

TRAC Interstar Terms and Conditions

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2 GENERAL APPLICATION

2.1 PURPOSE

These *TRAC Interstar Terms and Conditions* (the “Terms and Conditions”), set forth the terms and conditions of the agreement between TRAC Interstar LLC (“TRAC Interstar”) and the customer named in the signature block on page [11 of 12] of these Terms and Conditions or provided in the digital acceptance on the Website (“Customer”). The Terms and Conditions include among other things rules governing the Customer on-boarding process, account administration (including pricing and billing rules and logic) and Roadside Assistance.

2.2 APPLICABILITY AND COVERAGE

The Terms and Conditions apply whenever a customer requests Roadside Assistance.

2.3 MONETARY AMOUNTS

Unless otherwise noted, all monetary amounts referred to in these Terms and Conditions, and the Website shall be in U.S. Dollars.

3 CUSTOMER REQUIREMENTS

3.1 CUSTOMER REGISTRATION AND APPROVAL

All potential customers can register for a TRAC Interstar account by contacting the sales department via phone at 800.888.1001 ext.7 or locally at 859.962.4103. Sales representatives are also available via email at RSSales@tracintermodal.com. All potential customers are required to complete the New Customer Form, which can be downloaded from the Website: <http://www.interstar.com/customers/>, provide all information requested and agree to these Terms and Conditions by electronically signing the signature block provided on page [11 of 12], below, or checking the Accept checkbox and clicking the Send button on the Website. In addition, for those seeking credit, TRAC Interstar utilizes a credit application, which can be downloaded from the Website: <http://www.interstar.com/customers/>, to obtain information pertaining to credit history and references. Following approval, TRAC Interstar will provide an account number, which can be used to reference the customer account when requesting service.

3.2 CREDIT

Customer authorizes TRAC Interstar to perform an initial and ongoing credit check to evaluate Customer’s credit worthiness. Customer may request TRAC Interstar to re-evaluate its credit worthiness no more than once per year.

3.3 ACCOUNT ACTIVATION, SUSPENSION AND CANCELLATION

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TRAC Interstar reserves the right to cancel or suspend Customer's account at any time, for any reason. Upon suspension of an account, Roadside Assistance will be refused until all outstanding Customer obligations are fully satisfied.

4 ROADSIDE ASSISTANCE

4.1 SERVICES OFFERED

TRAC Interstar offers Roadside Assistance by Repair Vendors that covers, but is not limited to, the following trailer and tractor road services:

- Tire repair/replacement – new and retread
- Minor and major mechanical work
- FMCSA inspections
- Towing
- Load shifts
- Structural repair

4.2 REQUESTING ROADSIDE ASSISTANCE

For Roadside Assistance, please instruct your drivers and dispatchers to:

- dial (866) 220-0732
- or email TRAC Interstar at commercialservice@tracintermodal.com
- or go to <https://roadstar.tracintermodal.com>

5 CHARGES

5.1 RATES

All rates are subject to change, as well as temporary adjustments, in TRAC Interstar's sole determination. Rate changes will be made via publication in these Terms and Conditions or the Announcements section of the Website and will take effect on the date specified therein which shall in no event be earlier than five (5) days after the date of such publication, and will apply to all the Roadside Assistance services set forth in the notification.

All TRAC Interstar rates set forth in this Section 5.1 are exclusive of all taxes including any applicable sales taxes.

Mileage and hourly charges will be calculated in accordance with "portal-to-portal" practice as follows:

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- The Mileage calculation will be equal to the distance between the service facility and the repair sight, *plus* the distance back from the repair site to the service facility.
- The Hourly charges calculation will be equal to the time between the time the technician leaves the service facility on initial dispatch and the time the technician arrives on scene, *plus* the time spent in service, *plus* the time required for the technician to travel back to the service facility.

