RailComm
1387 Fairport Road
Building 900
Fairport, NY14450
+1.585.377.3360

sales@railcomm.com
www.railcomm.com

+ServicePlans

RailComm Services

V009

+

Whether you have an incident with your network or your DOC. Whether you need training or system modifications. RailComm can help.

RailComm provides high quality post-sales service. Your success is the heart of our business. Manage your RailComm solution with complete confidence, knowing that you have the support that you need to have continued success.

Our Support Center is staffed by a dedicated team of talented, trained personnel. When you choose a RailComm Service Plan, we will keep your solutions current and running smoothly. We are committed to your success after you have implemented a RailComm solution.

RailComm Service Plans provide the critical technical support you need to increase productivity, manage costs, minimize risk, and focus on meeting your objectives. You can rest assured, knowing that you will get the help you need, when you need it.

After providing service and support for over 15 years, we have learned and understood what is important and valuable to our customers, and how we can serve them best.

Great support is only possible when our customers receive high quality services that add value to their operation. Whatever the level of support you require, we are sure that we will have a plan that meets your operation's needs.

Our Services

What we can do.

Remote Support.

- Assistance and resolution to incidents related to your RailComm solution (software, hardware, or communications)

- 24/7 support via email and telephone with priority response based on severity levels

Software Updates.

- Latest software versions of our DOC® System available to customers that include enhancements and bug fixes

- Support of most recent versions of commercial platforms: hardware, operating system, and databases

On-site Support.

- On-site service and support to assist and solve any incidents at your location

- On-site training to operators, maintainers and administrators

Proactive Monitoring.

- 24/7 remote monitoring of your IT infrastructure, network and services

- Proactive monitoring gives the ability to prevent unexpected emergencies

System Modifications.

- Configuration changes and drawing modifications

- Add new field devices or expand territories

Our Plans

+ **A RailComm plan is the best way to ensure you have access to support resources when it matters most.**

A plan that meets your needs.

- **Large**

Our most comprehensive plan provides support to larger systems with heavy demands. As many times as you need it, we will always provide remote support to assist and resolve any incidents with your RailComm solution. No matter how small or big the incident is.

This plan is ideal for customers with large installations, both yard or mainline, or for customers that prefer the "insurance policy" model. Mitigate all risks by committing to a larger upfront cost and benefiting from unlimited remote support and other services.

- **Medium and Small**

Our small and medium plans provide the peace of mind that you are covered if you experience a problem with your RailComm solution. No matter the size or type of problem, RailComm will provide a solution to your incident.

When you enroll in one of these service plans you mitigate some risk by prepaying for a number of incidents based on your specific needs and demands.

Choose from a small or medium plan that help make the most of your upfront investment.

Pay as you go

This plan allows you to pay for a service as you need it. An upfront fee allows you to keep your system current with the latest version of DOC, and to maintain a RailComm Connect service active for when you do need remote support.

The Pay As You Go Plan is ideal for customers with troubleshooting capabilities and well trained IT and Engineering groups that can take care of smaller issues, knowing that their DOC system and infrastructure are kept up to date.

Small, Medium, and Large Service Plans provide proactive network monitoring that identifies and remedies small problems before they escalate into major events.

+ Plans and Services.

Pay as you go.

Remote Service and Support
Includes 0 incidents.

DOC System Updates
Includes up to 1 update

On-site Support
Does not include any visit

DOC System Modifications
No modifications included

RailComm Connect
Includes Remote Link and 1 year service

Proactive Monitoring
Not eligible

Small.

Remote Service and Support
Includes 12 incidents.

DOC System Updates
Includes up to 1 update

On-site Support
Does not include any visit
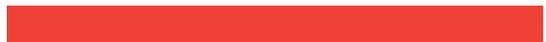
DOC System Modifications
Includes 3 small modifications

RailComm Connect
Includes Remote Link and 1 year service

Proactive Monitoring
Only service is included

*The Fine Print for RailComm's standard rates for customers that are not enrolled in a Service Plan.

Plans.

Medium.

Remote Service and Support
Includes 24 incidents.

