



ONSTAR FLEET MASTER ACCOUNT SERVICE SUBSCRIPTION AGREEMENT

Customer Account Information	GM Fleet Account Number (FAN): _____		
	Company Name : _____		
	Contact Name : _____		Phone: _____
	Contact Email Address: _____		
	Address :		
	Street		
	City	Province	Postal Code

This OnStar Fleet Master Account Service Subscription Agreement (this "Agreement") between the customer identified above (the "Fleet Customer") and General Motors of Canada Company, operating as OnStar ("OnStar") located at 1908 Colonel Sam Drive, Oshawa, Ontario L1H 8P7 applies to each vehicle (each a "Vehicle") equipped with OnStar Equipment (as described in the OnStar User Terms) that Fleet Customer operates or makes available to individuals for use. In the event that Fleet Customer makes Vehicles available to other Vehicle fleet operators, Fleet Customer will cause each of those fleet operators to comply with Fleet Customer's obligations set forth in this Agreement.

Fleet Customer acknowledges and agrees that the access and use of OnStar services in Vehicles is subject to the OnStar User Terms, Privacy Statement and Software Terms (UTPS), which are available at www.onstar.ca and as amended from time to time. Fleet Customer represents that it has reviewed and understands the OnStar UTPS. Fleet Customer agrees to the OnStar UTPS, which together with any changes, modifications and updates thereto as may be made from time to time, are hereby expressly incorporated by reference into this Agreement. Fleet Customer will advise each user of a Vehicle that the Vehicle is equipped with OnStar services, including, if applicable, OnStar Advanced Diagnostics services. Fleet Customer shall notify each Vehicle user that his or her access and use of OnStar services are subject to the OnStar UTPS. Fleet Customer will allow each Vehicle user to purchase additional OnStar services from OnStar for use in the Vehicles. Fleet Customer will provide each person to whom Fleet Customer makes available use of a Vehicle a copy of the "Driver Letter" attached as Appendix A to this Agreement in advance of that user's use of a Vehicle. OnStar may send requests for consent to changes to the OnStar Services and/or UTPS to the OnStar display in the Vehicle. You agree that any user of the Vehicle is authorized to provide such consent on your behalf. All reports provided to Fleet Customer through the OnStar services may only be used by Fleet Customer in the ordinary course of Fleet Customer's business. OnStar reserves the right to discontinue reports with a 30 day notice to Fleet Customer.

By signing below, Fleet Customer acknowledges having read and understood this Agreement and **Agree or Do not agree** (as selected by Fleet Customer below) to be legally bound by this Agreement, including the OnStar User Terms, Privacy Statement and Software Terms. In witness whereof, Fleet Customer has caused its duly authorized representative to execute this

Agreement effective as of the earlier date on which Fleet Customer uses the OnStar services or the date on which Fleet Customer executes this Agreement.

In order to accept this agreement, you must click both 'AGREE' check boxes below.

- I have read and **AGREE** to this Agreement, including the OnStar User Terms and Privacy Statement which are incorporated into this Agreement by reference and are available at www.onstar.ca.
- I **DO NOT AGREE** to this Agreement, including the OnStar User Terms or Privacy Statement. I understand that by not agreeing, OnStar services on all fleet vehicles will be deactivated.

- I have read and **AGREE** to the OnStar Software Terms which are incorporated into this Agreement by reference and are available at www.onstar.ca.
- I **DO NOT AGREE** to the OnStar Software Terms. I understand that by not agreeing, OnStar services on all fleet vehicles will be deactivated.

Authorized Signature: _____

Title: _____

Date: _____

Sample Document
Do not Sign this Document

Confidential
Appendix A – Template Driver Letter

To:

From:

Subject: OnStar Service User Terms, Privacy Statement and Software Terms (UTPS)

Your [COMPANY NAME]-owned or leased vehicle may be equipped with “OnStar Services.” OnStar is an array of in-vehicle safety, security and convenience services that utilize GPS and cellular technology. OnStar offers technology that can connect you to a live advisor automatically in event of an airbag deployment or at the press of a button when you require emergency or other types of assistance. In addition to Automatic Crash Response and Emergency Services, depending on the service plan for your vehicle, OnStar also may provide Remote Door Unlock, Stolen Vehicle Assistance (including Stolen Vehicle Slowdown), Turn-by-Turn Navigation, On-Demand Diagnostics, Hands-Free Calling, and OnStar Advanced Diagnostics. For more information about each of the OnStar services, including instructions regarding Turn-by-Turn Navigation and 4G LTE Wi-Fi, please visit onstar.ca.

