



## FocusPoint RAP (Roadside Assistance Plan) **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 FocusPoint Roadside Assistance Plan (RAP) includes the following benefits: towing (up to 50 miles (80 km) per tow), extrication, accident assistance, roadside service, fluid delivery, tire service, battery service, and lost key or lockout service (into passenger compartment only) at your location. RAP is available for all passenger vehicles (up to 10,000 pounds) and 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. Roadside Assistance is not an automobile liability insurance contract, a warranty, or a physical damage insurance contract.

**IMPORTANT:** Dial 9-1-1 or press 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 Roadside Assistance, provided by FocusPoint, you elect to replace the HELP function contacts with a FocusPoint direct contact. Your membership is automatically verified by FocusPoint – 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 the Roadside Assistance Plan is designed for roadside assistance, the tow truck dispatched by FocusPoint will go to the location of the initial GPS fix received and look for the vehicle within 300 meters/948 feet of this initial location. FocusPoint will not monitor GPS location updates. Upon receipt of the 'HELP' Message, the FocusPoint dispatcher will contact the primary phone number provided by you in your SPOT 'HELP' profile. In the case of a non-dispatch event, FocusPoint will contact the primary and secondary numbers.

### **IMPORTANT:**





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

## **TO REQUEST ROADSIDE ASSISTANCE USING A SPOT X:**


### **Within Cellular Coverage:**

Call the RAP Toll-Free Number: *+1 866 340 8569*

### **Outside of Cellular Coverage**

1. On the **Main Menu** screen select  to display the main Message screen, then select **Messages**.
2. Select .
3. Select **Roadside Assistance** 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 FocusPoint does not dispatch without knowing your location.
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, such as, "cancel my HELP request".

## 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.

When using the Toll-Free number, the information below is needed to verify your eligibility:

- 1. Subscriber’s name and address
- 2. The ESN of the SPOT device

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 FocusPoint provides Roadside Assistance, see terms and conditions, but your SPOT device does not have coverage available or you prefer to speak with a live agent (see [www.FindMeSPOT.com/coverage](http://www.FindMeSPOT.com/coverage)) for the current coverage map).

- 1. Call the RAP Toll-Free Number: *+1 866 340 8569*
- 2. Verify your eligibility – Provide your name, address, and the ESN from your SPOT unit.
- 3. Tell the FocusPoint 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 at [www.FindMeSPOT.com/Support](http://www.FindMeSPOT.com/Support) and practicing how to properly utilize your SPOT by sending Test Messages prior to going off-grid.

## CONTACTS

When deciding who and how to configure as your HELP/FocusPoint 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 FocusPoint.

**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 allows 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.

If you have any questions regarding the RAP Plan, please contact FocusPoint International at [rescue@wwfocus.com](mailto:rescue@wwfocus.com). Follow the instructions below to run the test:

	SPOT PERSONAL TRACKER	SPOT SATELLITE GPS MESSENGER	SPOT GEN 3	SPOT GEN4
POWER ON SPOT DEVICE AND ACTIVATE CHECK IN	Press the OK button.	Press and hold the Check In/OK button until the LED blinks 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.

<p><b>LED SEQUENCE</b></p>	<p>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.</p>	<p>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.</p>	<p>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.</p>	<p>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.</p>
----------------------------	---	---	---	--

SPOT X
<p>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.</p>

## 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. FocusPoint's Roadside Assistance Plan is provided throughout the 50 United States, the provinces of Canada, and the District of Columbia. For locations in which FocusPoint provides Roadside Assistance, but you don't have coverage for your SPOT device (see current coverage map at <http://www.findmespot.com/coverage> you must call the FocusPoint toll free number for Roadside Assistance. If you request Roadside Assistance via your SPOT device, your membership will be automatically verified by FocusPoint. 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 FocusPoint Dispatcher will verify the Primary Subscriber's eligibility by obtaining your name, address, 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 FocusPoint 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 RAP Plan 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. The plan 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 FocusPoint guidelines to submit any eligible costs of such Roadside Assistance services to FocusPoint for reimbursement. FocusPoint will determine if any of the expenses qualify for actual reimbursement in accordance with their standard guidelines and procedures at their sole discretion.

Service coverage and indemnity for FocusPoint's RAP Subscription:

- Geographic Coverage Area – Nationwide in the United States and Canada
- Vehicle Coverage – Passenger vehicles up to 10,000 pounds.
- Coverage Limits –The FocusPoint Roadside Assistance Plan will cover SPOT customers for up to five (5) towing/ roadside assistance events per plan year in accordance with the end user terms and conditions

The RAP Subscription will include the following roadside assistance services:

- Towing– When towing is necessary, the vehicle will be towed to the nearest service facility.
- Battery Jump Start Service – If a battery failure occurs, a jump-start will be given to start the vehicle.
- Flat Tire Removal and Replacement – Removal of the flat tire and its replacement with the spare tire located with the vehicle.
- Fuel, Oil, Fluid and Water Delivery – An emergency supply of fuel, oil, fluid, and water will be delivered (excludes the cost of the fluids).
- Lock Out Assistance – If the keys are locked inside the vehicle, assistance will be provided to the driver to enter the vehicle.
- Extrication Service – If stuck in a ditch or another inaccessible area; assistance will be provided if the location is within fifty feet of a paved road, highway or authorized trail.

**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/984 feet 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/328/ feet of a regularly maintained roadway. The FocusPoint Roadside Assistance Plan is not offered in roadless areas not regularly traveled, 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/328 feet of a known, regularly maintained roadway and it is not in a safe area for the tow truck to travel, FocusPoint will not dispatch Roadside Assistance. Response times for all 24-hour Roadside Assistance provided by FocusPoint 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 FocusPoint) will prioritize all towing calls.

A "regularly maintained road" refers to a paved roadway that undergoes consistent upkeep to ensure safety and usability. This means the road is inspected for damage and repaired to prevent accidents. Maintenance activities include:

1. Surface Maintenance: Patching potholes, sealing cracks, repaving, and resurfacing.
2. Winter Maintenance: Snow plowing, salting, and sanding during winter.
3. Vegetation Control: Mowing, trimming, and removing obstructive vegetation.
4. Drainage Maintenance: Cleaning and repairing drainage systems to prevent water damage.
5. Signage and Markings: Maintaining visibility and legibility of road signs and markings.
6. Bridge and Structure Maintenance: Inspecting and repairing bridges and overpasses.
7. Roadside Cleanup: Removing debris and hazards from the road and shoulders.
8. Inspection and Monitoring: Regularly inspecting for wear, safety hazards, and necessary repairs.

Regular maintenance is typically performed by government agencies or designated contractors (e.g., Federal, State, County, City, Local Municipality).

**NOTE:** Without a location, FocusPoint 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](http://www.FindMeSPOT.com/Support)). The SPOT Assist FocusPoint Roadside Assistance Plan is being offered by SPOT LLC within the United States and Canada. The parties have requested that this Agreement and all related documents be drafted in English. FocusPoint is subject to its' roadside assistance vendors policies and procedures and cannot guarantee service to customers that cannot be reached via messaging through their SPOT device, cellular service, and/or emergency contacts after a RAP activation.

**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. Dial 9-1-1 or press the S.O.S. button if injured or if your life is in danger, for example due to the risk of exposure or hypothermia.