

**F. Insurance**

Service Provider shall obtain and maintain during the Term, with financially sound and reputable insurers having A.M. Best ratings of at least B (III) or better, policies of insurance customary for the delivery of technology and services similar to the Services including commercial general liability, auto liability and professional liability. All such insurance shall be primary and not contributing with any insurance coverage maintained by Customer. Customer will receive advance written notice in the event of a cancellation or material change in any Service Provider insurance policy hereunder. Where permissible, (e.g., policies other than professional liability), Service Provider will name Customer as an additional insured. Upon the date of execution of this Agreement the Service Provider holds insurance in the scope evidenced in the Certificate of Insurance attached hereto as Exhibit B.

**G. Service Area**

The Service Provider and Customer shall mutually agree on the area of service for the project as described in the Service Order (Exhibit A).

**H. Service Parameters**

The initial service hours shall match those included in the Order. Service hours may change based on demand and resources and will be jointly reevaluated and updated on a regular basis by the parties and mutually agreed upon. Service options shall be made available for those without access to a smart phone or internet connection at the time of service launch. The Service Provider and Customer will mutually work to develop a solution for users without access to a credit card and shall have a solution in place within 30 days of service launch date.

**I. Vehicles**

The Service Provider shall use commercially reasonable efforts to monitor its independent contractor driver partners to ensure the safe operation of the vehicles and the commercially reasonable protection of its passengers and bystanders while operations are being conducted.

The Service Provider shall provide service using the vehicle fleet described in the Service Order. ADA service needs must be met per applicable FTA ADA regulations, but the type and number of vehicles used to provide ADA service will be dependent upon demand and change over the life of the service. The Service Provider shall use commercially reasonable efforts to monitor its independent contractor driver partners to ensure all vehicles used for the provision of service are cleaned and maintained in accordance with the Customer and FTA standards and requirements.

**J. Approved Operators**

Upon request by the Customer, the Service Provider shall provide an initial list of approved operators who have been appropriately screened, background checked and drug and alcohol tested to comply with all relevant federal, state and local regulations. Operators added to the list after such initial list is provided shall be made subject to the same screenings, background checks and drug and alcohol tests referenced above and submitted to the Customer for review at an agreed upon frequency and at any time upon Customer's request.

**K. Customer Service**