

GlobalCom Satellite Communications 1-888-636-0707

7607 Kilmichael Lane, Dallas, TX 75248

Globalstar Order Form

Fax Back to GlobalCom at 1-800-960-8939

Date		Time			Phone number			
Name					Facsimile number			
Company*					Credit Card Number			
Shipping Address					Exp Date	Sec Code	Type CC	
City		State		Zip		Name as it Appears on Card		
E-Mail Address					Billing Address			
Delivery	Overnight	2nd Day	3rd Day	Ground	City		State	Zip
Equipment					Quantity	Price	Total	
GSP-1600 Satellite Phone System								
GSP-1600 Globalstar Handheld Phone (NEW) Includes lithium battery, Wall charger, and Manual 1 year warranty						\$299.00 NEW Lower Price!		
GSP-1600 Globalstar Handheld Phone (refurbished) LIMITED SUPPLY Includes lithium battery, Wall charger, and Manual 90 day warranty						\$149.00 Refurbished (limited Supply)		
GSP-1600 & Car Kit BUNDLE Includes GSP-1600 Phone, lithium battery, Wall charger GCK-1410 Car kit with magnetic antenna, data kit, and privacy handset and Manuals 1 year warranty						\$499.00 NEW After Instant 209.00 Rebate		
GSP-1600pkg Globalstar "Emergency" To Go Kit Includes Handheld Phone (1) lithium battery, Wall charger, Custom Water-tight Pelican hard case and FREE Cigarette lighter Adapter, 1 year warranty						\$399.00 NEW After \$50.00 Instant Rebate		
GSP-1600pkg Globalstar "Deluxe" To Go Kit Includes Handheld Phone (2) lithium battery, Wall charger, Custom Water-tight Pelican hard case and FREE Cigarette lighter Adapter, 1 year warranty						\$499.00 NEW After \$50.00 Instant Rebate		
GSP-1600-RSG Ready-Sat-Go - GSP-1600 (new) Includes 300 Prepaid U.S., Eastern Caribbean, or Canada Minutes, lithium battery, Wall charger, and Manual 1 year warranty (limited supply)						\$549.00 NEW After instant \$50.00 rebate		
GSDK-1410 Portable Car Kit with Carry Bag and Privacy Handset						\$975.00		
GCK-1410 Hands Free Vehicle Kit optional Privacy Set recommended						\$299.00		
GCK-1410-M30 w/30' cable and modified cradle (14 day lead time)						\$319.00		
GCK-1410-M45 w/45' cable and modified cradle (14 day lead time)						\$349.00		
GCK-1410-M80 w/80' cable and modified cradle (14 day lead time)						\$399.00		
GCK-0008 Privacy Hand Set (option for Vehicle Kit)						\$59.99		
GCK-0016 Privacy Head Set (requires Privacy Head Set Adapter)						\$19.99		
GCK-0017 Privacy Head Set Adapter						\$39.99		
ENCL-GCK-009a Marine/Extreme Enclosure for GCK-1410 antenna						\$119.00		
GSP-1210 Universal Travel Charger						\$119.99		
GSP-1220 North American Wall Charger						\$49.99		
GPB-2003 Hi Capacity Polymer Lithium-Ion Battery						\$119.99		
CLA-1600 Auto Cigarette Lighter Adapter (US)						\$49.99		
T12G 12 Watt Foldable SOLAR PANEL by SolStar charges through a cigarette lighter adapter in 3 hours weights one 1 lb						\$499.00		
GPC-1000 Leather Case						\$29.99		
PEL-1200 Custom Pelican Hard Water-proof Case						\$79.99		
GDC-1100V1.3 Data Cable Kit for GSP-1600 Handheld Phone v1.3						\$30.00		
USB-232ADPT USB to Serial Port Adapter for GSP-1600 Data Kit						\$59.99		
ADPT-03 Palm 3 Data Adapter for GSP-1600 Data kit						\$24.99		
ADPT-05 Palm 5 Data Adapter for GSP-1600 Data kit						\$24.99		

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Globalstar Order form (part two) Fax all pages to 1-800-960-8939

