

Please complete page 4 and return entire document to:
CARDINAL TRACKING, INC.
1825 LAKEWAY DR, STE 100,
LEWISVILLE, TX 75057-6046

CARDINAL TRACKING, INC.

TOTAL SYSTEM SUPPORT SERVICE POLICY

Cardinal provides its Clients with a Total System Support Package, consisting of a Client Support hotline service, ongoing consulting services, complete record keeping and documentation control, hardware services and software services. Although primary support service for third party hardware and software may be provided by the respective third party vendors, Cardinal provides problem determination through the Total System Support Package.

CLIENT SERVICE

Cardinal Client Support Representatives act as the account manager upon completion of installation. The Client Support Representative is available Monday through Friday from 8:00 a.m. to 5 p.m. Central Standard Time via the toll free support line. This service includes unlimited telephone software support for the term of the contract.

Phone consultations provide the Client with ability to discuss such things as (1) installation instructions, (2) hardware and software inquiries, (3) operating procedures, (4) modifications to the existing system, and (5) other concerns that may arise. All Client inquiries or requests should be focused through the Client Support Representative. The Client Support Representative is responsible for all aspects of the account and is the Client's in-house spokesperson at Cardinal.

All telephone contacts are documented to assist Cardinal personnel in tracking the issue or problem and the status is monitored until final resolution. The Cardinal Client Support group maintains a log for tracking purposes which reflects the current status of each outstanding hardware or software issue and all modification requests. These logs include problem or modification reference numbers, date reported, description, priority and scheduled release date.

Prior to the expiration date of this agreement, Cardinal will send Client a License/Support Extension Renewal for the following warranty period. Should Client allow this service agreement to expire, by more than 120 days, a reinstatement fee will be charged by Cardinal at the time of future, subsequent renewal. The reinstatement fee is calculated based on the previous year's support fee divided by the number of months delinquent. The reinstatement fee will not exceed 100% of the previous year's support renewal fee.

HARDWARE SERVICES

Hardware support can be accessed through Cardinal's Client Support hotline. Cardinal provides all of the labor and materials necessary to maintain the hardware in accordance with the service agreement. Hardware support services are furnished via Cardinal designated Service Center. At the end of the warranty period for each piece of equipment, the Total System Support Package begins providing continued support services.

Cardinal provides a ten (10) day in-house turn around time upon receipt at a Service Center during normal business hours. Service center hours of operation are Monday through Friday, 8:00 a.m. to 5:00 p.m., (Central Time) excluding holidays. Shipping charges to the designated Service Center will be paid by the Client, and return shipment will be paid by Cardinal. Return shipment will be in the same manner in which it was received. If expedited service is required, please notify your Client Support Representative. The cost for the expedited service shall be borne by the Client.

Cardinal reserves the right to incorporate engineering changes to the hardware that will result in improved product performance and/or reliability. The installation of such changes, whether through normal service cycles or on-site visits, will be at the sole determination of Cardinal. The Cardinal Client Support Representative will notify the Client of any on-site engineering changes planned and the respective installation schedule or plan.

CARDINAL'S TOTAL SYSTEM SUPPORT SERVICE POLICY

SOFTWARE SERVICES

Cardinal reserves the right to incorporate engineering changes/enhancements to the software. These changes shall be provided to Client at no additional charge. Client agrees to install any changes in accordance with instructions provided by Cardinal. The Client Support Representative will notify the client of said engineering changes and provide the telephone support necessary to install the changes. This agreement does not cover any on-site installation which may be required by the Client.

Cardinal will repair or replace any software product deemed by Cardinal to be faulty or defective as a result of engineering or technical services provided by Cardinal. Any custom changes or modifications to software requested by Client will be at an additional charge.

EXCLUSIONS

The Total System Support Package excludes support of the following items:

1. Repair of damage or increase in service time caused by failure to continually provide a suitable installation environment with all facilities prescribed by the applicable installation manual.
2. Repair of damages or increase in service time caused by the use of the Equipment for other than data processing purposes for which designed.
3. Repair of damage caused by accident or disaster which includes, but is not limited to fire, flood, submersion in water, wind, lightning, transportation subsequent to delivery, or force majeure.
4. Repair of damage or replacement of parts caused by sabotage, neglect, misuse, as a result of impact or droppage, or other harsh treatment not consistent with the Equipment's intended use.
5. Inspection of altered Equipment, repair of damage, or increase in service time caused by alterations not authorized by Cardinal, which alterations include, but are not limited to, any deviation from Cardinal's physical, mechanical or electrical Equipment design.
6. Service time and materials associated with the rearrangement or relocation of equipment.
7. Repair or replacement of case parts, broken glass or damage as a result of broken glass.
8. Repair or replacement of external cables, batteries, carrying case, or other consumables.
9. Additional custom changes or modifications to software specifications, functionality, or features as requested by Client.

