



APELCOM®

THE BEST RATES

To Call any Spanish
or International Phones

ANEXO STUDENT MOBILE CONTRACT

Contrato:

Nº Móvil:

PIN:

PUK:

SIM:

↑ Datos línea /Line Info

PERDIDOS / DUPLICADOS

El que suscribe contrata con SAT- Suministro y Asistencia Tecnológica, SL. B- 81094302, Madrid, formar parte de un grupo de usuarios de Telefonía Móvil llamado RPV Móvil, con las condiciones económicas que se indican en este documento:

DATOS PERSONALES/CLIENT DATA (in USA): Los datos personales se mantendrán confidenciales en base a la LOPD.

University program name	Apellidos/ Last Name _____
City	Nombre/ Name _____
Arrival Date	DNI/ Passport Number or SSN _____ Tfn Contacto/Phone contact no. _____
Aprox. Departure Date	Dirección/ Home Address _____
	Ciudad y Pais/ City & Country _____ CP / Zip Code _____
	E-mail (for administrative purposes) _____

CONTRATO: Red Privada Virtual con equipo opcional en alquiler (Private cell Network, optional phone rental)

A. Deposit on Cell Phone and/or SIM: Please check (Depósito de garantía de Equipo móvil alquilado o SIM solo, marcar)

- SIM CARD DUPLICATE €13.00
- Mobile equipment with RENTAL FEE 3.00€/month. Please check your selected cell phone: Otro _____
- Nokia 6030 Nokia 2610 Nokia 6021 Samsung C260 Motorola C139 LG KG275 Simply VS4

B. Tarifas de las Llamadas / Call Rates*:

24H FLAT RATE
For only **19.90€/month**



300 minutes
of calls included in the monthly price and no connection fee.



0 € Calls made to USA / UE*
0 € Calls made to Apelcom net

Rate for these calls after first 300 minutes: **0.09€/min + No connection fee charge!**

ALL OTHER CALLS:



Connection fee: **0.15 €**
Calls to land lines and Spanish cell phones: **0.15 €**
SMS to Spanish cell phones: **0.15 €**
SMS to International cell phones: **0.39 €**

- Calls to USA or EU (EU landlines) through "A Intl. Call". Check in other countries (subject to change in other countries)
- First minute complete, every other minute in Spain counted by seconds
- Other calls or services will be charged at the operator's official corporate rates
- 3.00 € rental fee, if applicable.
- Taxes not included in specified rates or other specified prices in this contract
- Conditions applied until Cancellation Contract is presented to Apelcom
- SAT may cancel the Contract if the phone has had no use for two consecutive months or anytime due to failure in payment of the monthly bill

Signature:

DESCRIPCION EN ESPAÑOL: Parte B: TARIFAS

- Tarifa Plana 24h** por **19,90€/mes** incluido 300 minutos sin establecimiento de llamadas, para llamadas entre líneas del grupo APELCOM y llamadas a USA y UE a través del acceso "A Intl Call" *
- A partir de 300 min. llamadas entre el grupo APELCOM y llamadas a USA y UE son a 0,09€/min. Sin coste de establecimiento de llamada.
- IVA NO INCLUIDO en las tarifas. (18% IVA)**
- 3.00€ de alquiler de equipo por mes, si se opta por alquiler de equipo**
- Otras llamadas y servicios serán cargados según tarifas del operador

RESTO DE LLAMADAS (destinos no incluidos en la tarifa plana):

- SMS NACIONALES:** 0.15€
 - SMS INTERNACIONALES:** 0.39€
 - ESTABLECIMIENTO DE LLAMADA:** 0.15€
 - LLAMADAS A FIJOS Y DEMAS OPERADORES:** 0.15€
- SAT se reserva el derecho de cambiar las condiciones del contrato hasta la cancelación.
 - SAT puede cancelar el contrato si no hay consumo durante 2 meses o por impago de las cuotas.

