



## Notification of Changes to Rates, Terms & Conditions

Office: 615-889-8833 Fax: 615-902-0028  
[www.OutfitterSatellite.com](http://www.OutfitterSatellite.com)  
2727 Old Elm Hill Pike • Nashville, TN 37214 USA

POSTING DATE:

May 27, 2021

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Dear Outfitter Satellite Customer:

Effective June 27, 2021, the terms and conditions listed below are removed from our Terms & Conditions statements posted online at <https://www.outfittersatellite.com/adobe/TermsConditions.pdf> and <https://www.outfittersatellite.com/adobe/TermsConditionsGlobalstar.pdf>.

### **TERMS & CONDITIONS FOR RENTAL ORDERS:**

- A. *It is Customer's responsibility to understand how to use the phone, terminal and other rental equipment and to verify that it is operable. Before October 3, 2014 the shipping address of OS is 2911 Elm Hill Pike, Nashville, Tennessee 37214 USA. Beginning on October 3, 2014, the shipping address of OS will be 2727 Old Elm Hill Pike, Nashville, Tennessee 37214. Should Customer not return the phone to OS at our shipping address within 2 days of receiving the equipment, the equipment shall be deemed operable, and Customer agrees to be responsible for all charges set forth in the rental agreement. The Customer is responsible for all usage including calls that are dropped while in progress; in order to reduce dropped calls, Customer is advised to wait until good signal strength exists before initiating calls. Customer acknowledges having carefully reviewed the coverage map for the equipment being rented which is available on [www.OutfitterSatellite.com](http://www.OutfitterSatellite.com) and understands that fringe service areas may have severely reduced equipment performance including high rates of dropped calls. Customer agrees to pay all charges set forth in this agreement regardless of coverage or equipment performance in the area of attempted use. OS gives no warranty of the fitness of any equipment for any specific purpose and advises the Customer to be certain that the use or possession of the equipment is legal in any country within which the Customer intends to use or carry the equipment. Customer agrees to abide by all effective regulations in any country where the equipment is used, including the purchase of any required licenses or permits.*
- B. *Loss Provision: In the event that Customer fails to return all rented equipment to OS for any reason, including, but not limited to, loss or theft, Customer agrees to pay for the replacement of any and all items not returned at listed retail value. If the equipment is lost or stolen, Customer will contact OS and notify them of the loss or theft of the equipment. OS will make reasonable efforts to deactivate the equipment; however, Customer is responsible for all usage that occurs prior to deactivation. In the case of a lost or stolen phone, the rental period ends on the day payment is made to OS for the lost or stolen phone.*
- C. *Before shipment, OS will make an immediate charge to the named account for the rental reserve period. The Customer agrees to pay rental charges for the entire rental reserve period, and in the event the Customer keeps the equipment beyond the expected end date of the rental reserve period, charges will continue up until and including the day the phone is received by OS at the above listed address. On termination of the rental agreement, or periodically during the rental period, all amounts including rental, shipping, and airtime/usage charges can be charged to the named account. A late charge of the lesser of 1.5% per month or the maximum rate permitted by law may be applied to any amount not paid when due. The Customer agrees to pay OS all airtime/usage charges for calls/communications made from or received on the rental phone/ terminal. It is the Customer's responsibility to know the usage cost for any particular calls the Customer makes. This information is available from OS upon request. Airtime billing is in one minute increments (one minute minimum). OS reserves the right to put a hold on Customer's credit or debit card to cover the retail value of the equipment at any time during the rental.*
- D. *Non-Refundable Charges: In the event that the Customer returns the phone prior to the Expected End Date, the Customer will not receive a refund for any part of the original rental reserve period. Customer will not receive refunds or discounts on airtime usage related to calling OS's Customer service or technical support numbers.*
- E. *Damage Provision: OS ships all equipment in good working condition and insures it for the above specified retail value during delivery to the Customer. Customer agrees to pay for the repair or replacement at listed retail value of any equipment rented to the Customer by OS in the event that it is damaged while in the possession of the Customer or (unless FedEx Return Mailer is used for shipment) during return shipment to OS. OS retains the right to determine if the equipment has been damaged. Upon return of the equipment, there will be an immediate charge for components that are damaged or missing from the shipment based on the retail value of the components specified in this agreement.*

