



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:

May 29, 2013

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Dear Valued Customer:

Outfitter Satellite is adjusting the terms and conditions governing how we handle cancellation of service requests. The new procedures will better serve our customers by providing additional flexibility and allow cancellations to occur later in the month. Effective July 1, 2013, the following Terms and Conditions are added to all Service Agreements:

Cancelling Service: After the Initial Term is completed, the CUSTOMER may cancel without charge or penalty. CUSTOMER acknowledges that the breach of this Agreement by early cancellation of Contract will result in an early cancellation charge equal to the total monthly service charges remaining on the Initial Term of this Agreement unless a fixed early cancellation charge is otherwise specified in writing.

To cancel service, the CUSTOMER must provide Outfitter Satellite with an express written, signed intent to cancel. The CUSTOMER remains responsible for airtime and other usage until 3 business days after the CUSTOMER's requested service cancellation date, and if this service cancellation date is after the 25th of a month, the CUSTOMER is liable for any service fees to be billed in the subsequent month.

Upon cancellation, there is no refund or proration for unused bundled or prepaid usage or any service fees. Cancellation notices must be sent to info@OutfitterSatellite.com or faxed to 615-902-0028 or mailed to 2911 Elm Hill Pike, Nashville, Tennessee 37214 USA.

Effective July 1, 2013, the following Terms and Conditions that dealt with cancellation of service previously are removed from all Service Agreements from which they were originally present:

- *Cancelling Service.* After the Initial Term is completed, the CUSTOMER may cancel without charge or penalty by providing OS with an express written, signed intent to cancel. Cancellation requests received in writing by OS before the 20th of the month will be effective at the beginning of the next calendar month. Upon cancellation, there is no refund or proration for unused bundled or prepaid usage or any service fees. Unless a fixed early cancellation charge is otherwise specified for the plan, CUSTOMER acknowledges that the breach of this Agreement by early cancellation of Contract will result in an early cancellation charge equal to the total monthly service charges remaining on the Initial Term of this Agreement. There is no early cancellation charge for annually-billed plans. There is no early cancellation charge for prepaid plans.
- *Cancellation Procedure:* To cancel this Service Agreement the Customer must provide Outfitter Satellite with an express written, signed intent to cancel; this notice must be sent to info@OutfitterSatellite.com or faxed to 615-902-0028. Cancellation requests received in writing by Outfitter Satellite before the 20th of the month will be effective at the beginning of the next calendar month. Upon cancellation, there is no refund or proration for unused bundled usage or any service fees.
- *Cancellation Procedure:* The Customer can cancel this Service Agreement by providing Outfitter Satellite with an express written, signed intent to cancel; this notice must be sent to info@OutfitterSatellite.com or faxed to 615-902-0028. Cancellation requests received in writing by Outfitter Satellite before the 20th of the month will be effective at the beginning of the next calendar month. There is no early cancellation charge for annually-billed plans. Upon cancellation, there is no refund or proration for unused bundled usage or any service fees.

This notification will be posted at www.OutfitterSatellite.com/notifications.htm on or before on May 29, 2013 and is being made according to the terms of the Service Agreement in which Outfitter Satellite, Inc. reserves the right to change, delete, or add any term of our Agreement with our customers upon 30-day notice.

Sincerely,

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