



## Rate and Service Level Agreement - Competitive

### Rates

| Services                 | Light Duty<br>(Up to 10,000 GVWR) | Medium Duty<br>(10,000-20,000 lbs/21-30ft) | Heavy Duty<br>(20,000+lbs/31+ ft) |
|--------------------------|-----------------------------------|--|-----------------------------------|
| Minor Road Service       | \$21.00                           | \$50.00                                    | \$65.00                           |
| Lockouts                 | \$21.00                           |  |                                   |
| En Route Mileage         | FLAT RATE                         | \$1.75/mile after 10 miles                 | \$2.00/mile after 10 miles        |
| Gone on Arrival (GOA)    | \$15.00                           | \$20.00                                    | \$40.00                           |
| Mobile Mechanic Services |                                   |  |                                   |
|                          | \$85/hr                           |  | GOA = \$40                        |

### Notes

- Additional charges do not change with weight class.
- Agero does not cover parts. Instances where parts are needed will be the customer's responsibility.
- Agero does not cover mileage back to your shop (also called "Dead Head Miles").
- GOA's are paid to your contracted rate or mileage to disablement site, whichever is greater.
- Minor Road Service is inclusive of Tire Change, Jump Start, and Gas/Fluid Delivery services

### Service Level Agreement

|                 |                  |                    |                  |
|-----------------|------------------|--------------------|------------------|
| Call Acceptance | 95% (Or Greater) | ETA Accuracy       | 95% (Or Greater) |
| Average ETA     | 45 Minutes       | Net Promoter Score | 80% (Or Greater) |

*These rates are indicative of market trends per the date they were sent for newly contracted Service Providers only. Agero may choose to re-negotiate rates if opportunities within the market become available. The above rates and service levels were agreed upon by both parties on the date indicated in your Agero profile and apply to any and all dispatches accepted after the effective date. I understand that I must perform to the above service level metrics within my assigned territory.*