



Notification of Changes to Rates, Terms & Conditions

Office: 615-889-8833 Fax: 615-902-0028
www.OutfitterSatellite.com
2911 Elm Hill Pike • Nashville, TN 37214 USA

POSTING DATE:

April 14, 2013

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Dear Valued Customer:

This notification is being done according to the terms of your Service Agreement in which Outfitter Satellite, Inc. (hereafter referred to as "OS") reserves the right to change, delete, or add any term of our Agreement with our customers upon 30-day notice. This letter serves as that notice. This letter will also be posted on the web at www.OutfitterSatellite.com/notifications.htm as of April 14, 2013.

Effective May 15, 2013, the following Terms and Conditions are added to all contracts:

- Taxes: The listed price(s) of the good(s) or service(s) do not include sales, usage, excise, customs, ad valorem, property, or any other taxes, duties or fees now or hereafter imposed, directly or indirectly, by any governmental authority or agency with respect to the good(s) or service(s). Customer shall be responsible for the payment of any applicable taxes, duties, or fees.
- Other Charges and Fees: The listed price(s) of the good(s) or service(s) do not include other charges and fees OS is permitted to assess. These include Universal Service Fund (USF) charges, Cost Recovery Fees, and may also include other charges or fees related to the administrative costs or other expenses of OS. These are discretionary charges that OS bills to help recover its costs, and are not taxes or charges required by the government. The amounts charged are subject to change. Customer shall be responsible for payment of all charges and fees.

Effective May 15, 2013, the following Terms and Conditions are deleted from all contracts:

- Taxes: The listed price(s) of the good(s) or service(s) do not include sales, usage, excise, customs, ad valorem, property, or any other taxes, duties or fees now or hereafter imposed, directly or indirectly, by any governmental authority or agency with respect to the good(s) or service(s). Customer shall be responsible for the payment of any applicable taxes, duties, or fees, including but not limited to any USF (Universal Service Fund) charges.
- If CUSTOMER keeps the rental equipment for 200 days beyond the end of the rental reservation period or cannot be contacted for a period of 60 days, OS has the right to immediately charge for the retail value listed for the rental equipment, and title to this equipment shall pass to the CUSTOMER upon collection of the charge. If the CUSTOMER's account is current, rental fees for the first 4 months of rental (excluding shipping, taxes, USF, and any airtime or usage cost) will be credited towards the retail price that is charged. Furthermore, OS has the right to suspend, bar or cancel service to SIM card(s) included with the rental equipment and incur no liability for doing so unless the CUSTOMER executes a service agreement acceptable to OS within 5 days of being notified by phone, fax, email, or mail. Any service agreement activation must include pro-rated charges for remaining prepaid usage included on the SIM card account (if any). After OS cancels service to a SIM card(s), CUSTOMER is responsible for a \$125 cancellation fee per SIM card, and any prepaid usage associated with the SIM card(s) or purchased with the rental becomes permanently invalid and is lost and there will be no refund or pro-ration.

Sincerely,

Customer Service
Outfitter Satellite, Inc.
Phone: 615-889-8833
Email: CustomerService@OutfitterSatellite.com