Authorized TRAC Interstar Rates for Account Customers:

Inventory Tire Service	
295/75R22.5 & 11R22.5 Retread	\$229.00
During Hours Labor	\$79.00
After Hours Labor	\$99.00
Service Call Fee	\$30.00
Mileage Charge	Market Rate
Tire Disposal Fee	\$10.00

Non-Inventory Tire Service	
Tire	Market Rate
During Hours Labor	\$79.00
After Hours Labor	\$99.00
Service Call Fee	\$30.00
Mileage Charge	Market Rate
Tire Disposal Fee	\$10.00

Mechanical Service	
Parts	Market Rate
During Hours Labor	
Trailer	\$84.00
Tractor	\$109.00
After Hours Labor	
Trailer	\$104.00
Tractor	\$129.00
Service Call	\$99.00
Mileage Charge	Market Rate

5.2 FUEL SURCHARGE, INCENTIVES, AND OTHER CHARGES

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TRAC Interstar uses an index-based fuel surcharge, as outlined in the table below. The cost is based on the data provided from the National U.S. Average On Highway Diesel Fuel Prices reported by the U.S. Department of Energy:

https://www.eia.gov/dnav/pet/pet_pri_gnd_dcus_nus_m.htm.

Diesel Fuel Cost	Fuel Surcharge
\$0.94 - \$1.38	\$ -
\$1.39 - \$1.82	\$ 1.50
\$1.83 - \$2.27	\$ 3.50
\$2.28 - \$3.63	\$ 5.50
\$3.64 - \$4.95	\$ 11.50
\$4.96 - \$6.28	\$ 17.50
\$6.29 - \$7.60	\$ 23.50

TRAC Interstar reserves the right to offer incentives and volume discounts off standard rates, relating to Roadside Assistance.

6 BILLING AND COLLECTIONS

6.1 INVOICING

TRAC Interstar will send all billing invoices to Customer at the email address on record or via other electronic means (e.g. web, EDI). Individual invoices are sent for each repair or other Roadside Assistance service. Invoices are attached to an email as a PDF file. Multiple invoices may be received in one day. TRAC Interstar will provide Customer with sufficient detail (e.g. Equipment number, date) to support the invoiced amounts. TRAC Interstar will send invoices automatically when they are ready for invoicing. Except for any portion properly disputed under section 6.2, Customer must pay all invoices within 30 days of invoice date.

6.2 DISPUTES

If Customer disputes an invoice it must notify TRAC Interstar in writing within thirty (30) days of the invoice date via email RScustomerservice@tracintermodal.com. If Customer fails to submit its dispute via email within such 30-day period, then TRAC Interstar will not review the disputed invoice and the entire amount of such invoice will be due and payable per section 6.1. TRAC Interstar will review all reasonably disputed invoices for which it receives proper and timely notice, and will credit Customer for any disputed charges that in TRAC Interstar's reasonable judgment are not for Customer's account. Disputes submitted in accordance with the

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first sentence hereof will be reviewed by TRAC Interstar within fifteen (15) days of receipt. TRAC Interstar is not responsible for detention fees or any fees related to driver's down time.

6.3 REPAIR EXPECTATIONS

- Approval Process

If a reference, purchase order, pro number and/or any other special requirements for Customer's account are required when Roadside Assistance is requested and/or for invoicing purposes, they must be submitted at the time of the Roadside Assistance request by the requesting party (Customer's driver or company representative) and agreed upon by TRAC Interstar. The failure to meet these requirements by either party does not alleviate the Customer's responsibility for the payment of Roadside Assistance provided hereunder.

- Estimated Time of Arrival (ETA) Communication

Customer should contact TRAC Interstar as follows if Customer has not received an ETA within thirty minutes of request: commercialservice@tracintermodal.com

- Reporting Changes to a Service Request

All changes which occur from the originally documented service event, i.e., equipment numbers, equipment type, component detail requiring repair, tire size, location change, should be reported to TRAC Interstar immediately as follows to avoid service delays and/or dry run charges: commercialservice@tracintermodal.com.

- Canceling a Service Request

After submitting a service request, any cancellation must be reported immediately to TRAC Interstar as follows to avoid dry run charges: commercialservice@tracintermodal.com. Any and all charges for a dry run that are not properly communicated to the TRAC Interstar team in a timely fashion would be for the Customer's account.

