

DESCRIPTION OF AVAILABLE ROAM SERVICES

SOFTWARE SERVICES

1. CONCIERGE SERVICES

A. Basic Monitoring and Control/ Time of Day and Event Based Scheduling.

The ROAM Concierge Services include access by Customer through the ROAM Customer Web-based Portal to the following features:

- All Customer's ROAM data
- Location-based lighting asset management information
- Map-enabled monitoring and reporting

The ROAM Concierge Services also include the following managed services:

- Software administration
- Data administration
- Periodic over-the-air firmware upgrades

The ROAM Concierge Services include access to Web-based manual and automated control of location-based lighting management information. Customer may control its lighting assets through the Portal as follows:

- Turn Customer selected individual and groups of lights on and off
- Set a schedule of operation for Customer selected individual and groups of lights.

B. Authorized User License (Web Portal).

The Authorized User License for up to 10 Authorized Users includes on-going access to the Portal. This License includes a Dynamic Map Portal Interface **or** a Static Map Portal Interface.

- Dynamic Map Portal Interface. An image of the location of Customer's lighting assets developed using commercially available mapping data. Map data updates are typically provided once a month.
- Static Map Portal Interface.
 - A static image of the location of Customer's lighting assets developed using drawings or photographs provided by Customer **or**
 - A static image of the location of Customer's lighting assets developed using drawings or photographs provided by ROAM.

C. Remote Support.

Remote Support includes unlimited remote telephone and e-mail support of the ROAM Concierge Services during normal ROAM business hours (currently 8AM-8PM Eastern Time, Monday through Friday), excluding ROAM holidays, and 24x7 for emergency support. Customer must designate one individual who will be the authorized point of contact for all technical support communications between ROAM and Customer at all times. ROAM will use commercially reasonable efforts to keep the ROAM Software Services available on a 24 hour a day, 7 day a week basis, via web site access utilizing the Minimum Configuration, subject to occasional scheduled downtime (during non-working hours, for short periods of time, typically on Sundays and communicated in advance) for maintenance purposes, unforeseen maintenance and systems outages, or routine testing of the ROAM Software Services. As used herein, "Minimum Configuration" means the minimum configuration of client

hardware and software required to access the Services, which, shall be that (i) users have a PC with 4GB RAM, running Windows 7 or newer and Internet Explorer 11, (ii) users have an Internet connection, and (iii) Customer's central and local computer firewall must allow access to www.roamportal.net over port 80 and 443 and must allow outbound access to ep01.roamservices.net and ep02.roamservices.net over port 20000.

2. OPTIONAL SOFTWARE SERVICES

A. Work Order Management:

Customer may choose to receive access to Web-based work order management. If purchased by Customer, this module enables Customer to create and manage work orders for lighting assets through the Portal.

B. Cellular Gateway Data Plan:

Customer may choose to purchase a plan for communications between the Gateway and the network operations center through cellular wireless transmission. If Customer purchases such plan ROAM will provide network administration services to Customer.

FIELD SERVICES

1. Set-Up Services:

Customer may choose to purchase any of the following Set-Up Services from ROAM:

- Loading of Static Map Images. These Services consist of loading of static images of the location of Customer's lighting assets.
- Manual Activation. These Services consist of manual entry of asset GPS location, unique ROAM device identification and Customer defined asset attributes.

2. System Deployment and Training Services:

- Project Management. Customer may choose to purchase the number of days of on-site project management and/or technical support during deployment set forth in the Order Form or Services Confirmation. Alternatively, Customer may choose to receive Project Management Services remotely. Project Management Services include training of Customer employees and/or their representatives in the areas set forth below.
 - Installation and activation processes and procedures for ROAM Products
 - Use of the Activation Kit to install and activate the ROAM Products
- Portal and Business Process Training. Customer may choose to purchase the number of days of on-site Portal and Business Process Training set forth in the Order Form or Services Confirmation. Alternatively, Customer may choose to receive Portal and Business Processing Training remotely. These Services are focused on the integration of Portal functionality and diagnostic information into existing Customer processes, as well as recommendations to optimize Customer business processes around Portal presentation. These Services also include training of Customer employees and/or their representatives regarding use of the Portal and reports, scheduling and commands, processes and procedures related to responding and troubleshooting lighting system outages indicated by the ROAM Software Services, and training in connection with use of an Activation Kit for Work Order Management and lighting asset maintenance purposes, if the Activation Kit was purchased by Customer.

3. Installation Services.

- Installation. Customer may choose to purchase services consisting of installation of Nodes and Gateways as follows: On the schedule mutually agreed to by the Parties in writing, ROAM will remove Customer's existing photocontrols and related diagnostic devices and install the identified Products. Such installation will occur at the Customer determined locations described in the Pre-Deployment Checklist (the "Site(s)"), and, after installation of the Products, ROAM will activate the ROAM Software Services.
- Installation-Related Services. Customer may choose to purchase services consisting of collecting pole numbers or other non-standard attributes, re-lamping, repairing and/or installing fixtures.