DOC System Updates
Includes up to 2 update

On-site Support
Does not include any visit

DOC System Modifications
Includes 6 small modifications

RailComm Connect
Includes Remote Link and 1 year service

Proactive Monitoring
Only service is included

Large.

Remote Service and Support
Includes unlimited incidents.

DOC System Updates
Includes up to 3 update

On-site Support
Does not include any visit

DOC System Modifications
Includes 12 small and 1 medium modifications

RailComm Connect
Includes Remote Link and 1 year service

Proactive Monitoring
Includes service + one view only license

The Pay as you go, Small, Medium, and Large service plans are annual and per location. Customers with multiple locations can benefit from a Partner Service Plan.

Your Plan

+ Selecting your RailComm Service Plan.

The following considerations will help you determine what Service Plan is best for you. RailComm will work with you to make sure you purchase a Service Plan that meets your needs and adds the most value to your investment.

Size. The size of your system may not be a true indication of the demands of your operation. Nevertheless, the larger a system the more likely it will require frequent technical support.

In-house support. When your operation has troubleshooting capabilities and well trained IT and Engineering groups that can take care of smaller issues, a smaller RailComm Service plan will suit you best.

Complexity. A system is more complex when several operations and transactions are being processed simultaneously. When your operation relies on a complex system, you want to make sure you have access to support resources.

Scalability. If you know that your operation will continue to be enlarged to accommodate growth, think of some of the services that will allow you to do so. Think DOC system modifications and updates. RailComm's service plans can accommodate a number of modifications and updates that will help scale your system.

Redundancy. Systems that have redundant PC infrastructure and redundant communications network provide high availability, allowing any incident to become lower severity without affecting your operation. Bear in mind that redundancy is accomplished by adding a large number of additional hardware and field devices to be maintained.

History. You know best what level of support works for your operation. Past experience can help you determine whether you need more or less assistance with your RailComm solution. RailComm's service and support has moved away from tracking hours. Today we care for solving incidents, no matter how big or small the incidents are.

Companywide coverage. Become a RailComm Partner and benefit from a tailored Service Plan that will support your multiple RailComm solutions at the greatest value. Partner Service Plans benefit from unlimited remote support and ad hoc services based on the demands of each of your locations.

SLA

+Severity Levels

RailComm's Service Level Agreement (SLA) includes four production problem severity levels to support and resolve incidents with your RailComm solution.

Severity Level One

System function is not available or not functioning properly, that may severely affect the ability of the railroad to conduct its normal train operations, or may adversely impact safety, or may constitute an FRA or STB rule violation.

A severity level one issue may also be discovered by RailComm and declared before the customer has encountered the problem. In this situation, RailComm will notify the customer of the problem.

Severity Level Two

A system function is not available or not functioning properly, that may moderately affect the customer's operations or business as declared by the customer.

Severity Level Three

Loss of a system component that has adequate manual work-around procedures available, or non-critical or nuisance type of problems.

Severity Level Four

Support requests. This level is used to request assistance with an issue. It is also used for questions about the use of the application, related subsystems, or system interfaces.

*The Fine Print

■ ■ ■ ■ **00. General.**

Service plans are annual and per location. Services included in the service plans do not carry over to the next year. All Service Plans are subject to RailComm's Standard Terms and Conditions (railcomm.com/tandc), and Software Policy and Requirements (railcomm.com/softwarepolicy). All rates are in USD.

A Purchase Order (PO) or Credit Card number is required at the moment of requesting any service that is not included in a service plan. Customers will be invoiced upon receipt of PO. Payments are net 30 days from date of invoice.

Customers without an active Service Plan that want to re-enroll are subject to re-enrollment fee of $10,000 per each year without a Service Plan. The penalty fee will be prorated when a service plan has not lapsed for a full year. Customers with no active Service Plan are subject to RailComm's standard rates for No Plan customers (see 09. Standard Rates).

RailComm's business hours are from Monday to Friday from 8:00AM to 5:00PM (EST), except holidays. RailComm's office is closed in observance of the following holidays (not limited to): New Year's Eve, New Year's Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, day after Thanksgiving, Christmas Eve, and Christmas Day.

RailComm reserves the right to make changes to this document at any time.