- Dry Run/Service Call Only

Once the Repair Vendor arrives at the break down location and is not able to locate the unit or locate the equipment issue, TRAC Interstar will contact the Customer's company representative who requested the Roadside Assistance. If TRAC Interstar is not able to reach the representative who requested the Roadside Assistance or the Customer's designated company representative, TRAC Interstar will advise the Repair Vendor to perform another yard check for equipment availability. If the unit is not located and/or no issue found with the equipment, TRAC Interstar will invoice the Customer for the service call only.

- Retention of Removed Parts

It is the responsibility of the Customer to retain any removed parts or tires that are needed. When requested, TRAC Interstar will instruct the Repair Vendor to provide removed parts/tires to the driver. However, TRAC Interstar cannot be held responsible for parts or tires that are not kept by the driver. If there is an issue with release of the parts/tires by the Repair Vendor, Customer should contact TRAC Interstar immediately as follows for assistance: commercialservice@tracintermodal.com.

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- Repair Vendor payment

TRAC Interstar shall pay the Repair Vendor for Roadside Assistance provided to Customer hereunder. Customer should not pay the Repair Vendor directly and should contact TRAC Interstar immediately as follows if either the Repair Vendor and/or shop requests payment for such services from the Customer: commercialservice@tracintermodal.com. TRAC Interstar will not be responsible for payments made by the Customer directly to the Repair Vendor for such services, nor will any such services be covered under the warranty.

6.4 PAYMENT METHODS

Customer payments are acceptable by ACH or by check. Customers can also pay for service with a Comchek or credit card.

- Payment by ACH:

Bank: BB&T

111 Lookout Farm Drive
Crestview Hills, KY 41017
Krystle Kite – (859) 372-2241

ABA Routing#: 083900680

Account#: 5188072811

Remit email address: arremit@tracintermodal.com

- Payment by Check:

TRAC Interstar, LLC
PO Box 145400
Mail Location 513
Cincinnati, Ohio 45250-5400

- Payment by credit card or virtual check:

888-800-1001, option 7, option 5

6.5 INVALID PAYMENT INFORMATION

TRAC Interstar shall assess a fee against Customer in the event of a returned check or failure of an electronic payment (whether one-time or scheduled) authorized by Customer (e.g. credit card, ACH, etc.).

7 OTHER TERMS AND CONDITIONS

7.1 TRAC INTERSTAR'S RESPONSIBILITY FOR ROADSIDE ASSISTANCE

TRAC Interstar shall require the Repair Vendor to provide Roadside Assistance in a safe, efficient and workmanlike manner in accordance with the requirements of these Terms and Conditions. It is understood and agreed that Repair Vendors are independent businesses (not

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employees or agents of TRAC Interstar). Although TRAC Interstar selects Repair Vendors for their ability to provide Roadside Assistance, TRAC Interstar does not warrant the Repair Vendors' workmanship or represent that they will have the parts or be able to provide the repairs requested. Notwithstanding anything contained herein to the contrary, responsibility for any loss or damage suffered by the Customer relating to unsatisfactory workmanship in the performance of Roadside Assistance, including without limitation, equipment downtime, detention and lost business, remains solely with the Repair Vendor. However, TRAC Interstar shall attempt to assist the Customer in resolving any Repair Vendor complaints, provided that Customer notifies TRAC Interstar of any such complaints as soon as possible and before any additional repairs to the Equipment are made, as follows: If Customer has a complaint about any Roadside Assistance provided by a Repair Vendor, it shall email TRAC Interstar at RScustomerservice@tracintermodal.com and provide TRAC Interstar with the following information: Date of Roadside Assistance; Equipment breakdown location; unit number of Equipment type of repair(s) and/or part(s) provided; and details of Customer's complaint. It is understood and agreed that failure to report a complaint in such timely manner may limit TRAC Interstar's ability to assist Customer.

