

| <b>CEMEX Annual Support Contract Description</b>   |   |
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| <b>Operation &amp; Maintenance Support</b>   | Unlimited telephone support during Monitoring Solutions' normal business hours to answer questions relating to the operation and maintenance of your existing CEMEX system.   |
| <b>24/7 Emergency Telephone Support</b>  | Unlimited telephone support for any emergencies which occur during or outside of Monitoring Solutions' normal business hours.   |
| <b>Quarterly Preventive Maintenance</b>  | A Monitoring Solutions' Service Engineer will visit your site quarterly and perform comprehensive preventive maintenance on your CEM System Equipment, including analyzers and probes. This includes yearly pump rebuilds and analyzer cleaning (capillary cleaning/O-ring changes). All consumables, except calibration gases, are included. |
| <b>Annual Relative Accuracy Test Audit Support</b>   | A Monitoring Solutions Service Engineer will supervise the annual RATA performed by a customer stack test crew. <u>RATA to be conducted at same time as quarterly PM service visit or additional on-site time, travel time and expenses will be incurred.</u>   |
| <b>Cylinder Gas Audits (CGA's)</b>   | In conjunction with the Preventive Maintenance visits, Monitoring Solutions' Service Engineer will perform the required Cylinder Gas Audits (3 per year). A written report will be submitted within 10 business days of completion of the on-site activities.   |
| <b>Opacity Monitor Audits</b>  | In conjunction with quarterly preventive maintenance visits, Monitoring Solutions will prepare the <u>Opacity Monitor</u> and perform the Quarterly Performance Audits in accordance with 40 CFR Part 51, Appendix M, Method 203. A written report will be submitted within 10 business days from completion of the audits.                   |
| <b>Additional On-site Labor</b>  | In conjunction with the Preventive Maintenance visits, Monitoring Solutions' Service Engineer will perform services (repairs, etc.) outside the scope of the preventive maintenance contract as necessary. <u>Up to eight hours per contract year are included.</u>   |
| <b>Emergency Visits with Guaranteed On-Site Response Time</b>  | A Monitoring Solution's Service Engineer will be on-site within 24 hours of the determination that on-site support is required. <u>One emergency visit is included (travel time and expenses charged in addition).</u>  |
| <b>Priority Support</b>  | Service Contract clients receive priority emergency support for both site visits and in-house repairs.  |
| <b>Emergency Parts Shipment</b>  | Monitoring Solutions will provide expedited shipment and delivery (including commercial airline freight services) of in-stock parts for any emergencies which occur during or outside of Monitoring Solutions' normal business hours. Parts, labor and expenses are charged in addition at our standard rates.                                |
| <b>Discount on Travel Rates</b>  | Service Contract clients receive a substantial discount on the rate charged for travel time.  |
| <b>Service Contract Terms &amp; Conditions</b>   |   |
| <ul style="list-style-type: none"> <li>• Travel time and expenses are charged in addition in accordance with our <i>Standard Rate Schedule</i>.</li> <li>• Delays caused by items out of Monitoring Solutions control will be billed in addition at our standard rates.</li> <li>• The contract proposed is based our Monitoring Solutions <i>Standard Terms and Conditions</i> and <i>Standard Rate Schedule</i>.</li> <li>• The client is expected to utilize Monitoring Solutions telephone support and make simple repairs before requesting emergency on-site support.</li> <li>• On-site time for out of scope work beyond the included "Additional On-site Labor" hours, will be billed in addition, in accordance with our <i>Standard Rate Schedule</i>.</li> </ul> |   |