



SUPPORT SERVICE SCHEDULE

Capitalized terms not elsewhere defined in this Support Service Schedule shall have the meaning ascribed to them in the Agreement. The additional terms and conditions set forth in this Support Service Schedule shall apply to any Support Services purchased by Customer.

SECTION 1 SUPPORT SERVICES.

1.1 Description of Support Services.

Support Services are Customer directed requirements that need immediate action in order to remedy a Customer need for assistance. The parties agree the Support Service shall only be requested by Customer for less complex tasks and in the event US Signal determines, at its sole discretion, such task is to be more complex than the parties shall enter into a separate SOW as more specifically described in the Agreement.

1.2 Estimates and Rates.

The rates for Support Services shall be set forth on the applicable estimate from US Signal ("**Estimate**"). Such Estimate shall be sent to Customer in email form that shall include US Signal's assessment of its time and materials required to perform the Support Services requested by Customer. Actual charges may differ from the Estimate. Any dates, deadlines, times or schedules identified in the Estimate, if any, shall also be considered estimates only and subject to change at US Signal's sole discretion. The Estimate shall become a binding contract upon US Signal's receipt of Customer's confirmation of the Estimate (the "**SS Request**"). Changes or cancellation to Support Services will result in additional non-recurring charges.

1.3 Support Service Project Management.

Customer shall designate a point of contact to work directly with US Signal during the Support Services. Any Support Service not specified in the SS Request shall be considered outside the scope of work and will be addressed either in: 1) a separate SS Request; or 2) SOW.

1.4 Support Service Scheduling.

US Signal and Customer shall work together in good faith to develop commercially reasonable timelines for the implementation of the Support Service.

1.5 Expenses.

If applicable, US Signal shall invoice Customer for US Signal's reasonable, direct costs incurred by US Signal in connection with its performance of the Service ("**Expenses**"). Expenses shall include, but are not limited to, airfare, lodging, mileage, meals, shipping, photo copies, tolls and parking. Such Expenses shall be in addition to the rates set forth on the Estimate.

1.6 Additional Terms and Conditions.

- a. Customer shall designate a contact to interact with US Signal's professional services team member(s) during the hours that the Service is being performed
- b. Customer is responsible for providing all physical and communications access, privileges, environmental conditions, properly functioning hardware and software, qualified personnel, project details, material information, decisions and directions that are reasonably necessary for US Signal's performance of the Support Service.
- c. US Signal is not responsible for any delays caused by Customer and shall have the right to invoice Customer for any time US Signal was not able to perform the Support Service due to Customer's failure or delays.
- d. Prior to US Signal's commencement of the Support Service, Customer shall provide in advance and in writing any safety and/or security requirements, including but not limited to network, cloud or premise rules and procedures.
- e. If US Signal is required to perform the Support Service at a Customer premise, Customer is responsible for ensuring that the premises are secure and free from any hazardous materials. US Signal shall not be responsible for any lost or stolen equipment not caused directly by US Signal.