7.2 DISCLAIMER OF WARRANTIES

Other than as expressly provided in these Terms and Conditions, TRAC INTERSTAR MAKES NO EXPRESSED OR IMPLIED WARRANTY OF QUALITY, MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR USE OR OTHERWISE WITH RESPECT TO ANY REPAIRS, SERVICES, MATERIALS OR PARTS PROVIDED IN CONNECTION WITH THESE TERMS AND CONDITIONS AND HAS NOT MADE, AND SHALL NOT BE BOUND BY, ANY STATEMENT, CONTRACT OR REPRESENTATION NOT SPECIFICALLY SET OUT IN WRITING AND SIGNED BY TRAC INTERSTAR.

7.3 CUSTOMER INDEMNITY

Customer shall defend, indemnify and hold harmless TRAC Interstar and its parent and subsidiaries (each, an "Indemnified Party") from all claims (including, without limitation, claims for personal injury or death or property damage), causes of action, liabilities, damages, losses and expenses (including, without limitation, attorney's fees) arising out of Customer's failure to comply with its obligations under these Terms and Conditions or any attempt by any third party (whether private or governmental) to impose upon an Indemnified Party liability for Customer's acts or omissions.

7.4 TERMINATION AND SUSPENSION; NOTICES

Either party may terminate these Terms and Conditions upon thirty (30) days prior written notice to the other. In addition, TRAC Interstar may suspend service or terminate these Terms and Conditions at any time if Customer fails to pay any amount due hereunder that is not being properly disputed pursuant to Section 6.2, above, within five (5) days of its due date, fails to observe any other material term or condition hereunder, becomes insolvent, or seeks relief or protection under any law relating to bankruptcy. In addition to and without limiting TRAC Interstar's suspension of services or termination rights hereunder, TRAC Interstar shall have all

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rights and remedies provided hereunder and/or under applicable law, arising from any breach by or default of Customer hereunder.

Any notice required by these Terms and Conditions shall be in writing addressed to the party at the email address provided along with the digital acceptance on the Website or last known to TRAC Interstar.

7.5 FORCE MAJEURE; LIMITATION OF LIABILITY

TRAC Interstar shall not be liable to Customer or any other person for any failure or delay in the performance of any obligation due to events beyond its reasonable control, including without limitation, fire, storm, flood, earthquake, explosion, accidents, sabotage, riots, civil disorder, strikes, lockouts, labor disputes, labor shortages, work stoppages, transportation embargoes or delays, and acts of God.

Under no circumstances shall TRAC Interstar be liable, and Customer hereby waives any claim against TRAC Interstar, for any lost profits or for special, consequential or exemplary damages, including, without limitation, damages to cargo and Equipment, downtime, detention and lost business, even if TRAC Interstar has been advised of the possibility of such damage.

7.6 ASSIGNMENT; MODIFICATION; WAIVER

Customer may not assign these Terms and Conditions or any of the services to be performed hereunder (including without limitation, Roadside Assistance), without the prior written consent of TRAC Interstar. TRAC Interstar may, without the consent of Customer, (i) assign these Terms and Conditions, (ii) grant a security interest in these Terms and Conditions and/or the proceeds to be paid hereunder to a lender or lenders and (iii) delegate the performance of Roadside Assistance or other services to be performed hereunder to one or more Repair Vendors. Subject to the foregoing restrictions, these Terms and Conditions shall inure to the benefit of and be binding upon all successors and assigns.

TRAC Interstar may amend and modify the terms and conditions hereof (including without limitation, the terms and conditions of t Appendices and Pricing Schedules contained therein) at any time and from time to time by modifying the appropriate section of these Terms and Conditions and publishing such modified version of these Terms and Conditions on the Website. Any such modifications shall become effective on the effective date indicated on such publication and shall be applicable to any Roadside Assistance or other services hereunder requested or provided on or after such effective date. For the avoidance of doubt, such amendments and modifications may include, without limitation, annual Consumer Price Index adjustments and quarterly fuel surcharge adjustments to the Fuel Surcharge Schedule set out in Section 5.2, above.

