

**Bridgeway Solutions, Inc.**  
**600 East Union Street**  
**Morganton, NC 28655**  
**Tel 828.438.1676**  
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**BRIDGEWAY  
SOLUTIONS**

[www.bridgewayolutions.com](http://www.bridgewayolutions.com)

## CONTRACT INVOICE\*

Invoice\* Number: P102017  
 Invoice\* Date: 12/01/2015

**Bill To:** YADKIN COUNTY EMERGENCY SERVICES  
 PO BOX 998  
 YADKINVILLE, NC 27055

**Customer:** YADKIN COUNTY EMERGENCY SERVICES  
 108 GEORGE ST.  
 YADKINVILLE, NC 27055

Account No.	Payment Terms	Due Date	Invoice Total	Balance Due
YC02	Net 30	12/31/2015	\$ 2,129.66	<b>\$ 2,129.66</b>
Contract Number	Contact	Contract Amount	P.O. Number	Start Date
SC3000599-03	James Collins 336-849-7620	\$ 1,995.00		01/01/2016
<b>Remarks:</b>				
See Terms and Conditions. The service maintenance program guarantees Salamander software support, including upgrades to new software releases for items listed on contract while Active. This program allows for you to receive the optimal benefits of the Salamander Solutions. The maintenance program also allows service with highly trained technicians who will diagnose and begin the repair process.				

### Summary:

Contract base rate charge for the 01/01/2016 to 12/31/2016 billing period	\$1,995.00
	<hr/> \$1,995.00

### Detail:

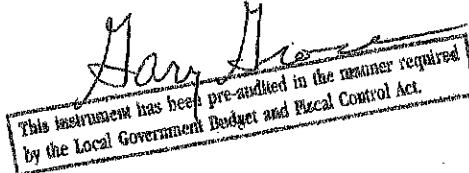
#### Equipment included under this contract

#### SALAMANDER/MISC

Number	Serial Number	Base Adj.	Location
IT-MOBX-117146	117146	\$0.00	YADKIN COUNTY EMERGENCY SERVICES 108 GEORGE ST. YADKINVILLE, NC 27055
IT-MOBX-117147	117147	\$0.00	YADKIN COUNTY EMERGENCY SERVICES 108 GEORGE ST. YADKINVILLE, NC 27055

#### SALAMANDER/RapidTag

Number	Serial Number	Base Adj.	Location
IT-RT-118243	118243	\$0.00	YADKIN COUNTY EMERGENCY SERVICES 108 GEORGE ST. YADKINVILLE, NC 27055
IT-RT-118244	118244	\$0.00	YADKIN COUNTY EMERGENCY SERVICES 108 GEORGE ST. YADKINVILLE, NC 27055



- SALES ORDERS do not include shipping charges
- Applicable shipping charges are added to SALES INVOICES
- All returns must be accompanied by a valid Return Material Authorization (RMA) code. Please contact Bridgeway Solutions for assistance.

Invoice* SubTotal	\$1,995.00
Tax:	\$134.66
Invoice* Total	\$2,129.66
<b>Balance Due:</b>	<b>\$2,129.66</b>

## TERMS AND CONDITIONS Without Parts

Bridgeway Solutions, Inc. and Customer agree to the following terms and conditions whereby Bridgeway Solutions, Inc. shall provide and the Customer shall pay for maintenance services as specified in this Service Agreement. This Service Agreement shall be effective for the period stated on the face of this document.

### 1. CONTRACTED MAINTENANCE SERVICES

1.1. Description. Bridgeway Solutions, Inc. agrees to provide scheduled preventive maintenance (if applicable) and on-call remedial maintenance for the Covered Equipment as set forth in this Service Agreement. Bridgeway Solutions, Inc. warrants that it will cause the Covered Equipment to meet manufacturer's operating specifications given reasonable wear and tear and equipment age and condition (hereinafter "Maintain").a. Coverage Hours: Unless otherwise noted in this Service Agreement, service will be provided Monday through Friday, 8:00 a.m. through 5:00p.m. (Excluding holidays observed by Bridgeway Solutions, Inc.).

b. Holidays observed by Bridgeway Solutions, Inc.: New Year's Day, Presidents Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. If a holiday occurs on a Saturday, it will be observed on the preceding Friday. If a holiday occurs on Sunday, it will be observed the Following Monday.