ADDITIONAL TERMS AND CONDITIONS

EXCUSABLE DELAY. Cardinal shall not be liable for any delay in the event Cardinal's business is interrupted because of strikes, labor disturbances, lockout, riot, fire, Act of God, natural disaster or the public enemy, or any other cause, whether like or unlike the foregoing, if beyond the reasonable ability of Cardinal to control.

INVALIDITY. The invalidity in whole or in part of any portion of this contract shall not affect the validity of any other parts hereof.

ALTERNATIVE DISPUTE RESOLUTION. If a dispute arises from or relates to this agreement or the breach or alleged breach thereof, and if the dispute cannot be resolved through direct discussions, Client and Cardinal agree to endeavor to settle the dispute by mediation administered by the American Arbitration Association under its Commercial Mediation Rules before resorting to arbitration. Pending the outcome of mediation, either party may apply Interim Relief Rules. Any unresolved controversy or claim arising from or relating to this agreement or any breach or alleged breach thereof shall be settled by binding arbitration administered by the American Arbitration Association in accordance with its Commercial Arbitration Rules (including its Emergency Interim Relief Rules), and judgment on the award rendered by the arbitrator may be entered in any court having jurisdiction thereof. If the parties agree, a mediator involved in the parties' mediation may be asked to serve as the arbitrator. The requirements of filing a notice of claim with respect to the dispute submitted to the mediation shall be suspended until conclusion of the mediation process. If the amount in controversy exceeds One Hundred Thousand Dollars (\$100,000.00 U.S.), the arbitration proceedings shall be conducted before a panel of three neutral arbitrators, consisting of at least one attorney or judge and two persons having expertise within the United States software industry. The arbitrator(s) shall not have the authority to award consequential or punitive damages, but may award injunctive relief, reasonable attorney fees and arbitration costs, in lieu of or in addition to any other relief granted. Arbitration shall be conducted within the West Lafayette/Lafayette area. The arbitrator(s) shall provide a reasoned opinion on request of either party, and a transcript of the proceedings, including sworn testimony, shall be kept.

LIMITED WARRANTY. Cardinal warrants that commencing on the date hereof, (a) the product will perform substantially in accordance with Cardinal's online manuals for a period of one year from the date of acceptance by you, and (b) any support services provided by Cardinal shall be substantially as described in applicable online or written materials provided to you by Cardinal. Some states and jurisdictions do not allow limitations on duration of an implied warranty, so the above limitation may not apply to you. This limited warranty gives you specific legal rights. You may have others, which vary from state/jurisdiction to state/jurisdiction.

NO OTHER WARRANTIES. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, CARDINAL AND ITS SUPPLIERS DISCLAIM ALL OTHER WARRANTIES AND CONDITIONS, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE AND NON-INFRINGEMENT, WITH REGARD TO THE SOFTWARE PRODUCT, AND THE PROVISION OF OR FAILURE TO PROVIDE SUPPORT SERVICES.

CUSTOMER REMEDIES. Cardinal and its suppliers' entire liability and your exclusive remedy shall be, at Cardinal's option, either (a) return of the price paid, if any, or (b) repair or replacement of the product that does not meet Cardinal's Limited Warranty and which is returned to Cardinal. The limited warranty set forth herein is void if failure of the product has resulted from accident, abuse or misapplication. Any replacement of product will be warranted for the remainder of the original warranty period, or thirty (30) days, whichever is longer.

LIMITATION OF LIABILITY. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL CARDINAL OR ITS SUPPLIERS BE LIABLE FOR ANY SPECIAL, INCIDENTAL, INDIRECT OR CONSEQUENTIAL DAMAGES WHATSOEVER (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF PROFITS OR REVENUE, OPERATIONAL INTERRUPTION, LOSS OF DATA OR OTHER INFORMATION, FAILURE OF YOUR EQUIPMENT, NETWORK OR SOFTWARE NOT PROVIDED BY CARDINAL, OR ANY OTHER PECUNIARY LOSS) ARISING OUT OF THE USE OF OR INABILITY TO USE THE SOFTWARE PRODUCT OR THE PROVISION OF OR FAILURE TO PROVIDE SUPPORT SERVICES, EVEN IF CARDINAL HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN ANY CASE, CARDINAL'S ENTIRE LIABILITY UNDER ANY PROVISION OF THIS AGREEMENT SHALL BE LIMITED TO THE AMOUNT ACTUALLY PAID BY YOU FOR THE SERVICES PROVIDED HEREUNDER OR U.S. \$5.00. Because some states and jurisdictions do not allow the exclusion or limitation of liability, the above limitation may not apply to you.