The waiver of any breach of any of the terms and conditions hereof shall be limited to the act or acts constituting such breach and shall not be construed as a continuing or permanent waiver of

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any such terms and conditions, all of which shall be and remain in full force and effect as to future acts or happenings notwithstanding such waiver.

7.7 AUTHORITY; EFFECTIVENESS

By its execution of these Terms and Conditions, the Customer named in the ACCEPTANCE/SIGNATURE BLOCK at the end of these Terms and Conditions or provided in the digital acceptance on the Website acknowledges and agrees that (i) it consents to entering into these Terms and Conditions by electronic means, (ii) it executes these Terms and Conditions (as evidenced by electronically signing the signature block provided on page [11 of 12], below, or checking the Accept checkbox and clicking the Send button on the Website) with the intent to be bound, (iii) it will be bound by the terms and conditions hereof and subsequent amendments and modifications hereto, and (iv) the person signing these Terms and Conditions (as evidenced by electronically signing the signature block provided on page [11 of 12], below, or checking the Accept checkbox and clicking the Send button on the Website) has the necessary power and authority to bind Customer to the terms and conditions hereof.

These Terms and Conditions shall become effective, and TRAC Interstar shall be bound hereby, on the date (the "Effective Date") that TRAC Interstar is satisfied that Customer has complied with all of the conditions for obtaining services hereunder that are set out herein (including without limitation, in the Credit Application Form and the New Customer Form) and has signed these Terms and Conditions in the signature space provided at the end of these Terms and Conditions or has provided a digital acceptance on the Website. The Effective Date shall appear beneath TRAC Interstar's signature space.

On and after January 1, 2018, a party's request for Roadside Assistance or any utilization of TRAC Interstar's Roadside Assistance services by a party shall be deemed to be an acceptance by such party of these Terms and Conditions, even if such party has not signed these Terms and Conditions as provided, above.

7.8 VENUE; WAIVER OF JURY TRIAL; GOVERNING LAW

Each of the parties hereto (i) agrees that any claim or controversy, directly or indirectly arising out of or relating to these Terms and Conditions, may be litigated in the state or federal courts located in the State of Kentucky, USA, and consents to submit itself to the personal jurisdiction of any such court, (ii) agrees that it will not attempt to deny or defeat such personal jurisdiction by motion or other request for leave from any such court and (iii) agrees that any action relating to these Terms and Conditions or the transactions contemplated hereunder shall be brought exclusively in such courts.

EACH PARTY HEREBY IRREVOCABLY WAIVES ANY RIGHT IT MAY HAVE TO A TRIAL BY JURY

The internal laws of the State of Kentucky shall govern the construction and interpretation of these Terms and Conditions and all rights and obligations of the parties hereunder, without regard to such state's conflict of laws rules.

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IN WITNESS WHEREOF, the parties hereto have caused these Terms and Conditions to be executed as of the day, month, and year first above written.

TRAC Interstar LLC
("TRAC Interstar")

("Customer")

By: _____

By: _____

Name: Rodney G. Goderwis

Effective Date: _____

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APPENDIX A – DEFINITION OF TERMS

“ACH” – Automatic Clearing House

“Day” – any day regardless of weekends or holidays.

“DOT” – Department of Transportation

“EDI” – Electronic Data Interchange

“Effective Date” – the date that all the conditions of the Terms and Conditions, have been met.

“Equipment” – any trailers, tractors and trucks operated by the Customer.

“Pricing Schedule” – the schedule of prices for the repairs, services and parts set out under section 5.1.

“Repair Vendor” – an independent business (that is not an employee or agent of TRAC Interstar) that TRAC Interstar has contracted with to provide Roadside Assistance for the Customer.

“Roadside Assistance” – a Repair Vendor’s inspection of Equipment located on the roadside anywhere in the continental United States or Canada (but excluding Mexico) at the request of Customer made in accordance with Section 3.2, below, and the Repair Vendor’s related repair, replacement of parts and/or performance of other services set out on Appendix B that may be requested.

“Website” – www.TRACInterstar.com