1.2 The Contract Maintenance Service does NOT include parts after the Manufacturer's warranty has expired.

1.3. Total Charge: In consideration of Bridgeway Solutions, Inc.'s provision of the Contracted Maintenance Service, Customer shall pay the Term Charge set forth in this Service Agreement. The Term Charge is based upon coverage Hours and site location of Covered Equipment. When the Covered Equipment site is greater than 50 miles from a Bridgeway Solutions, Inc. Base City, or for contracted extended service outside of standard Coverage Hours, the Term Charge shall include an additional charge.

1.4. System Maintenance Agreement: require purchase of Software Maintenance Agreement for covered software. This will be invoiced separately.

1.5. Salamander PTC/RTC Maintenance Agreement: will include onsite Hardware/Software Support; Upgrades for software are not included in contract and will be invoiced separately.

### 2. EXCLUSIONS

Except as otherwise provided in this Service Agreement, the following are Not covered in the Contracted Maintenance Service and are subject to Additional charges.

2.1. Overtime Charges and Travel Expenses: All overtime charges and travel Expenses of Bridgeway Solutions, Inc. personnel for maintenance services not included in the Contracted Maintenance Service shall be charged to Customer at the rates in Bridgeway Solutions, Inc.'s published maintenance price listing effect at the time of occurrence. Any maintenance service started during the Coverage Hours and completed within one hour after such period shall not be treated as overtime. Service completed after such one-hour period and service Otherwise provided at Customer's request outside of the Coverage Hours Will be deemed as overtime. A minimum charge of one (1) hour will apply To any such services.

2.2. Consumables and Supplies such as, but not limited to, ribbons, plates, foils, forms, ink rollers, print rollers, rubber plates, plate frames, stencils, toner and other supplies for use with the Covered Equipment, including supplies necessary for maintenance purposes, shall be provided by Customer and must be approved by Bridgeway Solutions, Inc.. Bridgeway Solutions, Inc.'s approval will not be unreasonably withheld. Repairs, adjustments, or parts replacement required due to the use of supplies not approved by Bridgeway Solutions, Inc. will be chargeable using Bridgeway Solutions, Inc.'s published maintenance and parts price list in effect at the time of performance of such service.

2.3. Printheads, Main Power Boards and Imprinter gear modules are NOT covered.

2.4. Unauthorized Use or Service The Contracted Maintenance Service does not include service or repair work caused by the failure of Customer to observe any of the conditions in this Agreement; failure of Customer to use the Covered Equipment in accordance with the manufacturer's instructions; Maintenance or attempted repairs or adjustments of the Covered Equipment By anyone other than Bridgeway Solutions, Inc. authorized personnel; service, Resconfiguration or upgrading of any data communications interface Occasioned by changes made to host computers or network transmission Devices; tampering, misuse or abuse of the Covered Equipment. Maintenance services and parts so required will be provided by Bridgeway Solutions, Inc. at Bridgeway Solutions, Inc.'s published maintenance and parts price list in effect at the time of performance.

### 3. EXCESS USE CHARGES

The Total Charge for designated systems included in the Covered Equipment is based upon an assumed rate of card production as set forth in This Service Agreement. If the actual rate of production for such systems

Exceeds the assumed rate at the end of the applicable maintenance period, Bridgeway Solutions, Inc. may assess an Excess Use Charge as set forth in this Service Agreement.

### 4. TERM

The term is as shown on the face of this document. This agreement will not Automatically renew.

### 5. PAYMENT; TAXES

5.1. Payment Terms. Invoices shall be payable thirty (30) days after date of Invoice.

5.2. Taxes Customer shall pay any municipal, state or federal taxes, however Designated, levied or based on the charges payable under this Agreement that may be paid or be payable by Bridgeway Solutions, Inc. excluding income Taxes. Customer shall also pay any tax not currently applicable but which is Hereafter held or ruled applicable by any new law, interpretation of an existing law or otherwise.

