		Mobile Mag. Antenna	
Other:		Extra Battery (Included )	

## HOW LONG DO YOU NEED IT?

Rental Start Date: \_\_\_\_\_

Rental End Date: \_\_\_\_\_

**ONE  
WEEK  
MINIMUM  
RENTAL  
REQUIRED**

**Equipment will arrive or be available for pick up the business day before the 'Rental Start Date'**

**AIRTIME**     Standard     Silver     Gold

Sim Card Only: Phone Model \_\_\_\_\_ Qty \_\_\_\_\_  
(only for customers that already have a satellite phone)

### BILLING INFORMATION

Name: \_\_\_\_\_ Company (optional): \_\_\_\_\_

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

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ Cell: \_\_\_\_\_

Email (used to confirm order): \_\_\_\_\_

Credit Card Number: \_\_\_\_\_

Expiration Date: \_\_\_\_\_ Card Code: \_\_\_\_\_

(FSC accepts Visa, MasterCard, American Express, & Discover)



### SHIPPING INFORMATION

Name: \_\_\_\_\_ Company (optional): \_\_\_\_\_

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

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ Cell: \_\_\_\_\_

**FedEx Method** (please choose one):

Two Day     Standard Overnight     Priority Overnight     Saturday    **OR**     Pick Up

### DAMAGE PROTECTION COVERAGE

ACCEPT

DECLINE

**How were you referred to FSC?**

**Have you rented from FSC in the past?**     Yes     No

Customer # ( \_\_\_\_\_ )

**Geographic Area of Use:**

### TEST CALL REQUIREMENT:

Customers must call FSC's toll-free support line, 6111, upon receipt of equipment. Please see Section 2.2 on page 3 for further policy details.

### \$25.00 EXPEDITE FEE:

All orders received requesting same day shipment or pick up, Will be subject to an expedite fee.

**ANY CHANGES MADE TO THIS AGREEMENT MUST BE MADE IN WRITING (i.e. fax or email)  
TO RESERVE EQUIPMENT, PLEASE SIGN ALL THREE PAGES OF THE RENTAL AGREEMENT AND FAX TO: (801) 754-1721**

\_\_\_\_\_  
**Credit Card Signature** (a faxed signature shall be deemed an original)

\_\_\_\_\_  
**Date**

By signing this page, the renter (credit card signature/billing name and/or authorized company rep) agrees to the terms and conditions set out on this 3 page rental agreement and authorizes FSC to charge the credit card listed for all fees, services, and taxes associated with this rental.

## Iridium Rental Fees

Product	Short Term (1 week or more)		Mid Term (8 weeks or more)		Long Term (12 weeks or more)	
	Weekly	Daily	Weekly	Daily	Weekly	Daily
9505A Phone Kit	<b>\$75.00</b>	\$10.71	\$67.50	\$9.64	\$60.00	\$8.57
9500 Phone Kit	<b>\$50.00</b>	\$7.14	\$45.00	\$6.43	\$40.00	\$5.71
SIM Card Only	<b>\$10.00</b>	\$1.43	\$9.00	\$1.29	\$8.00	\$1.14
Iridium Pager	<b>\$35.00</b>	\$5.00	\$33.00	\$4.71	\$30.00	\$4.29
Solio Solar Charger	<b>\$10.00</b>	\$1.40	\$6.00	\$0.85	\$4.00	\$0.57
Fixed Mast with Cable	<b>\$10.00</b>	\$1.43	\$9.00	\$1.29	\$8.00	\$1.14
Mobile Mag. Antenna	<b>\$10.00</b>	\$1.43	\$9.00	\$1.29	\$8.00	\$1.14
Data Kit	<b>\$5.00</b>	\$0.71	\$4.50	\$0.64	\$4.00	\$0.57
Extra Battery	<b>\$3.50</b>	\$0.50	\$3.15	\$0.45	\$2.80	\$0.40
HSK	<b>\$450.00</b>	\$64.28	\$405.00	\$57.85	\$360.00	\$51.42

Sales tax applies on all rentals shipped to or picked up in UT, CA or FL  Further discounts available for rental contracts with a term of six months or more

## Iridium Airtime Fees

STANDARD RATE	SILVER ELITE BUNDLE	GOLD PREMIUM BUNDLE
\$1.84 per minute with no Activation Fee	\$1.49 with \$25 Activation Fee	\$1.29 with \$100 Activation Fee

\$0.50 per message for all outgoing text (SMS-MO) messages [only available on the 9505A model phone]

Airtime taxes apply and are based on the airtime taxes present in the state for which the billing address is listed

### Damage Protection Coverage

Product	Damage Protection Coverage		Replacement Value	Deposit
	Weekly	Daily		
9505A Phone Kit	<b>\$20.00</b>	\$2.86	\$1,500.00	\$375.00
9500 Phone Kit	<b>\$10.00</b>	\$1.43	\$900.00	\$200.00
SIM Card Only	<b>\$3.75</b>	\$0.54	\$50.00	\$12.50
Iridium Pager	<b>\$6.25</b>	\$0.89	\$195.00	\$48.75
Solio Solar Charger	<b>\$3.75</b>	\$0.54	\$99.99	\$55.00
Fixed Mast w/cable	<b>\$3.75</b>	\$0.54	\$219.95	\$55.00
Mobile Mag. Ant.	<b>\$3.75</b>	\$0.54	\$187.75	\$47.00
Data Kit	<b>\$2.50</b>	\$0.36	\$174.99	\$43.75

\*See Loss / Damage Policy, Section 1.3, on page three explanation of HSK coverage.

