

<b>Opacity Annual Support Contract Description</b>	
<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 Opacity System Equipment, including replacement of filters and cleaning of optics.
<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>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, will be billed in addition, in accordance with our <i>Standard Rate Schedule</i>.</li> </ul>	