■ ■ ■ ■ **01. Remote service and support.**

This service is provided to assist and solve incidents related to RailComm solutions, including communications network, field equipment, and the DOC System, its PC hardware infrastructure and interfaces, as in service.

An incident is defined as a single support issue and the reasonable effort(s) needed to resolve it. A single support issue is a problem that cannot be broken down into subordinate problems. If it can be broken down into subordinate problems, each subordinate problem shall be considered a separate incident. An incident may require multiple contacts and off-line research to achieve final resolution. The time spent in delivering these solutions is independent to the amount you will be charged. A solution to an incident may require a DOC System update. A solution to an incident is not guaranteed if customer does not have the latest version of the DOC System.

This service does not include system updates, system modifications, reports, root-cause analysis, software development, training, or onsite support.

RailComm provides remote service and support via telephone and email, during normal business hours, after-hours and holidays. Only Severity 1 issues reported via telephone will be supported during after-hours and holidays. The service is provided in English directly by our engineers, and also in other languages via our translation services.

Remote support requires high speed internet connectivity or RailComm's secure private network, RailComm Connect Remote Link, when access to the RailComm solution is needed.

■ ■ ■ ■ **02. Service Level Agreement.**

RailComm has identified four production support severity levels. For Severity Level One and Severity Level Two issues, it is permissible to call RailComm during normal business hours and after-hours. For Severity Level Three and Severity Level Four issues, notification of the incident must be via email or via phone contact during normal business hours.

Severity Level One (1). A critical system function is not available or not functioning properly, and will prohibit the customer from conducting production operations. A Severity Level One issue may also be discovered by RailComm and declared before the customer has encountered the problem. RailComm will notify the customer of the problem. The first priority when a Severity Level One issue is notified will be to identify an acceptable work around; the issue will then automatically be reassigned to a Severity Level Two. Call back response time is 30 minutes after a Severity Level One incident is reported. Target resolution time is 4 hours.

Severity Level Two (2). A critical system function is not available or not functioning properly, and significantly affects the customer's production operations. Call back response time is within 8 hours after a Severity Level Two issue is declared. Target Resolution Time is 16 hours.

Severity Level Three (3). A system function is not available or not functioning properly and has an adequate manual work-around available and includes non-critical or nuisance type of problems. Call back response time is within 16 business hours after a Severity Level Three issue is declared. Target Resolution Time is 20 business days.

Severity Level Four (4). Support requests. This level is used to request assistance with an issue. It is also used for questions about lost passwords or the use of the application, related subsystems or system interfaces. Call back response time is within 24 business hours after a Severity Level Four issue is declared. No Target Resolution Time is set.

RailComm is only able to fulfill its Service Level obligation if customer: 1) Provides a central contact point and list of individuals who are authorized to interface with RailComm. In the absence of such list, anyone contacting RailComm on the customer's behalf will be determined to be authorized to request support; 2) Provides contact(s) who will participate in on-site trouble-shooting, and be accessible via phone, or e-mail, during fault clearance and restoration process; 3) Provides access to all Computer Peripheral Equipment (CPE) including workstations, routers, switches, signal equipment, and any other communication equipment required to support RailComm application or service available for RailComm technical team; 4) Provides a suitable environment for the installation and operation of RailComm-provided CPE; 5) Reports problem with a Service, and allows RailComm access for testing and resolution.

If a customer reports a problem but declines to allow RailComm access for testing and resolution, the Service will not be considered impaired.

▪ ▪ ■ ■ 03. DOC system updates.

System updates refer to releases, updates, upgrades, and/or enhancements to the software which RailComm makes generally available to its customers. This service does not include firmware versions of field equipment. DOC system updates do not include DOC system modifications and on-site support. DOC System updates are not considered incidents. If an incident requires a DOC system update as part of its solution, both an incident and software update will be applied against the service plan or invoiced. This service requires high speed internet connectivity or RailComm's secure private network, RailComm Connect Remote Link.

RailComm will not update a DOC System running on obsolete PC Hardware (typically end of life is 5 years), and/or PC Hardware without an active warranty or maintenance policy with manufacturer or similar. System updates are subject to RailComm's availability, are performed remotely, and are scheduled during normal business hours.

