Routeware 2012 Support Plan

Rcore®
DMS 5000
Smart Truck Options

Routeware BackOffice
HomePort®
DriverPort®
VehiclePort®
Ad-Hoc Reporting®

December 19, 2011

LFUCG
675 Bryd Thurman Drive
Lexington, KY 40510-9665

Dear Laura:

I'm pleased to send you the Routeware 2012 Support Plan Packet. The information inside covers:

- Support and repair of your hardware
- Support and upgrades to your Routeware software

The software support plan includes all upgrades and technical support of our products. We plan for two software upgrades each year on March 31st and September 30th. In 2010 and 2011 however, we developed three releases. We continue to add exciting new features to our products at an accelerating rate, with improved reliability in every release.

All customers who wish to receive software support and upgrades must sign up for a 2012 software support plan. This will provide your company with every new available feature and 24/7 access to our dependable and reliable support services.

Following is a sampling of new features developed in 2011:

- Container Service Time
- Driver entry of Odometer
- Auto Pickup Enhancements - Container locking and proximity pickups
- Data Encryption
- Driver Kiosk Reports
- Added RFID support to Rtrac
- Ad-Hoc Reporting
- Created additional Work Order, Odometer, and Fuel Ticket reports
- Included miles driven within geo-fence
- Introducing a handheld device
- Added a recycling material dialogue box to on board display
- Added support for Air-Weigh scales

We look forward to providing you with excellent service in the coming year!

Best regards,

Dave Wagers

Dave Wagers
Routeware, Inc.

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Terms & Conditions

SUPPORT PLAN TERMS & CONDITIONS

Plan Duration. The Routeware Support Plan covers the period from January 1, 2012 - December 31, 2012.

Software Support Plan. At your option, you may elect to purchase a Software Support Plan. If you do not purchase a Software Support Plan, you will not receive software support or product upgrades. A Software Support Plan covers Rcore and DMS 5000 software, Routeware BackOffice Client and Server, HomePort, DriverPort, and VehiclePort software products.

Hardware Support Plan. You have selected time and materials at $160.00 per hour for hardware repair labor, billed in 15 minute increments, plus the cost of parts in accordance with our spare parts pricing.

Billing. You can elect to be invoiced in advance on a quarterly basis or for the entire year. You will receive a 5% discount if you elect to pay for the year in advance. Invoices must be paid in full no later than the tenth day prior to the start of a quarter. If payment is not received, Routeware may, at its option, suspend support or charge the time and materials rate shown above until such time as the invoice is paid in full. Support plan payments are non-refundable.

Licenses and Per Unit Fees. The 2012 Software Support Plan fees are based on a monthly fee multiplied by the total number of units that Routeware has sold you. In exchange, Routeware hereby grants you the right to use licensed Routeware software by an unlimited number of your employees and contractors.

Prorated Fees. If you have Rcore units that are coming off of their initial warranty period in 2012, the Hardware Support Plan fees shown in this document are prorated for the remainder of the calendar year.

After Hours Hardware and Software Support. You will receive up to 5 hours of support outside the hours of 8:00 AM to 5:00 PM in your time zone, per month.

Deadline. We must receive your election form and payment for the first quarter of 2012 (or payment in full for the entire year) **no later than January 18, 2012.**

Master Agreement. All terms and conditions of this Support Plan are subject to the terms and conditions of the master agreement already agreed to in writing between you and Routeware.

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	Q1-2012	Q2-2012	Q3-2012	Q4-2012	2012 Total	Unit Quantity
City of Lexington	$ 13,875.00	$ 13,875.00	$ 13,875.00	$ 13,875.00	$ 55,500.00	
SW Support Plan (Rcore/DMS 5000)	$ 13,875.00	$ 13,875.00	$ 13,875.00	$ 13,875.00	$ 55,500.00	125

Software Support Plan

☐   Software Support Plan
    - $37.00/month per Unit

☐   No Support Plan

Payment Option

☐   Pay up front (5% discount)

☐   Pay quarterly

I agree to be billed by Routeware for the 2012 support plan shown above. I understand that payment is due in advance and that I may not receive support unless my payments are current. For the selection above marked "No Support Plan" under Hardware Support Plan, I understand that I will be billed at the rates shown in the "Hardware Support Plan" section for all telephone support, repairs, software updates, and any other maintenance-related services. For the selection above marked "No Support Plan" under the Software Support Plan, I understand that I will not receive support and upgrades on any of my Routeware software, including software that is used on Rcore and DMS 5000 units.

All terms and conditions of the master agreement between Routeware and the company referenced below shall apply to this support agreement. In the event of any conflict between the master agreement and this service agreement, the master agreement will govern.

LFUCG   ROUTEWARE, INC.

By: _____   By: _____

Name: _____   Name: _____

Title: _____   Title: _____

Date: _____   Date: _____

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