

Exhibit A: Transit-as-a-Service (TAAS) SERVICE ORDER¹

1. Purpose; Scope

By this service order (the “**Order**”), River North Transit LLC (“**River North**”), a wholly owned subsidiary of Via Transportation, Inc. (“**Via**”) and the City of Valdosta (“**Customer**”) agree to collaborate towards the operation by River North of a demand response rideshare service in Valdosta, Georgia (as agreed upon by the parties during the planning and design stages).

In accordance with the Agreement, River North will provide Customer with technology and technology-enabled integration services (the “**Services**”), acting as a broker coordinating the services of third party service providers to effectuate the on-demand transit service (the “**Program**”). River North will contract with third party service providers to effectuate such integration, including with fleet managers, vehicle suppliers, driver partners, background check providers, customer service support agencies, a payment processor and insurance brokers and underwriters. River North’s Services will include:

- Localization of a proprietary cloud-based dynamic vehicle routing and real-time passenger aggregation system;
- Access to the Via mobile rider application (iOS and Android) for individuals using the Customer’s service (“**Riders**”) to book and pay for rides through a smartphone;
- Access to booking via a dedicated phone line for Riders who do not have access to a smartphone;
- Access to the Via mobile driver application for drivers to route and service rides through a smartphone or tablet;
- Establish relationship with vehicle rental company (“**Vehicle Partner**”) to provide access to vehicles on a rental basis to independent contractor driver partners (“**Driver Partners**”) who shall provide transportation services;
- Accompanying technical and operational support service;
- Marketing and outreach initiatives as described herein.
- Data sharing and reporting as described herein.

Conflicts between this Service Order and any other terms and conditions or written agreements between the parties shall be resolved in favor of this Service Order. For the avoidance of doubt, Vehicle Partners and Driver Partners will not be considered subcontractors for the purposes of this Service Order.

2. Federal and State Requirements

River North shall comply with all applicable Federal and State requirements, regulations, policies, procedures and directives, including without limitation those listed directly or by reference in the Term. For the avoidance of doubt, if the parties determine that any federally or state required clause is not included in the Term, the parties shall amend the Terms to account for any such additional clause. Failure to comply as set forth herein shall constitute a material breach of this Order.

¹ All capitalized terms used but not defined herein shall have the meaning set forth in the Master Terms and Conditions for Via Transit as a Service signed by Via and Customer (the “**Terms**”).