



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 18, 2012

April 18, 2012

Dear Valued Customer:

Our vendors have formally notified us of cost increases applying to all Inmarsat GSPS resellers, including Outfitter Satellite. We regret that these additional expenses must be passed on to our customers. This letter is a notification of a price increase affecting our Inmarsat GSPS customers as follows:*

- **Changes to Postpaid GSPS Plans with Monthly Billing:** Effective June 1, 2012, all Inmarsat GSPS postpaid services agreements with monthly billing of the service fee will be increased by \$12.50 per month.
- **Changes to Postpaid GSPS Plans with Annual Billing:** On February 29, 2012, Outfitter Satellite posted a notification that all annually-billed GSPS service agreements are being transitioned to monthly-billed service agreements. If the customer does not provide us specific guidance, then at the time of the annual renewal the customer's service agreement(s) will be transitioned to the Access-Only Plan. We realize that annual billing of service fees is very convenient for some of our customers, and we hope our customers will understand that the new and sudden increases in the monthly fee basis cost of the Inmarsat GSPS service makes upfront annual reselling of these fees to our own customers untenable. Any other upcoming changes to our annually-billed GSPS plans will be provided by separate notification.
- **Changes to Prepaid GSPS Plans:** Effective June 1, 2012, certain types of calls on prepaid GSPS plans will be charged against the prepaid account at different rates. Calls to other satellite networks have generally increased. Calls to cellular phones and other GSPS phones have decreased. The validity rules that apply after a reload Top-Up Voucher is applied have changed. For complete details, see the current GSPS Prepaid Plan found at <http://OutfitterSatellite.com/notifications.htm>.

We understand that some customers may not wish to continue their Inmarsat GSPS service agreements because of these changes. Any customer not agreeing with the aforementioned changes can cancel their service prior to June 1, 2012 without early cancellation charge by sending a written intent to cancel to info@OutfitterSatellite.com; failure to cancel your service agreement prior to that date constitutes agreement to these changes. Unless specifically mentioned above, all other prices, rates, terms and conditions remain unchanged by this notification.

Sincerely,

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

*As per the terms and conditions of the service contract, Outfitter Satellite reserves the plenary right to adjust any and all prices, rates, charges, fees, and any amount provided pursuant to this Agreement, upon 30 days prior written notice to the customer, which notice may be given by posting same on a World Wide Web site or page provided for that purpose.

ISATPHONE PRO TRADE-IN OFFER: Until July 1, 2012, Inmarsat GSPS customers can trade-in their Inmarsat IsatPhone PRO for \$250 towards the purchase of an Iridium 9555 or Iridium 9575 EXTREME.**

**The \$200 IsatPhone PRO trade-in offer requires that the IsatPhone PRO be in good and marketable condition and have all the components included in the standard kit (IsatPhone Pro Handset, Battery, AC "Wall" Charger (with 4-piece US/UK/Euro/AU int'l plugs), DC "Car" Charger, Micro USB Charging Cable, Hands-free headset). This offer requires the purchase of an Iridium 9555 or 9575 phone at Outfitter Satellite's published prices activated on service with Outfitter Satellite. The offer cannot be combined with any other offer.