



SPOT S.O.V. (SAVE OUR VEHICLE) TERMS AND CONDITIONS

SERVICE GUIDELINES AND INSTRUCTIONS

The SPOT Assist is the GPS-Based Safety system designed to protect you and your family on the road and outdoors. The applicable NSD Roadside Assistance Plan is Plan E, which includes the following Roadside Assistance: towing (up to 50 miles (80 km) per tow), extrication, accident assistance, road service, fluid delivery, tire service, battery service, and lost key or lockout service (into passenger compartment only) at your location. Plan E covers up to five (5) towing/roadside assistance events annually. Once you have incurred five (5) events, a tow truck will still be dispatched but you will be responsible for any required payments. The applicable Producer Code is: 75721. Roadside Assistance is to be used only for roadside services; it is not to be considered an emergency response service. Roadside Assistance is not an automobile liability insurance contract, a warranty, or a physical damage insurance contract.

IMPORTANT: Press the 9-1-1/S.O.S. button if injured or if your life is in danger, for example due to the risk of exposure or hypothermia.

USING THE 'HELP' BUTTON ON YOUR SPOT DEVICE

When signing up for SPOT S.O.V., you elect to replace the HELP function contacts with a NSD direct contact. Your membership is automatically verified by NSD – please read usage tips, including GPS Fix, carefully.

TO REQUEST ROADSIDE ASSISTANCE USING A SPOT PERSONAL TRACKER, SPOT SATELLITE GPS MESSENGER, SPOT GEN3, SPOT GEN4:

1. Place your SPOT device so that it is lying on its back, logo-side up, with a clear view of the sky.
2. To turn on SPOT, press the ON/OFF button. Wait at least 2 seconds.
3. To send a message, press and hold the HELP button for 2 seconds or until the LED illuminates. Messages are sent every 5 minutes for up to one (1) hour, or until canceled. For reliable performance, follow the GPS Fix instructions below.
4. You must be with your vehicle when the service provider arrives, as they cannot service an unattended vehicle.
5. Once the HELP button is enabled for Roadside Assistance use, you will not be able to use the HELP button function to contact your friends and family. The HELP button will only work for Roadside Assistance.

TO CANCEL HELP USING A SPOT PERSONAL TRACKER, SPOT SATELLITE GPS MESSENGER, SPOT GEN3, SPOT GEN4






Press and hold the HELP button again for 3 seconds or until the LED illuminates red.

NOTE: Since Roadside Assistance is designed for disabled vehicles, the tow truck dispatched by NSD will go to the location of the initial GPS fix received and look for the vehicle within 300 meters of this initial location. NSD will not monitor GPS location updates. Upon receipt of the 'HELP' Message, the NSD dispatcher will contact the primary phone number provided by you in your SPOT assist profile. In the case of a non-dispatch event, the NSD dispatcher will contact the primary and secondary numbers. An e-mail will also be sent to the primary e-mail by SPOT.


IMPORTANT:

*NSD cannot dispatch Roadside Assistance without knowing your location. If NSD receives a message without a GPS fix, NSD will contact the roadside primary and secondary contact numbers to try to determine your location.

TO REQUEST ROADSIDE ASSISTANCE USING A SPOT X:

1. On the **Main Menu** screen select  to display the main Message screen, then select **Messages**.
2. Select .
3. Select **Nation Safe Drivers** from your contact list.
4. Select the **Message** field to display the New Text screen. From here you can choose to create a new message. Select **Done** to continue.
5. Include your GPS Coordinates by checking next to  as NSD does not dispatch without knowing your location. The Elevation can also be included by checking next to .
6. Select  to send your message.

OR

1. On the Main Menu screen select  and the message composing screen will be displayed. Then follow steps 3-6 from the instructions above.

NOTE: To cancel Roadside Assistance, type a clear message indicating help is no longer needed.

USING THE TOLL-FREE NUMBER

The toll-free number can be used by the primary subscriber only and requires eligibility verification. If not the primary subscriber, request Roadside Assistance utilizing the 'HELP' button or you must pay the cost of service. To verify eligibility, you will need to provide 1) Your name, 2) the Producer Code 75721, 3) the Plan Identifier, Plan E, and 4) your SPOT ESN = Electronic Serial Number (located under your SPOT's battery or if using a SPOT X, it can be found by selecting System Settings >Spot X Info). You may also utilize the toll-free number in areas where NSD provides Roadside Assistance, but your SPOT device does not have coverage available (see www.FindMeSPOT.com/coverage for the current coverage map).

