SATCOMRX TERMS OF SERVICE

Effective Date: 09/01/2026 | Last Updated: 09/01/2026

These Terms of Service ("Terms") govern access to and use of websites, portals, text-message programs, patient-access coordination, prior-authorization support, affordability support, pharmacy coordination, and related technology or services made available by SatComRx LLC ("SatComRx," "we," "us," or "our") (collectively, the "Services").

1. Acceptance and Eligibility

By accessing or using the Services, communicating with SatComRx regarding a prescription, or otherwise requesting or accepting Services, you agree to these Terms and policies incorporated by reference. If you use the Services for another person, you represent that you are legally authorized to act for that person. The Services are intended for use in the United States. Minors may use the Services only as permitted by applicable law and through a parent, guardian, or other legally authorized person when required.

2. What SatComRx Does

SatComRx is a technology-enabled prescription-access and administrative support organization. Depending on the arrangement with your healthcare provider, SatComRx may help obtain benefit information, identify prior-authorization requirements, prepare or transmit PA requests, track payer responses, support appeals, identify affordability resources, coordinate manufacturer or specialty-program requirements, communicate status information, and coordinate a prescription with a pharmacy selected by you or required by your benefit plan.

3. SatComRx Is Not Your Prescriber

SatComRx does not diagnose, independently select treatment, prescribe, change a prescription, determine medical necessity, or replace the professional judgment of your physician or other licensed prescriber. Your prescriber remains responsible for diagnosis, treatment selection, prescribing, clinical documentation, medical-necessity decisions, and any attestation, certification, or signature that law or payer rules require the prescriber to make personally.

4. SatComRx Is Not the Dispensing Pharmacy

Unless a specific service clearly states otherwise, SatComRx is not the pharmacy that fills your prescription. The pharmacy you select or that your plan requires is independently responsible for pharmacist review, dispensing, drug availability, counseling, pharmacy pricing, collection of copayments, and compliance with pharmacy law. A pharmacy's own terms and privacy practices may apply to your relationship with that pharmacy.

5. No Medical Advice; Emergencies

The Services are administrative and informational and are not medical advice. Do not use the Services for diagnosis, dosing advice, adverse-event management, or emergency care. Contact your prescriber or pharmacist with clinical questions. In an emergency, call 911 or the applicable emergency service.

6. Prior Authorization and Coverage Are Not Guaranteed

SatComRx may prepare, submit, track, or support prior authorization and appeal requests using information supplied by you, your provider, health plan, PBM, pharmacy, EHR, or another authorized source. SatComRx does not control payer criteria or decisions and does not guarantee coverage, approval, turnaround time, reimbursement, formulary status, copayment amount, pharmacy availability, appeal outcome, or continued coverage. Payers may change criteria or reverse, suspend, or modify decisions.

7. Patient Pharmacy Choice

You may select the pharmacy you prefer, subject to restrictions imposed by law, your health plan or PBM, a limited-distribution network, a manufacturer, a REMS program, a specialty-pharmacy requirement, or another lawful restriction. SatComRx may explain known options and restrictions and coordinate routing. SatComRx does not guarantee that every pharmacy can dispense every medication.

8. Affiliated Businesses

SatComRx may have common ownership, contractual relationships, or other affiliations with pharmacies or other healthcare businesses. You are not required to use an affiliated pharmacy as a condition of receiving SatComRx's patient-access Services. SatComRx will not intentionally route a prescription to an affiliated pharmacy merely because of the affiliation when you have selected another pharmacy or when your payer requires another pharmacy. Affiliations will be disclosed where required by law or SatComRx policy.

9. Affordability and Manufacturer Programs

SatComRx may identify coupons, copay programs, patient-assistance programs, bridge programs, cash-price options, or other affordability resources. Eligibility and availability are determined by the applicable program and may change without notice. SatComRx does not guarantee eligibility or savings and will not knowingly submit false eligibility, income, insurance, diagnosis, or other information. Certain programs are not available to patients enrolled in federal healthcare programs.

10. Third-Party Services and Systems

The Services may interact with prescribers, EHR vendors, ePA networks, health plans, PBMs, pharmacies, manufacturers, assistance programs, laboratories, communications providers, cloud providers, and other third parties. SatComRx does not control independent third parties and is not responsible for their acts, omissions, coverage decisions, clinical decisions, prices, inventory, fulfillment, security practices, outages, or separate terms. SatComRx may change vendors or integrations from time to time.

11. Your Information

You agree to provide accurate, current, and complete information and to promptly correct material inaccuracies. You must not impersonate another person, falsify clinical or insurance information, use credentials you are not authorized to use, or interfere with the Services. SatComRx may rely on information received from you and from authorized healthcare participants unless it has reason to believe the information is materially inaccurate.

12. Privacy and Health Information

SatComRx handles information as described in the SatComRx Privacy Policy / Health Data Notice and applicable agreements with healthcare providers. When SatComRx acts as a Business Associate, its use and disclosure of PHI is governed by HIPAA, the applicable Business Associate Agreement, and the healthcare provider's instructions. The healthcare provider's Notice of Privacy Practices may govern your HIPAA rights. SatComRx will assist the provider with applicable individual-rights requests as required by the BAA.

13. Electronic Communications

By providing or permitting your healthcare provider to provide a phone number or email address for treatment or prescription-access communications, you may receive operational calls, texts, or emails concerning coverage, prior authorization, pharmacy coordination, affordability, and related Services. Message and data rates may apply. Communications may reveal sensitive health-related information to anyone with access to your device or account. Marketing communications, if any, are subject to separate consent requirements. See the Patient Communications & SMS Terms.