GSP-1700 Satellite Phone System			
GSP-1700 Satellite Phone (NEW) Includes lithium battery, Wall charger, and Manual 1 year warranty 50% smaller and lighter than the GSP-1600		\$995.00	
GSP-1700 Satellite Phone (DEMO unit) Includes lithium battery, Wall charger, and Manual 6 month warranty 50% smaller and lighter than the GSP-1600		\$875.00 Limited Supply	
GSP-1700pkg Globalstar "Emergency" To Go Kit Includes Handheld Phone (1) lithium battery, Wall charger, Custom Water-tight Pelican hard case and FREE Cigarette lighter Adapter, 1 year warranty		\$1095.00 after \$50.00 instant rebate	
GSP-1700pkg Globalstar "Deluxe" To Go Kit Includes Handheld Phone (2) lithium battery, Wall charger, Custom Water-tight Pelican hard case and FREE Cigarette lighter Adapter, 1 year warranty		\$1195.00 after \$70.00 instant rebate	
GVC-1700 Globalstar Vehicle Charger, GVC-1700		\$79.95	
GIC-1700 Globalstar International Cord Kit, GSP-1700		\$39.95	
GAC-1700 Globalstar Auxiliary Charging Cradle, GSP-1700		\$119.95	
GPB-1700 Globalstar Phone Battery, GSP-1700		\$119.95	
GWC-1700 Globalstar Wall Charger, GSP-1700		\$79.95	
GDK-1700-US Globalstar Data Kit, US, GSP-1700, Cable and CD		\$39.95	
PL-1150 Custom Pelican Hard Water-proof Case, GSP-1700		\$69.95	
GNC-1700 Globalstar Nylon Case, GSP-1700		\$39.95	
GIK-1700-MP Globalstar Installation Vehicle Kit, Magnetic Patch antenna, GSP-1700		\$749.00	
GIK-1700-HX Globalstar Installation Vehicle Kit, Helix Mini-stick antenna, GSP-1700		\$749.00	
GIK-1700-MR Globalstar Installation Vehicle Kit, Maritime Ready antenna, GSP-1700		\$799.00	
GPH-1700 Globalstar Installation Vehicle Kit Privacy Handset, GSP-1700		\$29.99	
GIK-30-EXTEND 30 foot Extended Antenna Cable option LMR 195 GIK-1700		\$149.00	
GIK-40-EXTEND 45 foot Extended Antenna Cable option LMR XXX GIK-1700		\$189.00	
GIK-75-EXTEND 80 foot Extended Antenna Cable option LMR 400 GIK-1700		\$249.00	
GHB-1700 Globalstar Headset theBoom, Noise-canceling Headset		\$99.95	
GBT-1700 Globalstar Bluetooth Module, GSP-1700		\$69.95	
GIC-NA Spare North American cord only- for wall charger, GSP-1700		\$19.95	

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Globalstar Order form (part three) Fax all pages to 1-800-960-8939

GSP-2900 Satellite Phone System			
GSP-2900 Fixed Phone Includes external antenna, back-up battery, power supply, ac cord, power cable and capacity for 5 extensions		\$699.00	
GDC-2100V1.3 Data Cable Kit for GSP-2900 Fixed Phone v1.3		\$149.00	
GSP-2900-ST20 Fixed Remote Stick Antenna w/20 ft. cable		\$999.00	
GSP-2900-ST30 Fixed Remote Stick Antenna w/30 ft. cable		\$1,049.00	
GSP-2900-ST55 Fixed Remote Stick Antenna w/55 ft. cable		\$1,099.00	
GSP-2900-LP20 Fixed Remote Low Profile Antenna w/20 ft.		\$1,299.00	
GSP-2900-LP30 Fixed Remote Low Profile Antenna w/30 ft.cable		\$1,349.00	
GSP-2900-LP55 Fixed Remote Low Profile Antenna w/55 ft.cable		\$1,399.00	
GSP-2900-MST20 Fixed Remote Mini-Stick Antenna w/20 ft.cable		\$1,199.00	
GSP-2900-MST30 Fixed Remote Mini-Stick Antenna w/30 ft.cable		\$1,249.00	
Industrial Satellite Data Modems			
GSP-1620-LP Duplex Data Modem		\$999.00	
M1620 SkyHawk Mobile Satellite Modem		\$1,595.00	
BO-SKY-MKS SkyHawk Magnetic Vehicle Mount Kit		\$95.00	
SIMP-2100 AXTracker Simplex Transmitter		\$495.00	
SP-AX1800-08 AXTracker Replacement Battery Pack		\$83.00	
SP-AX1800-09 AXTracker Adhesive Mounting Kit		\$59.99	
SIMP-3100 GMC Sentinel Simplex Transmitter		\$495.00	
SP-GM1900-01 GMC Conxall 8 Pin Connection		\$17.00	
SP-GM1900-02 GMC External DC Power Cable (Sentinel only)		\$33.00	
SP-GM1900-03 GMC Light Duty Magnetic Mounts		\$23.95	
Fax Products			
StarFax SFX-100 Fax Interface Box		\$849.00	
StarPort SPX-700 Multi-port Interface Box		\$1,199.00	

