

**EXHIBIT F - VSI FULL HOSTING SERVICES 3.x Software  
Service Level Feature Comparison 10/12/2016**

Item	Description	Silver	Gold	Platinum
1.	Flat monthly fee (no transaction fees) based on Service Level and number of concurrent users.	Yes	Yes	Yes
2.	No forced convenience fee passed on to patrons. VSI customer can elect to charge a convenience fee to the patron for WebTrac transactions, but this is a user-defined parameter.	Yes	Yes	Yes
3.	Servers managed by VSI in two secure data centers located in eastern and western regions of the United States. All server hardware and operating system maintenance is provided by trained VSI professionals.	Yes	Yes	Yes
4.	RecTrac Email Archiving tracks emails sent in report format to include address, recipient, subject, email body, and RecTrac user who sent the email, along with the list of BLOB attachments. Does not guarantee delivery or receipt.	Yes	Yes	Yes
5.	All VSI application upgrades will be performed by VSI. If these upgrades involve "planned" downtime, they will be coordinated with the customer to occur during off-peak hours. Any planned downtime for software upgrades will occur after 11:30 ET for the Eastern data center and 11:30pm MT for the Western data center.	Yes	Yes	Yes
6.	Test application upgrade performed prior to the live database upgrade so that a customer will have an accurate understanding of the planned downtime period needed to perform the upgrade.	Chargeable	Chargeable	Yes
7.	After Image (.AI) snapshot window in minutes. These snapshots reduce the potential data loss if a system failure takes place. A lower value equates to greater "insurance coverage". This coverage extends backwards 7 days from the current day.	180	120	60
8.	Daily Live Database Backups and nightly off-premise backups are performed by VSI on a rolling 7 day basis. In addition, VSI maintains a rolling quarter-end backup and a rolling annual backup for three years.	Yes	Yes	Yes
9.	Toll Free phone support including WebEx diagnostic sessions.	Yes	Yes	Yes
10.	ODBC Connection for third party access to reporting database updated once every 24-hours to accommodate dashboards and custom reporting.	Unavailable	Unavailable	Yes

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Service Level Feature Comparison 7/1/15**

11.	Redundant servers, power supplies, bandwidth in and out of the hosted servers, network connections, RAID 10 disk arrays, and SAN/NAS configuration.	Yes	Yes	Yes
12.	Progress OpenEdge Replication provides automatic, real-time database failover or disaster recovery at an alternate site with minimal or no disruption. Maintains data integrity between source and target databases.	Yes	Yes	Yes
13.	Progress Transparent Data Encryption (TDE) provides the option to encrypt user-selected sensitive data fields to protect from unauthorized access, while data is at rest.	Yes	Yes	Yes
14.	Monthly third party external PCI scan provided by Trustwave	Yes	Yes	Yes
15.	Automatic checks every "X" minutes to be sure WebTrac home page is accessible.	90 Min	60 Min	30 Min
16.	Library of WebTrac Splash Pages available for loading into a customer's hosted database.	Chargeable	50% Disc Each	Yes
17.	WebTrac Style Sheet and image changes required due to VSI upgrade changes will be updated by VSI.	Yes	Yes	Yes
18.	Staff training using phone and WebEx when applicable. These hours can be used to train new staff; refresher sessions for existing staff; or to learn a new function in a VSI hosted application. Each training segment is a maximum of four hours and is limited to number of sessions listed.	Chargeable (Standard Training Rate Applies)	One Session Annually	Two Sessions Annually
19.	Library of Membership Card, Gift Card, and Ticket templates available for loading into a customer's hosted database.	Yes	Yes	Yes
20.	Maximum recovery time associated with any unplanned outage at Primary data center.	12 Hours	6 Hours	2 Hours
21.	Maximum recovery time associated with any unplanned outage that requires switching to a Secondary data center. This would only occur, if the Primary data center outage is expected to exceed 8 hours.	16 Hours	10 Hours	6 Hours
22.	24/7 Pager Support related to hosting issues included at no additional charge. Hosting support ends at the RecTrac login screen. Then standard application software support services become effective, as soon as a user can login into RecTrac or other VSI application software.	Yes	Yes	Yes
23.	LIVE to DEMO database copies performed by VSI during off-peak hours every Tuesday and Thursday.	Yes	Yes	Yes

**EXHIBIT F - VSI HOSTING SERVICES 3.x Software  
Services Outside The Hosting Agreement  
Pay As Incurred10/12/16**

Item	Description
1.	Application Software & Database License & Annual Maintenance fees or Application Software & Database SaaS (Software as a Service) fees.
2.	End-User Training (on-site or remote)
3.	Hardware Purchases
4.	Shipping Fees
5.	Travel Expenses
6.	Database schema training associated with an ODBC connection. Any assistance provided to a customer helping them to understand tables and fields in a VSI database so that they can create an external dashboard, report, export, or similar result, is chargeable.