



## General Hire Terms & Information

### **Term:**

1. A full copy of the terms, conditions and privacy policy can be found on our website [Terms & Privacy](#)
2. Unit is dispatched to arrive by the hire commencement date; via Express Post a return Express Post bag is included in the parcel.
3. **Hire concludes when equipment is received back by Satcom Hire & Sales.**
4. Early bookings are recommended, there is no booking fee, cancellation are accepted without any fee up to 48 hours prior to dispatch, hires cancelled after that time will be charged the minimum term of 7 days.

### **Charges:**

5. Payment via credit card, hire is deducted on day of dispatch, tax invoice included in parcel.
6. Express Post Satchels will be charged at \$20.00 each way Total \$40.00.
7. **Satellite Phone Hire rate \$115** for the first week, see [www.satphone.com.au/](http://www.satphone.com.au/), then \$75 per week.
8. Satellite call costs:
  - In Australia** outgoing \$3.00
  - Outside Australia** outgoing \$5.00International calls, and calls to other mobile/satellite phones will be charged at the appropriate rate.
9. A call log including time, date, number called (when available), duration and cost of individual calls is issued along with a tax invoice several weeks after the conclusion of the hire, the invoice amount is deducted from the hirer's credit card.
10. A \$50 dishonor fee will apply to all declined credit card transactions.
11. A \$150 recovery fee will apply to all reversed transactions.

### **You're Liability:**

12. You are liable for the loss of and all damage to, the Satellite Equipment at replacement cost of the unit and accessories at the current market price see [www.satphone.com.au/](http://www.satphone.com.au/).  
Hirer may consider adding the Satellite Equipment to their vehicle or house contents insurance; this can usually be done at very reasonable rates or may already be covered.
13. Repairs for all damage and replacement of lost units whilst the equipment is on hire will be invoiced to the hirer; the invoice amount will be deducted from the hirer's credit card.
14. Satcom Hire & Sales offer warranty on the equipment being hired.

### **The Satellite Telephone Services & Service Providers:**

15. Satcom Hire & Sales can not offer any warranty in relation to the service providers.
16. Satcom Hire & Sales can offer details of the service provider, including areas of operation and services offered.
17. Satellite equipment need a clear open sky view to work, the aerial needs to be in an upright position as per the instruction sheet provided, they don't work in a car, building or under trees.
18. Satellite equipment need to lock on to a satellite to work properly, if one satellite goes over the horizon the connection will drop out. It is not unusual to have brief periods where there are no available satellites and therefore connection can not be made, history has shown this does not happen often, but when it does, can last for several minutes.
19. Satellite telephones are not comparable with mobile phones or mobile phone services that would be expected in mobile phone areas in a town, **PLEASE ASK** Satcom Hire & Sales if you have any queries or you have special requirements.
20. Hand held mobile Satellite Telephones have limitations when receiving calls see point 14 & 15, therefore it is not uncommon to leave the phone turned off and check for messages as desired.

If you have any questions call

**1300 555 944**

we will be glad to help

## Frequently Asked Questions

### 1) What is the cost of hiring a unit?

Refer to the current hire rate sheet for up to date fee

### 2) Am I required to pay a deposit?

No we do not require a deposit or bond

### 3) What environment will the satellite equipment work in?

All satellite equipment requires a clear line of sight to the satellites, without an external antenna the units will not work in a car, in a house, under trees. Please ask our sales staff if you have special requirements.

### 4) Is there insurance on the unit?

No. (see item 11 hire terms and conditions)

### 5) How can I pay for the hire?

You will need to give your authority for us to debit your Credit Card for the hire charges  
Visa & Mastercard no service fee, AMEX will attract a 4% service fee

### 6) When does the hire start?

The hire starts the agreed week day, we arrange to have the phone delivered by that date

### 7) When does the hire end?

The hire ends the day the unit is received back by Satcom Hire & Sales

### 8) Is there a minimum hire?

No, however there is a minimum charge which covers up to seven days

### 9) What is meant by days hire?

Days hire is from midnight to the following midnight; the daily rate is charged for the day or part there of

### 10) What are the freight costs?

\$20 each way, the unit is sent via express post with return express post bag included in parcel

### 11) What other information should I know about the freight?

Delivery is via express post, please allow the following delivery times or contact Australia Post for specific areas

- i) 2 working days to Capital Cities
- ii) 3 working days to Major regional centres
- iii) 4 working days to Remote regional centres

### 12) When do I take responsibility for the unit?

The Hirer is responsible for the unit and all costs incurred once it is dispatched, and until it is received back by Satcom Hire & Sales.

### 13) Are there any extra or hidden charges? (see hire rates sheet)

You will be charged at the daily rate for any extra days if the unit is received back late  
You will be charged for any calls and data usage on the unit

### 14) What instructions are supplied?

Basic instruction cards are supplied with the unit; please ask when booking if you have specific functions you would like the unit to perform

### 15) How much notice should I give?

As much as possible, booking are taken up to 12 months in advance, there is no booking fee

### 16) Is there a cancellation fee?

There is no cancellation fee, unless the hire is cancelled in the last 48 hours prior to the dispatch date, a fee equivalent to the minimum charge will apply

### 17) Phone Call Charges?

#### In Australia

Outgoing calls made in Australia \$3.00 per minute

Incoming calls made in Australia No Charge

#### Outside Australia

Outgoing calls made outside Australia \$5.00 per minute

Incoming calls made outside Australia No Charge

### 18) How do I receive calls on the satellite phone?

You need to be out in the open with a clear sky view to the satellites

The phone needs to be turned on with the aerial upright (as shown in the card accompanying the phone)

The phone needs to be locked onto the satellites

### 19) Where won't the satellite device work?

In a car, under trees, in a house, basically anywhere where it can't see the satellites, even your body will shield it from the satellites.