Customer understands when using a satellite phone you must be outside away from large structures and trees with a 80% view of the sky. Globalstar understands the limits and gaps of the Globalstar service. Customer also understands all sales are final

Customer Signature:

50.00 activation fee

Airtime Pricing

Evolution Monthly Plan

- Only \$34.95*
- Unlimited Airtime for one low price!
- SMS + Voice Mail included

*Limited Time Offer

Monthly Evolution Plan	Home Minutes	Monthly Service Fee	Included Minute Rate	Voice Mail	Express Data Internet Compression	Optional Fax Service
Evolution	Unlimited	\$34.95	Free	Free	Free	\$39.95

- *The Evolution Plan will expire on March 31, 2010 after which, you may select from a variety of qualifying, competitively priced monthly and annual airtime plans.
- The plan is not designed for always-on data communications and does not qualify for Burst Data sessions.
- \$50.00 activation fee applies.

Evolution Monthly Plan

With the new Globalstar Evolution Monthly plan, get unlimited home airtime usage! Talk as much as you want. E-mail, voicemail, express data service. Nights, weekends, weekdays – anytime! We guarantee the low rate through the term of March 31, 2010.

Unlimited free airtime placed from the **Home Service Area of the US, Canada or Caribbean** **Unlimited free Long Distance for all calls placed from the US, Canada or Eastern Caribbean to the US, Canada or Puerto Rico** Low roaming and international long distance rates for other regions Free incoming 35-character Short Messaging Service.

Roaming rates Roaming charges apply to calls placed outside the U.S. Home Service Area. (Continental U.S., Alaska, Puerto Rico, U.S. Virgin Islands)

Now calls (outside) the U.S., Canada or Eastern Caribbean are only a flat rate of \$1.39 per minute while traveling in most countries including Mexico and Iraq. Enjoy the lowest rates in the industry while using the Globalstar satellite phone for virtually every call to and from the US. \$1.99 for all other countries including Chile, Colombia, Argentina, Egypt, French Antilles, Guyana, Paraguay, and Suriname. Ecuador, Bolivia, and Peru are \$3.15 per minute. These are flat rates calling back to the U.S., calls to other countries could incur additional International Long distance charges. Our Globalstar satellite phones offer new lower long distance rates from the home service area, and no long distance for calls from the U.S., Canada, and Eastern Caribbean to U.S., Canada, and Puerto Rico. Only .26 cents/minute plus airtime for calls to over 140 countries. Subscribers can now call to over 140 countries for only 26 cents/minute plus airtime from the Home Service Area (US and Caribbean). Most additional countries only .39 cents/ minute plus airtime.