1. Call the NSD Toll-Free Number: **866-367-0798**
2. Verify your eligibility - Provide your name, address, and the ESN from your SPOT unit.
3. Tell the NSD dispatcher about your location and problem.
4. You must be with your vehicle when the service provider arrives, as they cannot service an unattended vehicle.

SPOT ASSIST USAGE TIPS

FAMILIARIZATION WITH YOUR SPOT

SPOT strongly recommends that you familiarize yourself with your SPOT by reading your User's Guide, watching the training videos available on <http://www.FindMeSPOT.com/Support> and practicing how to properly utilize your SPOT by sending Test Messages under similar situations to your planned usage.

CONTACTS

When deciding who and how to configure as your HELP/NSD contacts, SPOT recommends registering your personal cellphone as the Roadside Primary Contact. For the Roadside Secondary Contacts, SPOT recommends someone who is not traveling with the SPOT user who has knowledge of your trip/itinerary and can help in assisting the SPOT user.

USAGE IN YOUR VEHICLE

USING A SPOT PERSONAL TRACKER, SPOT SATELLITE GPS MESSENGER, SPOT GEN3, SPOT GEN4

For normal usage place your SPOT device horizontal on the dash, logo side up, slightly tilted towards the glass to ensure the signal is going through the glass, and not blocked by the roof. Experiment by sending a Check In or Predefined message as a test, to ensure your placement is allowing the signal to transmit clearly through the glass. If in doubt, take the SPOT device outside to a location with a clear view of the sky, where you can do so safely.

USING A SPOT X

For normal usage place your SPOT X on the kick stand, point the antenna towards the sky to ensure the signal is going through the glass, and not blocked by the roof. Experiment by sending a Check In or Predefined message as a test, to ensure your placement is allowing the signal to transmit clearly through the glass. If in doubt, take the SPOT X device outside to a location with a clear view of the sky, where you can do so safely.

GPS LOCATION

SPOT strongly recommends that you send and verify a Check In message before using your SPOT each day, and at a minimum anytime you have traveled more than 600 miles (965 km), have changed the batteries, or have not used the unit for over two (2) weeks. Keep up to date or maintain your Check In contacts up to date via [SPOT MyAccount](#); keeping your own cellphone number or email address in your Check In contacts will allow you to see the notification system working. Optimally, run the test in cellphone range and ensure that your cellphone received the text message with your latitude and longitude location.

Follow the instructions below to run the test:

	SPOT PERSONAL TRACKER	SPOT SATELLITE GPS MESSENGER	SPOT GEN 3	SPOT GEN4
ACTIVATE CHECK IN	Press the OK button.	Press and hold the Check In/OK button until the LED green.	Press and hold the Check In button until the LED blinks green.	Press and hold the Check In button until the LED blinks green.
LED SEQUENCE	Once activated, the indicator light will blink green every 3 seconds, and turn solid green for 5 seconds when a SPOT Check In message is being sent. To make sure SPOT has enough time to repeat your messages, leave the SPOT messenger on and with a clear view of the sky for 20 minutes.	The GPS LED will blink green when SPOT sees the GPS satellites and while obtaining your GPS location. Once your GPS location is obtained, SPOT sends your message with GPS location. The GPS LED and Message Sending LED will both blink green. The message is sent three times over a 20-minute period to the SPOT network - this is to ensure maximum reliability in getting your message out. Only one message will be sent to your contacts. The Message Sending LED continues to blink green until the next scheduled message or until the mode ends.	The GPS LED will blink green when SPOT sees the GPS satellites and will continue blinking while obtaining your GPS location. Once your GPS location is obtained, SPOT sends your message with your GPS location. The GPS LED and Message Sending LED will both blink green. The message is sent three times over a 20-minute period to the SPOT network - this is to ensure maximum reliability in getting your message out. Only one message will be sent to your contacts. The Message Sending light continues to blink green until the next scheduled message or until the mode ends.	The GPS LED will blink green when SPOT Gen4 sees the GPS satellites and while obtaining your GPS location. Once your GPS location is obtained, SPOT sends your message with GPS location. The GPS LED and Message Sending LED will both blink green. The message is sent three times over a 20-minute period to the SPOT network - this is to ensure maximum reliability in getting your message out. Only one message will be sent to your contacts. The Message Sending LED continues to blink green until the next scheduled message or until the mode ends.

