

**jlivingston@co.titus.tx.us**

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**From:** Jacob McClellan <Jacob.McClellan@Fleetmatics.com>  
**Sent:** Wednesday, February 01, 2017 12:41 PM  
**To:** jlivingston@co.titus.tx.us  
**Subject:** Fleetmatics GPS  
**Attachments:** image001.png; SLA \_ REVEAL 5 16 14.pdf

John,

Here is my contact info. Our standard pricing for your tier is going to fall into \$40-\$45 per month.

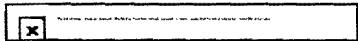
I was able to confirm there's 113 of those units left in Corpus Christi from that delayed install at the \$35.10 rate.

Let me know if there is anything additional you guys need from me.

Respectfully,

**Jacob McClellan**  
Account Manager, Southeast

4211 West Boy Scout Blvd Ste 300 Tampa, FL 33607  
Office: 727.260.6814  
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PLEASE CONSIDER THE ENVIRONMENT BEFORE PRINTING THIS EMAIL

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## Support and Service Level Agreement

This Support and Service Level Agreement (SLA) outlines Fleetmatics' Support and Service Level policy for the Fleetmatics Equipment and Services and is subject to change at Fleetmatics' discretion, but in no event shall the support and service level commitment be less than as outlined herein. References in this SLA to the "system" shall mean the Equipment and Services provided by Fleetmatics. All other terms contained herein and not otherwise defined shall have the meaning set forth in the Agreement. In consideration for the payment of the ongoing Service Fees as stated in the Agreement, Fleetmatics provides its Customers with the following support and maintenance service:

### 1. On-Going Availability of Training

- 1.1. Fleetmatics provides Customers with system application training at no additional cost.
- 1.2. Training is provided during regularly scheduled intervals, in the following three ways:
  - 1.2.1. Live Internet sessions for individual viewers
  - 1.2.2. Live Internet sessions for groups
  - 1.2.3. On-demand pre-recorded sessions
- 1.3. Customers may request additional training sessions as needed.

### 2. Telephone and Email Support

- 2.1. Application support is available during standard business hours except nationally recognized national holidays, as applicable to each Fleetmatics Support location, to assist Customers with technical and operational inquiries.
- 2.2. All service issues should be emailed to [reveal.support@fleetmatics.com](mailto:reveal.support@fleetmatics.com) or called in to the appropriate support centre during standard business hours to ensure proper receipt and tracking as follows:

Country	Support Centre Tel:	Hours (Monday – Friday)
US & Canada	844-617-1100	7:00 – 20:00 EST
UK & Scotland	0800-121-8915	8:00 – 18:00 GMT
Ireland	1800-882-967	8:00 – 18:00 GMT

- 2.3. Support requests will be logged and tracked in Fleetmatics' support tracking system. When submitting a support request, Customer must provide Fleetmatics with all information necessary for Fleetmatics to process the request and respond promptly with any information reasonably requested to clarify the support request. Upon receipt of the requested information, Fleetmatics will work with Customer to set expectations regarding the completion times for all support requests.
- 2.4. In response to telephonic or e-mail notification from a Customer, and upon Fleetmatics' determination that the system is not operating in accordance with its specifications, Fleetmatics will use commercially reasonable efforts to provide remote services to address Customer's inquiry within 24 hours. In the event such inquiry cannot be resolved within 24 hours, Fleetmatics will provide updates to Customer every 24 to 48 hours, or within a mutually agreed to timeframe.

- 2.5. Fleetmatics maintains a team of field technicians, who may, at Fleetmatics' discretion, be dispatched to Customer's location to address technical issue(s) that cannot be addressed remotely. In the event it is deemed necessary by Fleetmatics that an on-site visit is required to address Customer's inquiry, Fleetmatics will work with Customer to schedule an on-site service call with a field technician at a mutually convenient time and within 5 business days of Fleetmatics' determination that an on-site visit is necessary.

### 3. Free Updates

- 3.1. Fleetmatics will provide periodic updates (the "Updates") to its system throughout the year. Updates fall into two categories: 1) incremental upgrades, generally incorporating improvements to existing processes and/or functionality, and 2) version upgrades, generally incorporating new technology, processes and/or functionality. All Updates are subject to Fleetmatics' Terms and Conditions.
- 3.2. Fleetmatics will make ongoing training available to Customers regarding new features and functions of any Updates, in accordance with Section 1.

### 4. Service Level Availability

Fleetmatics will meet a 99.7% service level availability on a monthly basis excluding Service Windows and Force Majeure Events (the "Service Availability"). In the event Customer fails to attain such Service Availability, Customer should notify Fleetmatics immediately at [reveal.support@fleetmatics.com](mailto:reveal.support@fleetmatics.com).

- 4.1.1. "Service Windows" are periods during typical non-business hours applicable to Customer's business location during which Fleetmatics will perform routine maintenance; and, on an as needed basis, urgent patches and fixes such as security patches and other urgent maintenance that Fleetmatics' providers recommend be applied right away.
- 4.1.2. Force Majeure Events are events affecting the system that is outside of Fleetmatics' reasonable control. Examples of Force Majeure Event(s) may include: downtime or interruptions in internet, ISPs and/or other third party service providers' services.