

Rate and Service Level Agreement - Competitive

Rates

Services	Light Duty (Up to 10,000 GVWR)	Medium Duty (10,000-20,000 lbs/21-30ft)	Heavy Duty (20,000+lbs/31+ ft)
Minor Road Service	\$21.00	\$50.00	\$65.00
Lockouts	\$21.00		
En Route for Road Services Only	\$1.50/mile after 10 miles	\$1.75/mile after 10 miles	\$2.00/mile after 10 miles
Flatbed/Rollback	\$40.00	\$60.00	\$130/hr
Wheel Lift/Under Reach	\$40.00	\$60.00	\$130/hr
Motorcycle	\$50.00		
En Route for Towing Services Only	\$1.50/mile after 10 miles	\$1.75/mile after 10 miles	Hourly - Port to Port
Loaded for Towing Services Only	\$2.25/mile after 5 miles	\$3.00/mile after 5 miles	Hourly - Port to Port
Winching by the Hour	\$65/hr	\$80/hr	\$130/hr
En Route for Winching Services Only	\$1.50/mile after 10 miles	\$1.75/mile after 10 miles	Hourly - Port to Port
Storage by the Day	\$15/day	\$15/day	
Gone on Arrival (GOA)	\$15.00	\$20.00	\$40.00
Additional Charges		Mobile Mechanic Services	
Dollies, Skates, & Go Jacks = \$20.00		\$85/hr	GOA = \$40

Accident Tow (P) and Secondary Tow Services	Services	Accident Tow (P) Services*	Secondary Towing Services**
	Hook Up	\$50.00	If you would like to continue providing Secondary Tow Services, or add these services to your account please check the box below. <input type="checkbox"/>
	En Route Mileage		
	GOA Fee	\$15.00	
	Cleanup Fee	\$15.00	
	Loaded Mileage	\$2.25/mile after 5 miles	
	Storage by the Day	\$15/day	
*Accident Tow (P) rates apply when you give & meet an ETA of 30 mins from the time of dispatch, otherwise LD rates apply. **Secondary Tow services that require a payout/advance charge will follow LD rates; the payout/advance charge will be prepaid by credit card.			

Notes
<ul style="list-style-type: none"> • 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. • Agero must grant authorization for all winches over 30 minutes. • 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.