▪ ■ ▪ ■ 04. On-site support.

RailComm offers 2-day visits to perform training or to assist and solve incidents at the customer's location. Customers may request additional days after their 2-day visit at a rate of $2,000 per day. Customer is responsible for requesting this service at least one month in advance.

On-site visits do not include any materials required during the visit. Rates are applicable to locations within the USA (except Alaska and Hawaii). Rates are based on one engineer traveling to the customer's location. Unplanned additional days are subject to availability of the engineer on site.

▪ ■ ▪ ■ 05. DOC system modifications.

DOC system modifications may include (but are not limited to) drawing changes, adding sidings or stations, replacing mile posts and yard limits, renaming the territories and changing configuration parameters. DOC system modifications are categorized as small, medium, large or extra-large based on the effort required to develop, configure, test, and deploy. A list of typical DOC system modifications per size is available upon request. Additional license fees may apply when adding new devices or territories. Customer is responsible for requesting this service at least two weeks in advance.

This service requires high speed internet connectivity or RailComm's secure private network, RailComm Connect Remote Link.

This service does not include on-site support, training, or documentation. DOC system modifications are developed, configured, tested, and deployed remotely during normal business hours. DOC system modifications are subject to review and approval. RailComm will make sure that all modifications of the DOC system are based on best practices and safety standards. RailComm will provide recommendations to the customers as needed. RailComm reserves the right to decline the performance of system modifications.

▪ ■ ■ ▪ 06. Proactive monitoring.

RailComm performs routine remote monitoring of IT infrastructure and services of the DOC system, including memory and processor performance, hard drive capacity, system service availability, and network connectivity.

Proactive monitoring is performed using a third party tool. RailComm cannot guarantee availability of this service. Proactive monitoring is done in a 24/7 basis. Notification to customers regarding any event is performed during normal business hours.

Proactive monitoring does not guarantee the prevention of events or failures.

During proactive monitoring, all data traffic is outbound. RailComm does not require any inbound ports to be opened. The monitoring tool utilizes an outbound connection.

View-only license to the monitoring tool includes one user account and is per location. Monthly reports provide a snapshot of the status of the IT infrastructure and services that are being monitored, as well as a recommended list of actions to keep the network in good condition.

▪ ■ ■ ■ 07. Connectivity.

High speed internet connectivity or RailComm's secure private network, RailComm Connect Remote Link, is required when access to the DOC system is needed. The RailComm Connect service is restricted to cell service availability at the location (within the USA). For high speed internet, the average network latency to our datacenter should not exceed 200ms, or the average network latency to the closest internet backbone should not exceed 60ms. All communications will be outbound from the computers at the customer location using HTTP, HTTPS and DNS to RailComm Datacenter's public IP's (available upon request). VPN connections and dial up connections are not supported.

■ ▪ ▪ ▪ 08. Emergency response.

The Emergency Response is available to all our customers with an active Service Plan for an additional charge. This service is available to assist and resolve incidents with a RailComm solution. Customers may request that RailComm sends an engineer on-site overnight to support an emergency. When a customer has an emergency and requests immediate on-site support, RailComm will do its best to send an engineer within the next 24 to 36 hours. The service is subject to transportation and lodging availability.

The Emergency Response onsite visit is $15,000 and it is limited to one engineer on site for up to 5 days. Additional time at the customer's location is subject to availability and will be invoiced to the customer at RailComm's standard rate for additional on-site time. This service doesn't include materials required during visit.

■ ▪ ▪ ■ 09. Standard Rates.

These are the RailComm standard rates for customers that are not enrolled in a service plan. Remote Service and Support: $3,500 per incident. DOC System Update: $40,000. On-site support: $8,000 for a 2-day visit, and $2,000 per each additional day. DOC System Modifications: $2,000 for small, $6,000 for medium, and $10,000 for large; larger modifications will be quoted. Contact RailComm for RailComm Connect costs. Proactive monitoring is not available for customers without an active Service Plan. The RailComm Service Level Agreement is only available to customers with an active Service Plan.

**We have the right plan for you.
Contact us today.**