For any rental agreement executed on or before May 27, 2021 the following terms and conditions are added to the rental agreement and apply until the rental agreement is concluded and all requirements of the rental agreement are met:

**TERMS & CONDITIONS FOR RENTAL ORDERS:**

- A. *It is Customer's responsibility to understand how to use the phone, terminal and other rental equipment and to verify that it is operable. The shipping address of OS is 2727 Old Elm Hill Pike, Nashville, Tennessee 37214. Should Customer not return the phone to OS at our shipping address within 2 days of receiving the equipment, the equipment shall be deemed operable, and Customer agrees to be responsible for all charges set forth in the rental agreement. The Customer is responsible for all usage including calls that are dropped while in progress; in order to reduce dropped calls, Customer is advised to wait until good signal strength exists before initiating calls. Customer acknowledges having carefully reviewed the coverage map for the equipment being rented which is available on [www.OutfitterSatellite.com](http://www.OutfitterSatellite.com) and understands that fringe service areas may have severely reduced equipment performance including high rates of dropped calls. Customer agrees to pay all charges set forth in this agreement regardless of coverage or equipment performance in the area of attempted use. OS gives no warranty of the fitness of any equipment for any specific purpose and advises the Customer to be certain that the use or possession of the equipment is legal in any country within which the Customer intends to use or carry the equipment. Customer agrees to abide by all effective regulations in any country where the equipment is used, including the purchase of any required licenses or permits.*
- B. *Loss Provision: In the event that Customer fails to return all rented equipment to OS for any reason, including, but not limited to, loss or theft, Customer agrees to pay for the replacement of any and all items not returned at listed retail value. If the equipment is lost or stolen, Customer will contact OS and notify them of the loss or theft of the equipment. OS will make reasonable efforts to deactivate the equipment; however, Customer is responsible for all usage that occurs prior to deactivation. In the case of a lost or stolen phone, the rental period ends on the day payment is made to OS for the lost or stolen phone.*
- C. *Before shipment, OS will make an immediate charge to the named account for the rental reserve period. The Customer agrees to pay rental charges for the entire rental reserve period, and in the event the Customer keeps the equipment beyond the expected end date of the rental reserve period, charges will continue up until and including the day the phone is received by OS at the above listed address. On termination of the rental agreement, or periodically during the rental period, all amounts including rental, shipping, and airtime/usage charges can be charged to the named account. A late charge of the lesser of 1.5% per month or the maximum rate permitted by law may be applied to any amount not paid when due. The Customer agrees to pay OS all airtime/usage charges for calls/communications made from or received on the rental phone/ terminal. It is the Customer's responsibility to know the usage cost for any particular calls the Customer makes. This information is available from OS upon request. Airtime billing is in one minute increments (one minute minimum). OS reserves the right to put a hold on Customer's credit or debit card to cover the retail value of the equipment at any time during the rental.*
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- E. *Damage Provision: OS ships all equipment in good working condition and insures it for the above specified retail value during delivery to the Customer. Customer agrees to pay for the repair or replacement at listed retail value of any equipment rented to the Customer by OS in the event that it is damaged while in the possession of the Customer or (unless FedEx Return Mailer is used for shipment) during return shipment to OS. OS retains the right to determine if the equipment has been damaged. Upon return of the equipment, there will be an immediate charge for components that are damaged or missing from the shipment based on the retail value of the components specified in this agreement.*

If you have any questions about the above changes, please contact our Customer Service department.

Sincerely,

Customer Service  
Outfitter Satellite, Inc.  
Phone: 615-889-8833  
Email: [CustomerService@OutfitterSatellite.com](mailto:CustomerService@OutfitterSatellite.com)

As per the terms of your Service Agreement, Outfitter Satellite reserves the right to change the monthly service fees and other prices and rates and likewise change, delete, or add any other term of our Agreement with our customers upon 30-day notice. This letter serves as that notice. It will be posted on the web at [www.OutfitterSatellite.com/notifications.htm](http://www.OutfitterSatellite.com/notifications.htm) as of May 27, 2021.