Terms and Conditions for the Unlimited Plan:

Credit approval required. Automatic credit card or direct debit payment required. To prevent an early cancellation fee of \$100.00 service must be active for only four months. Included minutes do not apply while roaming. International roaming and long distance charges may vary depending on foreign taxes and tariffs from individual countries. Globalstar is the only mobile satellite operator launching spare satellites for our existing network, and building a new generation satellite constellation, scheduled to begin deployment in 2009. With the successful launch of eight spare satellites scheduled for 2009, along with our existing satellite network, Globalstar will continue to provide and support two-way voice and data satellite services to our customers through the launch of the second-generation constellation. **However, there will be gaps in satellite availability depending on where you are and when you attempt to place a call until Globalstar's Second Generation satellite network is launched in 2009. If service gaps are not acceptable GlobalCom will recommend another product. Call 1-888-636-0707 we will find a product that will be meet your needs. All sales are final NO refunds will be give due to service issues.**

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Customer Signature (customer agrees and understands above service rates and limitations)

Globalstar Home Service package minutes for: Continental U.S., Alaska, Canada, Puerto Rico, U.S. Virgin Islands and Eastern Caribbean

Voice and Data Service Plans	Monthly Access	Annual Service	Included Home package voice or dial-up data minutes	Additional Minute cost	US/Canada Long Distance	Voicemail	In Bound Short Text Messages	*Express Data Service
Emergency Plan (monthly)	\$29.99	n/a	-0-	1.49	FREE	\$7.95 monthly	FREE	\$9.95 monthly
Freedom 50	\$50.00	n/a	50 monthly	0.99	FREE	\$7.95 monthly	FREE	\$9.95 monthly
Freedom 150	\$65.00	n/a	150 monthly	0.99	FREE	FREE	FREE	FREE
Freedom 500	\$120.00	n/a	500 monthly	0.99	FREE	FREE	FREE	FREE
Freedom 1400	\$275.00	n/a	1400 monthly	0.99	FREE	FREE	FREE	FREE
Freedom 4000	\$550.00	n/a	4000 monthly	0.49	FREE	FREE	FREE	FREE
Emergency Plan (annual)	n/a	\$359.88	-0-	1.49	FREE	\$95.40 yearly	FREE	\$119.40 yearly
Liberty 600	n/a	\$600.00	600 yearly	0.99	FREE	\$95.40 yearly	FREE	\$119.40 yearly
Liberty 1800	n/a	\$780.00	1800 yearly	0.99	FREE	FREE	FREE	FREE
Liberty 6000	n/a	\$1,440.00	6000 yearly	0.99	FREE	FREE	FREE	FREE
Liberty 16800	n/a	\$3,300.00	16800 yearly	0.99	FREE	FREE	FREE	FREE
Liberty 48000	n/a	\$6,600.00	48000 yearly	0.29	FREE	FREE	FREE	FREE
StarFax Service	\$39.95	n/a	Uses standard airtime					

Pooled Liberty Plan minutes: Customers can now pool the Liberty Plan minutes across multiple phones. Each phone must be subscribed to an individual Liberty Plan. Each phone must be subscribed to the same Liberty plan billed to one account. For example if you have ten phones each with the Liberty 900 plan you have available 9000 pooled minutes to use anytime during the year. Additional minutes are 99 cents per minute. Multiple phones cannot be subscribed to a single Liberty Plan.

* **Express Data** is a subscription based service that will increase data speeds from the native 9.6Kbps to speeds which emulate data speeds of up to 56Kbps. All customers **MUST** subscribe to Express Data online before using the service.

Enhanced Services such as call forwarding and live customer care are **FREE**.

Activation Fee of \$50.00 to be charged upon activation of phones.

Long Distance is included in Standard airtime rates, from USA, Caribbean, Canada, to USA, Puerto Rico, and Canada.

StarFax Service: Send and receive fax transmissions using a regular Group 3 fax machine. Standard voice air rates apply when sending or receiving a fax. Fax transmissions can only be sent to North American destinations only Fax service available while traveling in United States, Canada and Eastern Caribbean only.

Roaming rates Roaming charges apply to calls placed outside the U.S. Home Service Area. (Continental U.S., Alaska, Puerto Rico, U.S. Virgin Islands)

Now calls (outside) the U.S., Canada or Eastern Caribbean are only a flat rate of \$1.39 per minute while traveling in most countries including Mexico and Iraq. Enjoy the lowest rates in the industry while using the Globalstar satellite phone for virtually every call to and from the US. \$1.99 for all other countries including Chile, Colombia, Argentina, Egypt, French Antilles, Guyana, Paraguay, and Suriname. Ecuador, Bolivia, and Peru are \$3.15 per minute. These are flat rates calling back to the U.S., calls to other countries could incur additional International Long distance charges.

