

Service Level Feature Comparison 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 |

Service Level Feature Comparison 7/15

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| 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 |

Services Outside The Hosting Agreement
Pay As Incurred 10/12/16

| Item | Description |
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| 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. |