### Shipping and Handling Fees

FSC Expedite Fee Add \$25.00 per unit	Saturday Delivery Add \$15.00 per unit
<b>FedEx Priority Overnight</b> <b>\$65.00 Roundtrip</b> Less than (2) business days advance order <input type="checkbox"/> Add \$24 per additional phone kit and/or FMA, MMMA, or Solar Charger Pager / SIM Card - \$37.50 Roundtrip	
<b>FedEx Standard Overnight</b> <b>\$55.00 Roundtrip</b> (2) business days advance order <input type="checkbox"/> Add \$16 per additional phone kit and/or FMA, MMMA, or Solar Charger Pager / SIM Card - \$27.50 Roundtrip	
<b>FedEx Advance Two Day</b> <b>\$22.50 One Way</b> (10) business days advance order <input type="checkbox"/> Add \$8 per additional phone kit and/or FMA, MMMA, or Solar Charger Pager / SIM Card - \$22.50 Roundtrip	
<b>FSC Handling Fee - \$10.00 Per Order</b> In-office order pick up or shipment using customer's account	

**Credit Card Signature** (a faxed signature shall be deemed an original)

**Date**

**Section 1 - Rental Charges and Policies**

**1.1-Billing Policy and Procedure.** Customers agree to pay charges in advance for equipment rental, shipping & handling, loss/damage protection coverage, and deposit. Airtime charges will bill directly to the credit card on file the first of the month following use. FSC will provide an invoice for rental charges as well as an itemized call detail record for all calls, voice or data, completed during the rental period. Customers are liable for all airtime and rental charges until the equipment is returned or reported lost/stolen to FSC.

**1.2-Rental Deposit.** All deposits are in the amount of 25% of the replacement value of the equipment. Deposits are accepted via credit card only and are required on both short and long term rentals. This reserve will be held and applied against any additional charges either for rental or replacement of equipment. FSC releases deposit funds as soon as the contract is terminated and all rental and airtime fees are paid in full. Deposit may be waived based on individual client history or group affiliation. The decision to waive the deposit is at the sole discretion of FSC.

**1.3-Loss/Damage Protection Coverage and Restocking Fees.** Coverage protects the renter from full replacement charges in the event of lost, stolen (a police report is required), or damaged equipment. Coverage for the 9505A and 9500 phone kits is for the main phone unit (IMEI) only. (Total replacement value of the 9505A IMEI is \$900.00 and of the 9500 IMEI is \$500.00.) Accessories and the unit's antenna are not covered. A restocking fee will be charged for all/each missing/damaged accessory based upon MSRP of the item. Coverage for a SIM card only, data kit, solar charger, FMA w/cable, and MMMA is for full replacement value of the equipment. Coverage for the HSK is for damages to equipment and accessories only; coverage does not protect against theft or loss of equipment. In the case of loss or theft, the renter is liable for full replacement of the HSK and its components based upon the current MSRP. Declining loss/damage coverage means the renter agrees to pay full replacement value of any and all equipment/component/accessory lost, stolen, or damaged. Not selecting an option will default to decline. Selecting 'Accept' for loss/damage coverage applies to all rental items selected, including special offers. All stolen and lost equipment will be blacklisted, rendering the 9505A, 9500, Pager, data serial numbers, SIM cards and HSK useless.

**1.4-Rental Airtime Fees.** Airtime charges are Standard \$1.84, Silver \$1.49 or Gold \$1.29 per minute for outgoing calls only. Outgoing calls are defined as calls from an ISU (Iridium Satellite Unit) to another ISU, ISU to a PSTN (land line/cell phone), 2-stage dialing and data calls. Incoming calls are paid for by the caller. When a call is placed from a PSTN to a satellite phone, the calling party pays and is charged the rate set by their specific local long distance provider. International access is required for the caller to contact the satellite phone; check with provider for availability and cost. The country code for an Iridium satellite phone is 881. To avoid international charges, the person calling the satellite can use the 2-stage dialing platform. Outgoing calls to other satellite systems besides Iridium (i.e. Inmarsat, Globalstar, Thuraya, etc.) although rare, are \$11.50/minute. Outgoing text messages (SMS-MO) are not considered data calls and can only be completed using the 9505A model phone. Outgoing messages are billed at \$0.50/message.

