

Marketplace Claim & Fulfillment Addendum

OrbitPros LLC

VERSION: 1.0 · Effective **July 2, 2026** · Supplements the **Installer Services Agreement** and the **Constellation Partner Terms**

Bracketed values are the current operating parameters set in Exhibit A; they may be tuned under Section 11 without re-papering this Addendum.

This Addendum sets the rules of the OrbitPros job feed. It applies to every **Pro** (independent installer under the Installer Services Agreement) and every **Partner Organization** (under the Constellation Partner Terms). By claiming any job on the feed, you accept these rules. Where this Addendum conflicts with your underlying agreement, this Addendum governs feed conduct; your underlying agreement governs everything else.

1. Definitions

Feed — The live list of open OrbitPros installation jobs available to claim.

Claim — A binding commitment, made through the platform, to fulfill a specific job.

Capacity — The identity in which a claim is made: as a Pro (yourself) or as a Partner Organization (your company). One person may hold both; Section 3 governs how.

Roster Tech — An installer affiliated with a Partner Organization for jobs that organization claims.

Rescue Job — A job that is urgent, was released by a prior claimer, or requires recovery after a failed appointment.

Follow-On Work — Later work for the same customer arising from a completed OrbitPros job (service calls, upgrades, extensions, relocations).

Service Partner — A Partner Organization enrolled in the service tier described in Section 9.

2. How the feed works

- **First claim wins.** Jobs are not assigned; they are claimed. The first eligible Capacity to claim a job gets it.

- **Visibility opens in stages.** Jobs may appear to qualifying Pros before they appear to everyone (current stages in Exhibit A). Earned standing — reviews, Founding status, reliability — determines early visibility. OrbitPros may adjust stages per market to keep customers served.
 - **No volume promise.** The feed offers opportunities, not guarantees. Neither Pros nor Partner Organizations are promised any number of jobs.
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3. Working in two capacities ("dual-hat")

- You may be an active Pro **and** a Roster Tech of a Partner Organization at the same time. OrbitPros expressly permits this.
 - **Every job belongs to exactly one Capacity — decided at claim.** Payment, insurance, reviews, and support for a job follow the Capacity that claimed it, and never mix.
 - **One calendar.** Your availability is checked as a person, across both capacities. You cannot be scheduled twice for the same time, no matter which capacity booked you.
 - **OrbitPros is neutral** on whether a Partner Organization permits its employees or contractors to hold Pro accounts. That is between the organization and its people; OrbitPros neither enforces nor reports on it.
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4. Claim commitments

A claim is a commitment. These are access rules for the feed — they govern your use of the marketplace, not how you perform your work.

- **Pros:** confirm the schedule with the customer within [2 hours] of claiming, or the job returns to the feed.
 - **Partner Organizations:** assign a named Roster Tech within your assignment window (default [4 hours]; your specific window is in your partner profile), or the job returns to the feed. Concurrent unassigned claims are capped (Exhibit A).
 - **Released claims count.** Dropped or expired claims are recorded against the claiming Capacity. Repeated releases ([3] in [30 days]) delay that Capacity's feed visibility for [7 days]. A brief grace period after claiming (Exhibit A) allows penalty-free correction of mistaken claims.
 - **No-shows are different.** Claiming, scheduling, and failing to appear harms a real customer. A no-show suspends the claiming Capacity from the feed pending review.
 - Records under this section attach to the *Capacity*, never the person's other capacity.
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5. Economics

- The OrbitPros marketplace fee is the **same percentage for every Capacity** — solo or organization. OrbitPros does not earn more when one side of the feed wins a claim.
 - Pro claims pay out to the Pro's own account under the Installer Services Agreement. Organization claims pay out to the organization under its partner terms; how an organization compensates its Roster Techs is its own business, not OrbitPros'.
 - Insurance follows the Capacity: Pro claims under the Pro's coverage (or per-job coverage); organization claims under the organization's policy. The covering policy must be valid on the install date.
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6. Reviews

- Customer reviews accrue to the Capacity that claimed the job.
 - On organization-claimed jobs, the assigned Roster Tech's personal profile also receives credit for the review. This flows one way: **a Pro's solo reviews never count toward any organization's rating.**
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7. Customer relationships: protection and preference

- **Non-circumvention.** For [12 months] after a job completes, neither the claiming Capacity nor the assigned Roster Tech may solicit or accept work directly from that customer off-platform, where the relationship originated from OrbitPros. This binds the job's customer relationship — it is not a non-compete, and it does not restrict anyone's right to work, claim other jobs, or serve customers they sourced themselves.
 - **Continuity preference.** In return, Follow-On Work from your completed customers is offered to you first, for [72 hours], before it opens to the feed. You keep the relationships you earn — on the platform.
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8. Partner Organization responsibilities

- Keep your roster current. Only genuine, insured Roster Techs may be assigned to claimed jobs.
- Claims are made by your authorized dispatcher(s). You are responsible for their claims.

- Your own direct business — customers you source yourself — is entirely yours: outside the feed, outside the fee, outside these rules.
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9. Service Partner tier (optional)

- Organizations may enroll as Service Partners by committing to a customer-response window of [24 hours] for post-install issues in their coverage area.
 - Service Partners receive earlier access to Rescue Jobs and paid service-call volume (including for installs they did not perform), and a customer-visible Service Partner designation.
 - The designation is removed after [2] response-window breaches in [90 days]; re-enrollment is at OrbitPros' discretion.
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10. Independence

- Nothing here creates employment, agency, or exclusivity. Pros and Partner Organizations choose which jobs to claim, use their own tools and methods, and remain free to work anywhere, for anyone, at any time — including for each other.
 - OrbitPros never requires hours, territories, or quotas.
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11. Changes

- Operating parameters (Exhibit A) may change with [14 days] notice — posted in the platform and emailed.
 - Material changes to the rules themselves (Sections 2–10) require renewed acceptance before your next claim.
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Exhibit A — Current operating parameters

Parameter	Current value
Early-visibility stages	Top-standing Pros: first 30 min · all Pros: next 15 min · everyone: thereafter
Pro schedule-confirmation window	2 hours
Organization assignment window (default)	4 hours
Organization concurrent unassigned claims	lesser of active roster size or 5
Pro concurrent unscheduled claims	2
Mistaken-claim grace period	15 minutes (once per week)
Release threshold / visibility delay	3 releases in 30 days → 7-day delay
Non-circumvention period	12 months from job completion
Continuity preference window	72 hours
Service Partner response window	24 hours · removed at 2 breaches / 90 days

Acceptance

Presented at onboarding (and to existing Pros and Partner Organizations before their next claim). Acceptance is recorded with a timestamp and the version accepted.

I have read and accept the Marketplace Claim & Fulfillment Addendum v1.0 on behalf of myself / my organization.