

Carrier Service & Compliance Agreement

Carrier standards for use of High Level Global administrative/dispatch services. Complete together with the Dispatch Service Agreement when applicable.

IMPORTANT: This template is intended for business onboarding and operational standards. It should be reviewed by qualified counsel and adapted to the actual services High Level Global provides.

CARRIER INFORMATION

Agreement Date	
Carrier Legal Name	
DBA	
MC Number	
USDOT Number	
Primary Contact	
Email	
Phone	

1. Carrier Qualifications

Carrier represents that it is duly organized and authorized to operate for-hire motor-carrier service where required; maintains all permits, registrations, and filings applicable to its operations; and will immediately notify High Level Global of any suspension, revocation, out-of-service order, or material regulatory restriction.

2. Insurance

Carrier will maintain insurance required by law and commercially appropriate for its operations, including automobile liability and cargo coverage where applicable. Carrier will provide a current insurer-issued Certificate of Insurance upon request and will promptly notify High Level Global of cancellation, nonrenewal, reduction, or material change in coverage.

3. Drivers and Safety

Carrier is solely responsible for driver hiring, qualification, licensing, drug/alcohol testing, medical qualification, hours-of-service compliance, vehicle inspection/maintenance, securement, routing, and safe operation. High Level Global does not supervise drivers or direct vehicle operation.

4. Equipment

Carrier will furnish safe, roadworthy, properly registered equipment suitable for accepted freight. Carrier will verify trailer condition, temperature capability if applicable, cargo securement equipment, permits, dimensions, and weight limits before transportation.

5. Load Review

Carrier must review all shipment details before acceptance, including commodity, weight, dimensions, pickup/delivery appointments, rate, accessorials terms, insurance requirements, and special instructions. Carrier must immediately report any discrepancy.

Carrier Service & Compliance Agreement - Continued

Operational standards and acknowledgments.

6. Communication and Tracking

Carrier will maintain reasonable communication during active loads and provide status updates needed to service customers. Carrier will advise promptly of delays, accidents, cargo issues, breakdowns, refusals, appointment problems, or other events that could affect service.

7. Documents

Carrier will provide legible rate confirmations, BOLs, PODs, lumber receipts, detention records, scale tickets, and other required documents. Carrier is responsible for maintaining original records as required by law and contract.

8. Cargo and Claims

Carrier is responsible for cargo in its possession and for compliance with cargo-handling and claim procedures applicable to the shipment. High Level Global does not assume motor-carrier cargo liability by providing dispatch or administrative services.

9. Prohibited Conduct

Carrier will not engage in unlawful double brokering, identity misrepresentation, unauthorized re-brokering, document falsification, cargo theft, deceptive tracking, or misuse of customer information. Suspected fraud may result in immediate suspension or termination of services.

10. Payment and Factoring

Carrier is responsible for accurate billing/factoring information. If Carrier assigns receivables, Carrier must provide current factor contact information and an authentic Notice of Assignment. Carrier is responsible for resolving conflicting payment instructions.

Carrier Service & Compliance Agreement - Continued

Operational standards and acknowledgments.

11. Confidentiality and Data

Carrier will safeguard login credentials, customer documents, rate information, and personal information exchanged through onboarding, dispatch, and billing workflows. Carrier will notify High Level Global of suspected compromise affecting shared business information.

12. Suspension / Termination

High Level Global may pause or terminate services for safety concerns, suspected fraud, material document deficiencies, unpaid fees, insurance lapse, authority problems, abusive conduct, or other material breach. Carrier may terminate according to the controlling Dispatch Service Agreement or other written service terms.

13. No Guarantee

High Level Global does not guarantee load volume, rates, weekly revenue, broker payment, lane availability, detention, accessorial approval, or any specific business result.

14. Acknowledgment

Carrier confirms that it has reviewed this Agreement, the Dispatch Specifications, and any applicable Dispatch Service Agreement, and that it is responsible for keeping its information current.

SIGNATURES

Carrier Authorized Representative	High Level Global Authorized Representative
Signature: _____	Signature: _____
Printed Name: _____	Printed Name: _____
Title: _____	Title: _____
Date: _____	Date: _____