Our Globalstar satellite phones offer new lower long distance rates from the home service area, and no long distance for calls from the U.S., Canada, and Eastern Caribbean to U.S., Canada, and Puerto Rico. Only .26 cents/minute plus airtime for calls to over 140 countries. Subscribers can now call to over 140 countries for only 26 cents/minute plus airtime from the Home Service Area (US and Caribbean). Most additional countries only .39 cents/minute plus airtime. Service Term for Emergency, Liberty and Freedom Plans: 12 months
Globalstar is the only mobile satellite operator launching spare satellites for our existing network, and building a new generation satellite constellation, scheduled to begin deployment in 2009. With the successful launch of eight spare satellites scheduled for 2007, along with our existing satellite network, Globalstar will continue to provide and support two-way voice and data satellite services to our customers through the launch of the second-generation constellation. **However, there will be gaps in satellite availability depending on where you are and when you attempt to place a call until Globalstar's Second Generation satellite network is launched in 2009. All sales are Final NO refunds will be give due to service issues.**

Customer Signature (customer agrees and understands above service rates and limitations)

Globalstar Optimum Satellite Availability Tool

Globalstar is continually working to maintain and improve their service. Occasionally, you may experience periods when it takes you longer than expected to connect to the Globalstar system, or your call in progress terminates prematurely. To help you plan your communications, we are providing for your convenience a web-based tool that forecasts satellite availability for your location over the upcoming 24-hour period. Please carefully read the advisory information regarding the Globalstar web-based tool before you use it. Use satellite phone number 863-203-5768 to build the satellite availability report. Go to this link to build a satellite availability report for the area where you plan to use the Globalstar phone.

<https://srt.glpconnect.com:2044/osat/>

NOTE: Globalstar has a few of their satellites that are not functional which is causing a significant number of short service gaps. If you need a phone to make short calls while traveling in the lower 48 U.S. states and southern Canada the Globalstar phone may be acceptable. You may experience periods of no service from 2 to 20 minutes and occasionally longer. The average call duration before dropping is 2 to 10 minutes. The good news is Globalstar is offering unlimited airtime for a flat monthly fee. If this is not acceptable GlobalCom is recommending our Iridium phone.

All sales are final. All warranty repairs are handled by Globalstar. Customer may experience mixed results with using the Globalstar service.

Customer Signature:

Customer understands the limitations of the Globalstar service.

Customer also understands all sales are final. No refunds will be issued due to service related problems.

Globalcom Terms & Conditions - Sales & Service

HP Communications, Inc. doing business as GlobalCom (hereinafter referred to as "GlobalCom"). GlobalCom Satellite Communications is a provider of Inmarsat, Globalstar and Iridium Satellite Equipment. The following Terms and Conditions apply to all sales, rental and service agreements by GlobalCom Satellite Communications.

Payment and Sales Tax: GlobalCom accepts cash, certified checks wire transfers, and VISA, MasterCard, and American Express credit cards for all purchases and services. GlobalCom charges sales tax on all shipments to Alabama destinations. Equipment is shipped subject to receipt of a completed and signed service agreement from the customer and credit approval. Based on its credit review, GMPCS, Telenor, or Globalstar the service providers, may require a cash deposit and/or automatic credit card payment of monthly service and airtime.