EXPORT PROHIBITED. You may not export or re-export this Software Product, any part thereof, or any process or service that is the direct product of the Software Product (collectively the "Restricted Components") to any country, person or entity subject to U.S. export restrictions. You agree not to export or re-export any of the Restricted Components (i) to any country to which the U.S. has embargoed or restricted the export of goods



or services, which currently include, but are not necessarily limited to Cuba, Iran, Iraq, Libya, North Korea, Sudan and Syria, or to any national of any such country, wherever located, who intends to transmit or transport the Restricted Components back to such country; (ii) to any person or entity who you know or have reason to know will utilize the Restricted Components in the design, development or production of nuclear, chemical or biological weapons; or (iii) to any person or entity who has been prohibited from participating in U.S. export transactions by any agency of the U. S. government. You warrant and represent that neither the BXA nor any other agency of the U.S. government has suspended, revoked or denied your export privileges.

NO WAIVER. No waiver of any default shall constitute a waiver of any subsequent default.

BINDING EFFECT, NO ASSIGNMENT. This Agreement is binding upon and inures to the benefit of the successors and assigns of the parties hereto; provided, however, no assignment shall relieve Client of the obligations undertaken by Client herein. Client shall not assign this Agreement without written consent from Cardinal.

FINAL AGREEMENT. This Agreement supersedes all prior written or oral understandings, agreements and representations concerning the subject matter hereof.

AMENDMENT, WAIVER. Neither this Agreement nor any of the terms hereof may be terminated, amended, supplemented, waived or modified except by a written instrument signed by all the parties hereto.

HEADINGS. The headings of the various sections in this Agreement are for convenience of reference only and shall not modify, define, expand or limit any of the terms or provisions hereof.

GOVERNING LAW, VENUE. THIS AGREEMENT SHALL BE CONSTRUED IN ACCORDANCE WITH AND GOVERNED BY THE LAWS OF THE STATE OF TEXAS AND OF THE UNITED STATES OF AMERICA. THIS AGREEMENT IS MADE AND IS PERFORMABLE IN THE CITY OF WEST LAFAYETTE, TIPPECANOE COUNTY, INDIANA AND CUSTOMER WAIVES THE RIGHT TO BE SUED HEREON ELSEWHERE. ALL SUMS OF MONEY DUE AND PAYABLE UNDER THIS AGREEMENT SHALL BE PAID TO SELLER AT 1825 LAKEWAY DR. SUITE 100 LEWISVILLE TEXAS 75057.

IN THE EVENT OF ARBITRATION OR OTHER LEGAL ACTION OCCURS CONCERNING THE ENFORCEMENT OR INTERPRETATION OF THIS AGREEMENT, THE PREVAILING PARTY SHALL BE ENTITLED TO REASONABLE COSTS AND EXPENSES OF SUCH ACTION INCLUDING REASONABLE ATTORNEY FEES.

Organization Name: _____

Authorized Signature: _____

Printed Name: _____

Title: _____

Date: _____

If this is a service and support renewal, please sign and return this document to Cardinal Tracking along with your payment.

Cardinal Tracking, Inc.

1825 Lakeway Dr Suite 100
Lewisville, TX 75057-6046

Invoice

Date	Invoice #
9/5/2014	106808

Bill To
WEST LAFAYETTE, CITY OF 711 WEST NAVAJO DR WEST LAFAYETTE, IN 47906 USA

Ship To
CITY OF WEST LAFAYETTE 711 WEST NAVAJO DR WEST LAFAYETTE, IN 47906 UNITED STATES

*****Shop online now at Cardinal's online store www.store.cardinaltracking.com*****

Terms	Due Date	Sales Order #
Net 60	11/4/2014	
P.O. Number	Ship Via	Salesperson

Item #	Qty Shipped	Description	Price Each	Amount
	1	TickeTrak BASE System Annual Software License and Customer Support Renewal Package includes the following: Defaults, Flywriter, Personnel, Ticket, Scofflaw, Communication, Reports Modules and the additional modules shown below.	1,582.20	1,582.20
	1	TickeTrak USERS License		0.00
	4	TickeTrak MOBILE Software		0.00
		RENEWAL DATES: 12/01/2014 - 11/30/2015		0.00
		REMINDER.....PLEASE RETURN THE SIGNED AND INITIALED SOFTWARE LICENSE AGREEMENT & TOTAL SYSTEM SUPPORT DOCUMENTS AS SOON AS POSSIBLE.		0.00
		Payment of this invoice acknowledges customer's receipt and acceptance of the Software License Agreement and Total System Support Policy for the new contract period.		

For questions regarding this invoice contact Cardinal Tracking at cardinalar@cardinaltracking.com Thank you for your business! Please Note.....Returns received after 30 days from invoice date will be charged a 25% restocking fee. All Returns must be in original packaging, in good condition to receive full credit. **Late Fees may be assessed on balances over 90 days** Federal ID# 75-1841973	Subtotal	\$1,582.20
	Sales Tax (0.0%)	\$0.00
	Total	\$1,582.20
	Payments Credits	\$0.00
	Balance Due	\$1,582.20

Phone #	Fax #	Web Site
972-539-9650	972-539-8914	http://www.cardinaltracking.com