**1.5-Shipping and Handling Policy.** FSC utilizes FedEx for all rental shipments. Included in your rental kit will be a FedEx label for the return shipment of rental equipment. A shipping and handling option must be selected or one will be assigned based upon the date and time of receipt of order. Shipping charges listed in this agreement are for shipments to any location in the continental United States during the standard business week, Monday - Friday. Saturday delivery is available upon request for an additional \$15.00 per order. Please contact FedEx to verify Saturday delivery options for your shipment destination. International shipments incur additional charges dependent on shipment destination. Customers that pick up from our office or use their own shipping account will be charged a \$10.00 handling fee only. A \$25.00 expedite fee applies to all orders placed within 24 hours of order shipment. Multi-unit orders incur greater expedite and processing fees which is determined at time of order. FSC allows for pre-rental shipping time and a 1-day post-rental grace period for the return of equipment to FSC. Although shipping time is not included in the rental contact, charges apply for all airtime used from the point equipment leaves our office until the point it returns to FSC.

**1.6-Equipment Receipt and Return Policy.** Rental equipment is scheduled to arrive at the shipping address indicated by 5pm the business day before the 'Rental Start Date.' FSC takes no responsibility for any delays in delivery time once the package is released to FedEx. To ensure timely receipt of equipment, please place your order as far in advance as possible.

Customers who pick up rental equipment from our office may do so the business day before the 'Rental Start Date.' Rental equipment must return to FSC no later than 1 business days after the 'Rental End Date' to avoid additional daily charges.

**1.7-Cancellation Policy.** FSC requires an advance cancellation notification for a 100% refund of rental, loss/damage protection coverage, and shipping and handling charges. Advance cancellation of the rental agreement may be made up to 3 business days before the 'Rental Start Date' or the day of the scheduled outbound shipment/pick up. If cancellation occurs after the outbound shipment, the renter will receive a 75% refund of rental fees and loss/damage coverage for unused rental time. Reimbursement for unused days will be effective the business day after receipt of equipment by FSC. Shipping and handling charges are not refundable.

**Section 2 - Technical Service, Support, and Requirements**

**2.1-Technical Service and Support.** FSC offers Iridium Satellite Service. All communications using this service are based on a 'line of sight' technology and works best when used in areas with little or no physical obstructions to the satellite signal. FSC also offers 24/7 technical support for all rental equipment. Customers can reach a FSC technical representative at no charge by dialing 6111 from an Iridium satellite unit.

**2.2-Iridium Test Call Requirement.** All customers who rent a satellite phone from FSC are required to make a test call with a FSC representative upon receipt of the unit by dialing the toll-free number (6111) from the Iridium phone. Failure to make a test call will void any future claims or refund requests for equipment failure or inoperability.

**2.3-Dropped Calls.** Customer agrees to pay for all calls, both voice and data, regardless of their ultimate success and completion. As obstructions and incorrect use of equipment often result in dropped calls, no credits will be given for dropped or lost calls. To avoid disputes, please call our technical department toll-free at 6111 from your satellite phone if you experience dropped or lost calls while using your satellite phone. For specific details on voice or data connections please contact our technical support team.

**2.4-Equipment Use.** The customer must exercise due care and permit only qualified personnel to use and operate equipment according to written instructions provided by FSC. At no time shall the customer open the equipment enclosure housing, alter or repair or permit the alteration or repair of the equipment, or make any attachments thereto, without prior written approval of FSC.

**Section 3 - Limitation of Liability and Indemnity**

**3.1-Limitation of Liability.** Because FSC has no control over the Service furnished, the liability and obligations of FSC to Customer under this Agreement are strictly controlled and limited by the underlying carrier, and the laws, rules, and regulations of the FCC and other governmental authorities, which may from time to time exercise jurisdiction. Accordingly, FSC expressly disclaims responsibility and liability for any carrier's range, coverage, design, grade of service, audio quality, and equipment compatibility or system downtime. Customer's exclusive remedy and the total liability of FSC or any supplier of services to FSC arising out of or in any way connected, directly or indirectly, with this agreement, for any cause whatsoever, including but not limited to any failure or disruption of service provided hereunder, shall be limited to a credit allowance from FSC in an amount equivalent to a pro rata adjustment of the rental charges for service payable by customer under this agreement for the period during which such damages occur. In no event shall FSC or any supplier of services to FSC be liable for any special, incidental or consequential damages. No credit allowance will be given for damages caused by the customer's negligence or willful acts. FSC disclaims all liability under such circumstances. No action or claim regardless of form, arising out of the transactions hereunder may be brought by customer more than one year after the cause of action has accrued.

**3.2-Indemnification.** Unless caused solely by the negligence of FSC, Customer shall indemnify and hold FSC's officers, employees, supplier of Service, and agents harmless against any and all claims, demands, suits, judgments, cause of action, losses, expenses, fees (including attorney fees), liability or damages for libel, slander or infringements of copyrights from the material transmitted via the telephone access number, and against any and all other claims, demands, suits, judgments, cause of action, losses, expenses, fees (including attorney's fees), liability or damages including without limitation for any personal injury or death arising in any way directly or indirectly in connection with this agreement or the use or inability to use the telephone access number. This indemnity shall survive the termination of this Agreement.

**Credit Card Signature** (a faxed signature shall be deemed an original)

**Date**