SPOT X
On the Main Menu, select  and the pre-programmed message created in SPOT MY ACCOUNT will automatically be sent to the pre-assigned contacts in your Check In contact list.

SPOT ASSIST SERVICE PLAN TERMS AND CONDITIONS

SPOT Assist allows you to request Roadside Assistance 24-hours a day, 7 days a week and 365 days a year, including holidays. NSD Roadside Assistance Service is provided throughout the 50 United States, the provinces of Canada, Puerto Rico, and the District of Columbia. For locations in which NSD provides Roadside Assistance, but you don't have coverage for your SPOT device (see current coverage map at www.FindMeSPOT.com/coverage), you must call the NSD toll free number for Roadside Assistance. If you request Roadside Assistance via your SPOT device, your membership will be automatically verified by NSD. This will extend to anyone you authorize to utilize your SPOT device. Only the Primary Subscriber of Record for your SPOT device is able to request Roadside Assistance via the Toll-Free Number. The NSD Dispatcher will verify the Primary Subscriber's eligibility by obtaining your name, the applicable Producer Code (75721), the applicable Plan (E) and the SPOT ESN (located under the battery of your SPOT device or if using a SPOT X, it can be found by selecting System Settings >Spot X Info). If not able to verify eligibility, the NSD dispatcher will provide the option of still dispatching Roadside Assistance. In this event, you will have to pay for the cost of the service. Your plan, Plan E, includes the following Roadside Assistance: towing (up to 50 miles (80 km) per tow), extrication, accident assistance, road service, fluid delivery, tire service, battery service, lost-key or lockout service (into passenger compartment only), at your location. Plan E covers up to five (5) towing/roadside assistance events annually. Once you have incurred five (5) events, a tow truck will still be dispatched but you will be responsible for any required payments. In the event that you are eligible for Roadside Assistance, but such service is either 1) not-dispatched, or 2) provided on a cash-basis, you will be able to follow the NSD guidelines to submit any eligible costs of such Roadside Assistance services to NSD for reimbursement. NSD will determine if any of the expenses qualify for actual reimbursement in accordance with their standard guidelines and procedures at their sole discretion.

SERVICE LIMITATIONS AND EXCLUSIONS

You must be with your vehicle when the service provider arrives, as they cannot service an unattended vehicle. Your vehicle must be within 300 meters of the first GPS location transmitted by the SPOT device. This means you can move your vehicle if required to a safer location, but you must ensure you are still visible to the tow truck driver who will be going to the original GPS location. Your vehicle must be within 100 meters of a regularly maintained roadway. The NSD Roadside Assistance Service is not offered in roadless areas not regularly traveled, such as vacant lots, beaches, open fields, or other places which are hazardous for tow trucks to reach. This means that if after mapping your GPS latitude and longitude, the location does not map within 100 meters of a known, regularly maintained roadway and it is not in a safe area for the tow truck to travel, NSD will not dispatch Roadside Assistance. Response times for all 24-hour Roadside Assistance provided by Nation Safe Drivers (NSD) are normally under two (2) hours but can vary depending on the remoteness of your location, the weather and current towing call volume. During natural disasters or other area-wide emergencies, the local authorities (not NSD) will prioritize all towing calls. If for some reason, NSD does not provide service for which you were eligible and you incurred a roadside service-related expense, you may submit the expense to NSD for reimbursement in accordance with their procedures and reimbursement guidelines.

NOTE: Without a location, NSD is not able to dispatch roadside assistance. You should familiarize yourself with the User's Manual and the online tutorial Starter Video (available at www.FindMeSPOT.com/Support). The SPOT Assist NSD Roadside Service is being offered by SPOT LLC within the United States and Canada; (French language). The parties have requested that this Agreement and all related documents be drafted in English.

IMPORTANT: Roadside Assistance is to be used only for roadside services; it is not to be considered an emergency response service. Roadside Assistance is not an automobile liability insurance contract, a warranty, or a physical damage insurance contract. Press the 9-1-1/S.O.S. button if injured or if your life is in danger, for example due to the risk of exposure or hypothermia.