### 6. EQUIPMENT RELOCATION

The customer must notify Bridgeway Solutions, Inc. in writing at least sixty (60) days prior to the relocation of any Covered Equipment. Customer shall be solely responsible for all expenses, including insurance coverage, associated with moving and installation of the equipment to a new location. If the relocation causes Bridgeway Solutions, Inc. to incur increased travel time or cost in providing maintenance services hereunder, Customer agrees to pay reasonable increased monthly maintenance charges.

### 7. CONDITIONS

7.1. Access to Equipment. Customer shall permit free access to the Covered Equipment and shall provide without charge to Bridgeway Solutions, Inc. adequate storage space, working space and all necessary utilities for use by Bridgeway Solutions, Inc. personnel.

7.2. Parts Replacement. Bridgeway Solutions, Inc. reserves the right at its Option to replace or repair any part, which fails to perform its function under normal use. Bridgeway Solutions, Inc. further reserves the right to use, at its option, new, rebuilt, or reconditioned parts or improved parts which are Capable of performing functions similar to those of the replaced parts.

### 8. TERMINATION FOR DEFAULT

Either party may terminate this Agreement in the event of default by the Other party. In addition to all other rights and remedies arising from such Default, upon thirty (30) days prior written notice to the other party and Where the defaulting party has failed to cure the default within the notice Period.

### 9. GENERAL

9.1. Independent Contractor. Bridgeway Solutions, Inc. is acting hereunder as An independent contractor and shall have sole supervision of and responsibility for its authorized maintenance personnel.

9.2. Bridgeway Solutions, Inc. Personnel. Customer acknowledges that Bridgeway Solutions, Inc. has specially trained personnel who perform Maintenance services hereunder and agrees that during the term hereof Customer will not solicit or otherwise attempt to employ any such Bridgeway Solutions, Inc. employee for the purpose of performing maintenance On an equipment serviced by Bridgeway Solutions, Inc.

9.3. Limitation of Liability. Bridgeway Solutions, Inc. shall not be liable for Loss of use of any of the items of Covered Equipment or for any loss or Damage occasioned by such loss of use or by any failure to Maintain equipment properly. Bridgeway Solutions, Inc.'s liability hereunder shall be limited to the repair or replacement of any parts of items of Covered Equipment, which may be damaged solely as the result of negligence on the part of Bridgeway Solutions, Inc. personnel. BRIDGEWAY SOLUTIONS, INC. SHALL NOT BE LIABLE FOR ANY FAILURE OR DELAY IN PERFORMANCE HEREUNDER DUE TO IN WHOLE OR IN PART TO ANY CAUSE BEYOND ITS CONTROL OR FOR INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES REGARDLESS OF CAUSE. BRIDGEWAY SOLUTIONS, INC. DISCLAIMS ANY EXPRESS WARRANTIES NOT CONTAINED HEREIN AND IMPLIED WARRANTIES INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. In no event shall Bridgeway Solutions, Inc.'s liability hereunder for breach of Warranty or otherwise, exceed the cost of replacement of the Covered Equipment.

9.4. Entire Agreement; Amendments. This Agreement represents the complete Agreement between the parties with respect to the subject matter hereof and Supersedes any contemporaneous or prior written or oral understandings or Agreements with respect hereto. This Agreement may not be altered or

Modified except by writing signed by both parties. This Agreement shall Prevail in the event of any inconsistencies with the terms and conditions Contained in a purchase order or other document provided by Customer.

9.5. Assignment. Bridgeway Solutions, Inc. may assign any or all of its rights Or delegate any or all of its obligations under this Agreement without the Consent of the Customer. Customer may not assign any of its rights or Delegate any of its obligations under this Agreement without the prior written

Consent of Bridgeway Solutions, Inc.

9.6. Bridgeway Solutions, Inc. will not provide any services under this Agreement if any amounts owed to Bridgeway Solutions, Inc. from Customer as payment for services under this Agreement or otherwise remain due and unpaid for more than sixty (60) days.