- 1. All Sales are Final:** As a standard practice, GlobalCom honors all manufacturers' warranties, and will assist customers in processing warranty claims, however all sales of equipment by GlobalCom are final. Refused or undeliverable shipment will be subject to a restocking fee of 20%. In addition to applicable shipping transaction and insurance fees.
- 2. Shipping Status:** GlobalCom generally ships all orders within 24 hours of being placed, unless product is on back order, limited availability or special order status. Orders placed on weekends or holidays are shipped the following business day.
- 3. Shipping Methods:** Products are normally shipped using standard UPS Ground shipping. Upon customer's request GlobalCom will expedite shipping via UPS air shipping or other means.
- 4. Restocking Fee:** Refused or undeliverable shipments will be subject to a restocking fee of 20%. In addition to applicable shipping, transaction and insurance fees.
- 5. Shipping Restrictions:** GlobalCom does not ship to APO addresses or Post Office Boxes.
- 6. Back Orders:** At GlobalCom, we continuously update our product listings to ensure the accuracy of inventory availability. When a product is listed as out of stock, your order will be automatically placed on back order. GlobalCom charges your credit card for the entire order amount. Items placed on back order are shipped as soon as they become available from the manufacturer.
- 7. Order Cancellation:** GlobalCom reserves the right to cancel a sale or to issue a Return Merchandise Authorization (RMA) for merchandise that is advertised in error, is unexpectedly out of stock, does not conform to specifications, or was shipped in error.
- 8. Advertising Disclaimer:** GlobalCom is not responsible for product prices advertised in error. Advertised prices and available quantities are subject to change without notice. Prices advertised in the Special Deals email are valid for 5 days from date of issue.
- 9. Fraud:** It is a violation of the law to place orders under a false name or with an invalid credit card. We have a sophisticated Fraud Control system that screens for suspicious orders, which are subject to investigation and possible cancellation by our Fraud Control team. Fraudulent ordering will be prosecuted to the fullest extent of the law. Please be aware that even if you do not give GlobalCom your real name, your Web browser transmits a unique address to us, which can be used by law enforcement officials to identify you. Both the FBI and the US Secret Service are responsible for investigating Internet fraud cases.
- 10. System Availability:** GlobalCom makes every effort to maintain 100% system availability, except during scheduled maintenance periods. Should we experience technical difficulties, GlobalCom is not responsible for orders that are not processed or accepted.
- 11. Limitation Of Liability:** The voice and data services provided by satellite service providers may be temporarily interrupted, delayed or otherwise limited and is not available everywhere in the world. GlobalCom makes no representation that its service providers can provide uninterrupted service. Furthermore, GlobalCom shall have no liabilities or credit due for interrupted service unless caused by any wanton acts of GlobalCom. GlobalCom shall not be liable for acts or omissions of other carriers, equipment failures or modifications, acts of God, strikes, government actions, or causes beyond our reasonable control. **GlobalCom makes no warranties with respect to the service or equipment of any kind whatsoever, expressed or implied, except as specifically provided in this agreement. The implied warranties of merchantability and fitness for any particular purpose are hereby disclaimed and excluded.** GlobalCom shall not be liable to its distributor or customer or any third party for any special, incidental, or consequential damages and Globalcom are specifically released from any such damages by Customer. Any liability of Globalcom for damages arising directly or indirectly from the performance of the agreement shall be expressly limited to the purchase price of the goods or services with respect to which damages are claimed.
- 12. Governing Law:** The contract is governed by the law of the State of Alabama and applicable tariffs.
- 13. Customer agrees to arbitrate under the terms located on enclosed document and at www.globalcom-usa.com arbitration agreement covers claims that (a) arise out of or relate to this Agreement and any Sales, Service, or Rental Agreement; (b) arise out of or relate to any past transactions or dealings between us; (c) arise out of or relate to any future transactions or dealings between us; and (d) disputes about whether any claims, controversies, or disputes between us are subject to arbitration to the extent permitted by federal law.**

Signature _____ Date _____

ALTERNATIVE DISPUTE RESOLUTION (ARBITRATION) AGREEMENT

(1) **Agreement to Arbitrate.** In mutual consideration of the sale and purchase of goods or services, you for yourself, your heirs, successors and assigns (the "Buyer") and we (the "Seller" and all of its directors, officers, employees, agents, parent corporations, subsidiary corporations, corporations affiliated with Seller by direct or indirect common ownership, and assigns) agree with limited exception as set forth herein, that any and all disputes, claims, or controversies of any kind and nature between us arising out of or relating to the relationship between us will be resolved through mandatory, binding arbitration. This agreement to arbitrate covers claims that (a) arise out of or relate to this Agreement and any Sales, Service, or Rental Agreement; (b) arise out of or relate to any past transactions or dealings between us; (c) arise out of or relate to any future transactions or dealings between us; and (d) disputes about whether any claims, controversies, or disputes between us are subject to arbitration to the extent permitted by federal law. Because you and we have agreed to arbitration, **both of us are waiving our rights to have disputes resolved in court by a judge or jury except as set forth below.**