14. Fees and Prescription Costs

Unless separately disclosed, SatComRx may provide certain patient-facing Services without charging the patient directly. Prescription prices, copayments, coinsurance, deductibles, pharmacy charges, and other healthcare costs are separate and are determined by pharmacies, payers, providers, manufacturers, or other third parties. SatComRx may receive administrative or technology fees from contracted organizations under separate agreements, but such compensation does not eliminate your right to pharmacy choice.

15. Intellectual Property and Limited License

SatComRx and its licensors own the Services, software, workflows, documentation, branding, and other proprietary materials. SatComRx grants you a limited, revocable, nonexclusive, nontransferable license to use patient-facing Services for their intended purpose. You may not reverse engineer, scrape, sell, sublicense, disrupt, bypass security, or use the Services to build a competing database or system except to the extent such restriction is prohibited by law.

16. Feedback

If you voluntarily provide suggestions or feedback about the Services, SatComRx may use that feedback without restriction or compensation, provided SatComRx does not use PHI or confidential information in a manner prohibited by law or contract.

17. Service Availability and Changes

SatComRx may add, modify, suspend, or discontinue features or integrations. Service interruptions, payer outages, EHR downtime, network failures, pharmacy closures, and third-party delays may occur. SatComRx does not promise uninterrupted or error-free operation.

18. Disclaimer of Warranties

TO THE MAXIMUM EXTENT PERMITTED BY LAW, THE SERVICES ARE PROVIDED "AS IS" AND "AS AVAILABLE." SATCOMRX DISCLAIMS IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, ACCURACY, AND RESULTS. NOTHING IN THESE TERMS EXCLUDES A WARRANTY OR RIGHT THAT CANNOT LAWFULLY BE EXCLUDED.

19. Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY LAW, SATCOMRX AND ITS AFFILIATES, OWNERS, MANAGERS, OFFICERS, EMPLOYEES, CONTRACTORS, LICENSORS, AND SERVICE PROVIDERS WILL NOT BE LIABLE FOR INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, PUNITIVE, OR CONSEQUENTIAL DAMAGES, LOST PROFITS, LOST DATA, LOSS OF GOODWILL, OR DAMAGES ARISING FROM THE ACTS OR OMISSIONS OF AN INDEPENDENT PRESCRIBER, PAYER, PBM, PHARMACY, MANUFACTURER, EHR, EPA NETWORK, OR OTHER THIRD PARTY. SATCOMRX'S AGGREGATE DIRECT LIABILITY TO A USER ARISING FROM PATIENT-FACING SERVICES WILL NOT EXCEED THE GREATER OF (A) AMOUNTS THE USER DIRECTLY PAID SATCOMRX FOR THE APPLICABLE SERVICES DURING THE THREE MONTHS BEFORE THE EVENT GIVING RISE TO THE CLAIM OR (B) $1,000, EXCEPT TO THE EXTENT A DIFFERENT LIMIT IS REQUIRED BY LAW.

20. Indemnification

To the extent permitted by law, you agree to defend, indemnify, and hold harmless SatComRx and its affiliates from third-party claims arising from your fraudulent, unlawful, or unauthorized use of the Services, your material breach of these Terms, or information you knowingly falsify. This clause does not require you to indemnify SatComRx for liability that applicable law prohibits SatComRx from shifting to you.

21. Suspension and Termination

SatComRx may suspend or terminate access for security concerns, misuse, fraud, unlawful activity, material violation of these Terms, loss of a provider relationship, discontinuation of a Service, or another lawful reason. Provisions intended by their nature to survive termination, including intellectual-property protections, indemnity, limitations of liability, and dispute-resolution provisions, will survive.

22. Informal Dispute Resolution

Before filing a formal claim, you and SatComRx agree to attempt in good faith to resolve the dispute for at least 30 days after written notice to info@satcomrx.com, unless emergency injunctive relief is necessary or applicable law does not permit this requirement.

23. Binding Individual Arbitration and Class-Action Waiver

PLEASE READ CAREFULLY. Except for matters that cannot lawfully be arbitrated and qualifying small-claims matters, disputes relating to these Terms or the Services will be resolved by binding individual arbitration administered by a nationally recognized arbitration provider under its applicable consumer rules. Arbitration will take place in the state where you reside unless the parties agree otherwise. Claims must be brought individually and not as a class, collective, consolidated, or representative action. You may opt out of this arbitration provision by sending written notice to info@satcomrx.com within 30 days after first accepting these Terms. Counsel must review this clause for applicable state-law notice and enforceability requirements before publication.

24. Governing Law

Except where federal law controls or applicable consumer law requires otherwise, these Terms are governed by the laws of the State of Georgia, without regard to conflict-of-laws principles. Court proceedings not subject to arbitration will be brought in a court of competent jurisdiction in [COUNTY], Georgia, except where applicable law requires another venue.

25. General Terms

These Terms, together with policies expressly incorporated by reference, constitute the agreement governing patient-facing use of the Services. If a provision is unenforceable, it will be limited to the minimum extent necessary and the remaining provisions will remain effective. SatComRx's failure to enforce a provision is not a waiver. You may not assign these Terms without SatComRx's written consent; SatComRx may assign them in connection with a merger, reorganization, financing, sale of assets, or other lawful transaction. There are no third-party beneficiaries unless expressly stated.

26. Changes and Notices

SatComRx may update these Terms. Material changes will be communicated through reasonable notice, such as posting an updated effective date, an in-service notice, email, or other legally sufficient method. Notices to SatComRx must be sent to info@satcomrx.com.