FORMA DE PAGO:** Quién suscribe acepta los cargos y tarifas arriba especificadas en su tarjeta de Crédito/Débito, reflejados más abajo: La persona firmante declara y acepta que los datos reseñados son correctos, así como los correspondientes a la tarjeta de Crédito. También declara conocer y aceptar todas las condiciones que figuran en este contrato, así como las tarifas del servicio. Autoriza la verificación de los datos aportados

- Depósito inicial y cargos mensuales**, importe marcado en **parte A y Parte B:** (SIM y equipo marcado, o Solo SIM), como garantía del equipo y del SIM.

○ **Nota: Cuando se cancele el contrato**, se compensará la última factura con el depósito.

Datos Tarjeta de Crédito:

Nombre del titular/ Card Holder's name: _____ **CVC:** _____

VISA/ Electrón Master Card / Maestro American Express

Tarjeta Nº / CC #: _____ **Caduca Final/Exp. Date:** (mm/yy) ____ / ____

Firma del Cliente/ Signature:

Fecha / date:

DESCRIPTION IN ENGLISH: ** FORM OF PAYMENT

The client accepts the charges on the Credit/Debit Card detailed in this page:

- Initial deposit for cell phone and/or SIM**, checked in part A: (checked cellular phone and SIM or only SIM) as a guarantee deposit.
- Monthly charges on usage of the service** and rental, rates applicable as indicated on part B - see translation underneath.

Credit/Debit Card Data: Please completely fill out all blank spaces, as well as your signature and the date.

IMPORTANT NOTES FOR CLIENTS: This contract has important conditions on the back that serve as guidelines for proper service use.

- We recommend that clients carefully read the Notes on limits, roaming, invoicing and other services described on the back of this page and on the Apelcom webpage.
- All charges and refunds will be processed on this Credit or Debit Card.** If the credit/debit card associated to your account needs to be changed, please contact us.



Important Notes for Mobile Users

You can find an extended
information and support at:
www.apelcomcell.net
e-mail: moviles@satecno.es

CONTACT APELCOM®

Customer Service in English and Spanish

- For questions regarding billing or other problems, before going to an SAT office, call Customer Service:
- Monday to Thursday (9 am -14pm and 15pm -5 pm) and on Friday (9am – 15pm) except holidays and weekends:
 - Sending an email: moviles@satecno.es
 - Calling from your cellular, dial **1050**, listed as SAT (0.09€/min. if you have exceeded the 300 min. flat rate, if not call is included in it)
 - Calling from landlines or public phones, dial **900 800 462** (Toll Free # from a landline / house phone or public phone)
- **If your phone is lost or stolen, call immediately: (0034) 645 253 522 => 24h/7 days.** This # is only to be used in this case
- To contact your voice mail and to retrieve your voice messages: call **0177** (it is free to check your messages)
- To receive calls on your SAT cell from the U.S, a country code must be dialed: **011 34** + your cell phone number.
- To extend your TOP SECURITY limit, call Customer Service or e-mail us by filling out a "LIMITS" e-mail address available from our website.

Privacy conditions: All personal data will be kept confidential in accordance with Spanish Data Protection Laws (LOPD). No third party will be given access to any of this contract personal data.

FAQs and Notes on your monthly invoice.

- How do I pay my bill?
 - SAT will proceed to charge your CC/CD with Flat rate 24h + rental (if applicable) at the beginning of the month.
 - SAT will notify you of the total amount extra spent, over the 300 min or other destination calls, via SMS approximately 5 to 15 days after the end of each month. SAT will proceed to charge the corresponding extra usage amount 24 hours after.
 - All charges will appear as "SAT" (Suministro y Asistencia Tecnologica, SL) in your CC/Dcard
 - Invoicing period goes from the 1st to the 30th or 31st of the month.
 - When the bill is finalized by the operator and the invoice announced by SMS each month, you can check it at: www.apelcomcell.net → click on "your account" icon. Once on this page, enter your contract number (found at the upper right-hand corner on front page of the contract) and the password (by default your initial password is "verde". You should change this password on your first entry for your own data protection).
 - The bill is finalized once the operator CDR is received a few days after the month is over. In most cases, we can not anticipate your total bill or the details of your calls until we have received the CDR. Once the invoice is prepared, these can be accessed through your web account.
 - If you do not agree with some charges shown on the monthly invoice, you must contact SAT in order to present a complaint to the Spanish cell operator. Call Customer service and be sure to write to us at moviles@satecno.es with the details of your complaint or disagreement.

