

OneTrack

Field Service Implementation Terms and Conditions

1 General.

The Parties agree to follow the process described in this section during site installations.

2 Pre-Install Process.

- i OneTrack personnel schedules a pre-installation briefing with Site Leadership. During this meeting, OneTrack provides a basic introduction of the OneTrack Solution and requests the most recent Customer Equipment and onsite Asset List from Customer to plan for the installation.
- ii Customer will initiate any required internal processes to request authorization for OneTrack Equipment installation on equipment from Material Handling Equipment vendors and owners. OneTrack will support Customer with all reasonable resources in this process. Customer is responsible for any fees associated with the approval process.
- iii OneTrack will coordinate with onsite teams to enable the Installation visit of OneTrack Field Service Technicians. Site agrees to brief all teams to enable a smooth and efficient installation. OneTrack will communicate all necessary needs to the site including Installation Setup. Site agrees to provide requested points of contact for Field Service Technicians.

3 OneTrack Equipment Installation.

During the installation visit of OneTrack Field Service Technicians and in accordance with the terms of the agreement, Customer agrees to provide site access for Technicians as well as access to all equipment scheduled to be outfitted with OneTrack Equipment. Customer and OneTrack will provide all reasonable resources to enable a fast and smooth installation based on the current best practices for device installation as known to Customer and OneTrack at the time of installation.

4 Post Installation Process.

- a OneTrack will furnish a post-install report listing all installed OneTrack Equipment and the Customer Equipment they have been installed on. Customer and OneTrack will update the most recent Site Schedule with information on the number of deployed units at each site.
- b After device installation, OneTrack will update the most recent OneTrack Equipment list for each site. Once the OneTrack Equipment serial numbers are listed in this document, they are considered registered and it is the responsibility of the Customer to ensure that all OneTrack Equipment remains at the site and OneTrack policies apply.

5 Validation.

Following the physical installation of OneTrack Equipment, OneTrack will furnish reasonable and necessary resources to monitor and validate functionality of all installed sensors at the site and ensure a smooth go-live.

6 Training and Onboarding.

After OneTrack Equipment is installed at the site, OneTrack will provide dedicated training and implementation resources including points of contact at OneTrack to provide onboarding and user training. OneTrack reserves the right to change the onboarding and training process at any time for any reason or no reason. To schedule training and onboarding for users in the OneTrack Platform, sites may email support@onetrack.ai

Additional Services and Published Rates

D.1 Field Services.

- (a) Customer is responsible for all costs and fees associated with installation and removal of OneTrack Equipment. OneTrack offers field services leveraging trained and certified Technicians and Implementation Partners. Only trained and certified Technicians and Partners may install or remove OneTrack Equipment. Typical installation requires 2 technicians on site. Service calls may be answered with a number of technicians suitable to resolve said service calls.
- (b) OneTrack will issue a quote for any Field Services request.
- (c) Each installation will be done on a time and expenses basis. Standard OneTrack Expense Policy applies.

Hourly Rate: \$175

D.2 Field Service Expense Policy

- (a) The expenses OneTrack consultants or technicians incur while on assignment are the responsibility of the customer and are in addition to the daily rate per consultant. Expenses may include travel, meals and incidentals, hotel accommodation, and rental car or taxi fare. Scheduling of personnel involves resource allotments, advance travel expenses and scheduling of the technicians' times. Rescheduling or cancellations by the Customer, without reasonable notice, will result in the following charges:

Cancellation Date	Charge
Less than 14 days before scheduled visit	Cost of purchased airfare or rebooking fees
Less than 7 days before scheduled visit	Cost of purchased airfare or rebooking fees and the daily Professional Services Fee as if the visit had occurred.

D.3 Additional Services Adjustments

OneTrack may, from time to time, offer Additional Services. When such services become available, OneTrack will notify Customer of such Additional Services. In addition, published Service Rates, such as the Field Service Rate defined in D.1, may be adjusted from time to time as well. When such adjustments are made, OneTrack will notify Customer of such changes at least 30 days in advance.