Eligible new OnStar equipped vehicles come with six months of OnStar Guidance Plan, including Turn-by-Turn Navigation. Eligible new Cadillac models come with one year of OnStar Guidance Plan. Also, Chevrolet Volt and Spark EV include 6 months OnStar Guidance Plan.

The OnStar service described here is provided subject to the **OnStar UTPS** which are available on onstar.ca. You agree to familiarize yourself with the OnStar Services generally and applicable limitations and considerations regarding performance, warranties, privacy and other issues by reviewing the **OnStar UTPS**. OnStar’s Privacy Statement identifies three categories of data that may be collected by General Motors of Canada, operating as OnStar, when you access or use OnStar services: (1) Vehicle-Related Information (examples include odometer, oil life remaining, tire pressure, diagnostic data and information about vehicle collisions); (2) Driving Information (examples include geolocation, speed, safety belt usage, and other similar information about how the vehicle is used); and (3) Account Information (examples include contact and billing information and information about how you use certain OnStar services and its website). By accessing and/or using any OnStar services, you agree to the **OnStar UTPS**.

All GM OnStar equipped vehicles will come out of the factory with the OnStar Service turned on. However, in order to complete your enrollment in the OnStar Service, if you have not already done so, please do the following:

1. Start the vehicle and push the OnStar “Blue Button.”
2. Inform the OnStar advisor that you are the assigned fleet driver and would like your personal information (name, address and emergency phone number) on the account as the DRIVER.

A Personal Identification Number (PIN) is required for certain services, such as Remote Door Unlock and Stolen Vehicle Assistance. OnStar advisors may ask for a PIN when adding your information. With regard to the PIN, our company PIN is [COMPANY PIN], which should have been used to enroll your vehicle. You should note that not all OnStar Services may be available for [COMPANY NAME]-owned vehicles.

Roadside Assistance

As part of the OnStar Service, OnStar provides users with a convenient way to obtain Roadside Assistance. However, it should be emphasized that even though OnStar can provide this service, as a user of a [COMPANY NAME] vehicle, you are required to follow company procedures regarding vehicle repairs. If those company procedures and/or the vehicle status result in your vehicle requiring an out of warranty repair and OnStar is used as a communication source, please inform the OnStar advisor that your vehicle is covered under an alternate Roadside Assistance program and ask that you be transferred to the appropriate phone number.

Stolen Vehicles

OnStar can help recover stolen vehicles. If a **[COMPANY NAME]** vehicle is stolen, the service below is available. However, it should be emphasized that even though OnStar can provide these services, as a user of a **[COMPANY NAME]** vehicle, you are required to follow company procedures regarding vehicle repairs and accidents.

1. Call the local police and file a stolen vehicle police report.
2. Call OnStar on 1-888-4ONSTAR (1-888-466-7827) to request OnStar involvement in the vehicle recovery. The following information is required by OnStar:
 - Police Report Number or Case Number
 - Police contact name and telephone Number
 - Police jurisdiction
 - Vehicle Identification Number
 - License Number
3. Contact your Company Fleet Department.

Understand that OnStar equipped vehicles may also have Stolen Vehicle Slowdown capability that enables OnStar to slow down a stolen vehicle remotely to assist authorities in its recovery.

Credit Cards

OnStar advisors may ask you for a credit card to retain on file for various purchases, continuous coverage purposes, or to charge for OnStar Services that are not included in the service package that **[COMPANY NAME]** has purchased. You are not required to provide a credit card to retain on file, but if you do, make sure you remove the credit card from the account when you no longer have possession of the vehicle. This can be done by pressing the OnStar blue button, or calling 1-888-4ONSTAR (1-888-466-7827).

OnStar Questions

As mentioned above, additional information regarding OnStar service is available at www.onstar.ca. Users can also call the following OnStar toll free numbers for assistance:

Enrollment Services	1-888-ONSTAR1 (1-888-667-8271)
Customer Services	1-888-4ONSTAR (1-888-466-7827)

You acknowledge and understand that OnStar may collect information about you and your use of **[COMPANY NAME]**-owned vehicle and share that information with **[COMPANY NAME]**. For more information on OnStar's privacy practices, please see the Privacy Statement available at onstar.ca.