

# Globalstar Satellite Service for REI

Dear REI Customer,

Congratulations on the purchase of your new Globalstar satellite phone and prepaid airtime service. Whether you work, live or play in areas where landline and cellular coverage is poor or non-existent, you can rely on our satellite communications solutions to stay connected from remote areas.

Your REI package includes the following:


- 1 Globalstar Satellite Telephone
- 1 Lithium Ion Battery
- 1 North American Wall Charger
- 100 minutes of airtime (REI 100 Minute Service Plan) that can be used within one year of the date of activation, anytime and anywhere in the Globalstar Home Service Territory, which includes the Continental United States, Canada, and the Caribbean area identified on the next page. These minutes may be converted into \$100 of service credit, as explained below.
- Current form of Globalstar Service Agreement with General Terms and Conditions
- Globalstar REI Customer Lifetime Guarantee

Please contact Globalstar Customer Care to activate your airtime. You can do this in the following ways:

- 1) Send an e-mail to [rei@globalstar.com](mailto:rei@globalstar.com) with the heading "Activate REI Plan". In the message, you will need to provide:
  - a. Your Globalstar phone number, which you can find by pressing the "info" key on your phone.
  - b. Your Globalstar phone Electronic Serial Number. This is the 11-digit number on the back of the Globalstar phone under the battery, following "DEC ESN".
  - c. If you choose to take a standard airtime plan, and receive a \$100 service credit instead of using prepaid minutes, please complete the enclosed Service Agreement.
- 2) Contact Customer Care toll-free at 1-877-452-5782.
  - Or, while traveling outside of North America, please call 1-905-712-7197.
  - Or, from your Globalstar phone while in Satellite mode, dial \*611

Instead of activating the prepaid 100 minutes you may also choose to apply \$100 of service credit to activate your Globalstar phone on one of our existing service plans. Please have your Globalstar satellite phone number and the handset's DEC ESN (on the phone under the battery pack) handy when calling the Globalstar Customer Care Center.

You can purchase additional minutes at standard rates, which may vary. Currently, additional minutes can be purchased in 300 minute increments, good for up to one year, for \$450.00.



Before using your Globalstar satellite phone, read through your Globalstar User Manual and the Quick Connect Guide to get acquainted with its features and operation, and review the Globalstar Service Agreement General Terms and Conditions and the 911 service information included with this letter. If you disagree with any of the items, please return this product to REI. Use of your Globalstar product signifies your full agreement with the Terms and Conditions of the Globalstar Service Agreement, except that under the REI 100 Minute Service Plan, the standard Activation Fee, Service Plan Change Fee (the fee for downgrading on any Freedom Plan), and the Early Disconnection Fee do not apply.

If you require any assistance with your Globalstar product, please do not hesitate to contact our Customer Care Center at \*611 from your Globalstar satellite phone or 1.877.GLOBALSTAR (1.877.452.5782). For more information on a complete line of accessories and other services, please contact REI toll-free 1-800-426-4840 or visit [www.rei.com](http://www.rei.com).

Thank you for choosing Globalstar, your choice to go further and get more done from remote locations in the United States and around the world.

Globalstar USA,  
Dennis Allen  
Senior Vice President

### **911 Emergency Services Terms & Conditions**

911 Emergency Services Terms & Conditions applicable to Globalstar USA, LLC ("GUSA") subscribers and to subscribers of other Globalstar service providers roaming in GUSA's territory: GUSA has established an Emergency Call Center, or "Referral Service," that Callers can access in by dialing 911. The Emergency Call Center is a federal legal requirement under Section 25.284(a) of the rules of the Federal Communications Commission ("FCC"), 47 C.F.R. § 25.284(a). Under the FCC's rules, the Caller (defined as the GUSA subscriber or any other person using the subscriber's Globalstar phone with or without authorization) must provide his or her telephone number and physical location. GUSA does not have the ability to identify the Caller's location automatically as is the case with wireline telephones and certain cellular or PCS wireless telephones. Accordingly, the effectiveness of Referral Service depends largely on the accuracy of the information provided verbally by the Caller to the Emergency Call Center Operator. Upon receiving a call identified as an "emergency," GUSA's Emergency Call Center personnel will redirect the call to an appropriate Public Safety Answering Point ("PSAP"). The Caller acknowledges and agrees, as a condition of its use of Referral Service that: (1) Referral Service is subject to the same limitations of coverage and network capacity as other uses of the Globalstar Service; (2) there can be no assurance that such service will be available outside the customer's home territory, that is, while roaming, or where 911 is not used to obtain emergency services; (3) the provision of Referral Service is subject to the limitations on liability and other limitations and provisions contained in the service subscription or telephone purchase agreement; (4) no action or claim whatsoever, whether seeking damages or any other remedy, will be brought against any of GUSA, its affiliates and their respective shareholders, directors, officers, employees and agents (collectively, "GUSA") or any third-party providers assisting GUSA to provide Referral Service, in respect of any death, injury, or loss to persons or property incurred by any person in connection with establishing, developing, implementing, maintaining, operating, and otherwise providing Referral Service, except for claims against any such party relating to the intentional or willful misconduct of such party; (5) no action or claim whatsoever, whether seeking damages or any other remedy, will be brought against GUSA or the third party providers in respect of any delay, inaction, act or omission of police, fire or other emergency personnel contacted through Referral Service; and (6) calls placed using Referral Service will typically be recorded.

Use your included minutes when calling from: Anguilla, Antigua & Barbuda, Aruba, Bahamas, Barbados, Bermuda, British Virgin Islands, Canada, Cayman Islands, Guantanamo Bay, Dominica, Dominican Republic, Grenada, Guadeloupe, Haiti, Jamaica, Martinique, Montserrat, Netherlands Antilles, Puerto Rico, Saint Kitts and Nevis, Saint Lucia, Saint Vincent and the Grenadines, Turks and Caicos Islands, Virgin Islands, United States. Visit [www.globalstarusa.com](http://www.globalstarusa.com) for rates while traveling and long distance rates.