(2) **Exceptions to Arbitration.** Notwithstanding any language in this Agreement to the contrary, in the event of a Default in payment by you the Buyer under any Sales, Service, or Rental Agreement, the Seller may seek its remedies in an action at law; and, its decision to do so shall not be deemed to be a waiver of its right thereafter to insist upon and seek specific enforcement of its rights under this Agreement, in the event that the Buyer shall assert a counterclaim or right of setoff in such judicial or non-judicial action.

(3) **Arbitration to Be Conducted by American Arbitration Association.** Except as modified hereby, the arbitration shall be conducted by the American Arbitration Association according to the rules and procedures of the American Arbitration Association.

(4) **Costs of Arbitration.** Each party shall bear its own costs of arbitration including all filing fees and legal expenses.

(5) **Location of Arbitration.** The arbitration hearing and proceedings shall be conducted in the offices of the arbitrator.

(6) **Law Applicable to Arbitration Proceedings.** The arbitrator is required to follow all substantive law applicable to any dispute, including, without limitation, the applicable statute of limitations. The arbitrator will be bound by the Federal Rules of Evidence, and must respect any applicable attorney-client privilege, attorney work-product privilege, and any other applicable privilege. The arbitrator is required to issue a written decision setting forth the decision and the reasons for that decision. You and we agree that the arbitrator's decision will be final, binding, and enforceable in any court of competent jurisdiction.

(7) **Judicial Review of Arbitrator's Decision.** Except as set forth herein, you and we agree that the arbitrator's decision **CANNOT BE APPEALED.** The arbitrator's decision is subject to judicial review only on the grounds set forth in Title 9, Section 10 of the United States Code, as well as on the ground that the decision, findings, or rationale of the decision is manifestly inconsistent with the terms of this Agreement, the Rental, Services, or Sales Agreement, or the Federal Arbitration Act.

(8) **No Class Actions or Joinder of Additional Parties.** You agree that you will not serve as a class representative or participate as a class member in an arbitration proceeding, that only your claims will be addressed in the arbitration proceeding, and that additional parties cannot be added to the arbitration proceeding unless you and we agree in writing before the arbitration. A dispute between us that is required to be arbitrated under this Agreement, will be arbitrated only between us, even if there are additional parties to the dispute or even if you make allegations that your dispute should be handled as a class action.

(9) **Severability and Reformation.** If it is ever determined that some portion of this Agreement is void, voidable, or unenforceable, or if the inclusion of some provision in this Agreement would render the Agreement unenforceable, you and we agree that the void, voidable, or unenforceable provision or the provision that renders the Agreement unenforceable will be severed from the remainder of the Agreement, leaving the remainder of the Agreement enforceable. You and we further agree that a court may reform any portion of this Agreement found to be void, voidable, or unenforceable, or the inclusion of which would render this Agreement unenforceable.

(10) **Federal Arbitration Act Applies.** The parties understand and agree that this arbitration agreement is made pursuant to a transaction involving interstate commerce and shall be governed by the Federal Arbitration Act.

BUYER: _____ Seller: HP Communications d/b/a Globalcom BY: _____

Its: _____

Globalstar Service Waiver

I understand that the Globalstar satellite system has satellites that are not functioning correctly. I could experience many times of no service and/or dropped calls for both voice and duplex data calls. These are gaps in the service and could last up to 40 minutes. Globalcom Satellite Communications has explained these problems to me and I understand that no refunds will be given in the event that I am unhappy with the service. There is an Availability Tool that I may use to locate the best time to use my Globalstar phone.

By signing this document customer agrees there will be no refunds due to service issues.

Signed _____ Date _____