FAQs and Notes of your cell service.

- Are all incoming calls received on my cell phone FREE? Yes, when you are in Spain they are FREE, regardless of where the call comes from.
- What's the cheapest way to call the U.S. from my Spanish cell? Calling through the "A Intl Call" or "Acceso Internac" number **1010**, number already stored in your phone book. Just follow the instructions given by an Automatic Operator that will be heard at this access. The destination number must be dialed: **001+ phone #**
- How can I check how much I am spending? There is no support for this service on a network; you will have to wait until the invoice is finalized.
- Is there a maximum monthly traffic allowance? Yes, your cell has a TOP SECURITY limit of around 500 minutes and another of 20€ for SMS. When you find that you can not make outgoing calls or send text messages, call the SAT Customer Service and, if this is the case, we will increase the limits for you. **And please, keep in mind that:**
 - These limits are **NEVER exact**. When the limits of around 500 minutes and 20€ for SMS are approximately reached, the operator may take 1 to 2 days to block your cell. So, some extra calls could be made over the limit.
 - You may notice when you have reached your limits when either national or international calls are blocked. (If only the international calls are blocked, you may still be able to make national calls for a few hours, however please view this as a warning that you have reached your limits)
 - Limits do not work when roaming is activated. (Roaming stands for abroad calls, so being abroad there is no limits to protect you)
 - Calls to 900 or 800 numbering are not included in the limits
- Am I able to use the phone all over Europe? Although SAT cell phones work all over Europe, they are initially restricted for roaming use. If you want to activate this feature you must follow a procedure and make a new deposit to activate **the roaming service. We advise you that:**
 - Incoming calls are not free abroad. The price per minute of incoming & outgoing calls depends on the country you are in. We can not assure a fixed rate. As such, the rates will be much different from your plan within Spain, and much more expensive in general (i.e. 1.00/min).
 - Incoming text messages are not free abroad. Incoming and outgoing text messages cost from 0.30€ to 0.90€ depending on the country.
 - Voice mail of any type is also charged.
 - Procedure for roaming activation: Visit our webpage → fill out and sign the "Roaming" form and return it to us by fax or by visiting our office. A new deposit of 150.00€ or 250.00 € is compulsory. Please read carefully all new conditions before signing. Note that the roaming service is not allowed on the last month of your program in Spain.
 - Mundial Card: We recommend using our International Card as a much more convenient and economical way to call while being abroad.

Special NOTE on roaming: The roaming is locked by default, but if it were somehow active (i.e. because of an Operator mistake) you would be responsible for the charges of calls or SMS made or received outside of Spain. Be careful not to use this service unless you have signed up and paid the deposit beforehand.

- What happens if my phone gets lost or stolen? Think of your cell as if it was your credit card! If your phone is lost, **call immediately. All calls made from your lost / stolen phone will be charged to you until you call us to block it!**
- SAT can replace your cell phone with the same phone number you had before. If you want a new cell phone, you must pay 12,00 € for the new SIM card. This process takes about one working day.
- Internet and Multimedia Messages: Your cell can be used like a PC for sending e-mails, photos and other files. However this option is slow and very expensive. Mobiles can connect accidentally to this service; make sure **to keep your keypad locked** when placing it in your pocket or purse.
- How do I know if I am placing a call to a Hotline or to a regular number?
 - Cell numbers in Spain always start with **6** and most landlines numbers you will use in Spain start with **91, 92, 93, 94, 95, 96, 97** and **98**.
 - Toll Free numbers in Spain start with **900**. Most of them do not work from mobiles, so use public or private land lines for these numbers.
 - Some companies use numbers starting with **902** or **901**: the cost is a little higher than regular numbers, and is not counted in your TOP SECURITY.
 - Be especially aware of numbers starting with **906, 905, 803, 806** and **807**. The cost of a call to these numbers is very expensive in all cases.

www.apelcomcell.net