



# Service Level Offerings

Fleet EForce provides commercial electric vehicle maintenance and service subscriptions at the rates shown below.

|  |           |   | Silver         | Gold                        | Platinum                    |
|--|-----------|---|----------------|-----------------------------|-----------------------------|
| Remote tech support and diagnostics                | Included: | # of hours of remote support by phone, video conference and/or remote-in computer support by a technician specialist. | 1              | 5                           | 10                          |
|  | Response: | Guaranteed response time  | Next work day  | Within 6hrs during work day | Within 4hrs during work day |
|  | Extra:    | Cost per extra hour   | \$175          | \$150                       | \$125                       |
| On-site tech support<br>(travel billed separately) | Included: | # of hours of on-site TECH support. Can be rolled-over.   | 2              | 10                          | 40                          |
|  | Response: | Maximum time until technician is on site  | 7 working days | 5 working days              | 3 working days              |
|  | Extra:    | Cost per extra hour   | \$275          | \$250                       | \$195                       |
| Training   | Included: | # of 3-day training sessions per year @ Fleet EForce  | 0              | 0                           | 1 private custom session    |
|  | Extra:    | Cost per extra 3-day private training session @ Fleet EForce  | \$10,000       | \$10,000                    | \$8,000                     |
| Engineering support                                | Extra:    | Engineering support may be required for high level support. It is not included in the subscription. Hourly rate.      | \$350          | \$300                       | \$250                       |
| Service laptop                                     |           | Primary diagnostics tool  | Not included   | Not included                | One included                |
| Telematics   | Extra:    | Full telematics package per year per vehicle  | \$600          | \$550                       | \$500                       |
| Spares   | Extra:    | Pricing   | @ list         | @ list -5%                  | @ list -10%                 |
| Rate   |           | Monthly rate excluding travel. For minimum 12-month subscription.   | \$695          | \$2,995                     | \$8,995                     |