

FEE FREE 20 PROFESSIONAL SERVICE POLICY

At MuniSight Ltd. (“**MuniSight**”), we are committed to making sure that our clients get the most value from our professional services. For this reason, MuniSight has adopted a service policy that grants certain professional services for free (the “**Fee Free 20 Professional Service Policy**”). This Policy applies to all of the professional service work that MuniSight does for its clients.

Note that most of MuniSight’s clients pay for Professional Services by subscribing to pre-paid General Service Hours.

This policy is effective as of April 1, 2019.

SECTION 1: DEFINITIONS

“**Client**”, “**you**”, or “**your**” means an organization that is actively subscribed to MuniSight’s products or Services.

“**General Service Hours**” means General Support Service Hours, as specified in a Client Order Form.

“**Professional Services**” means any type of service delivered by a MuniSight Professional.

“**resolve**” means when a request has been fulfilled by a MuniSight Professional, to the satisfaction of a Client.

“**we**,” “**us**” or “**our**” means MuniSight Ltd. a body corporate duly incorporated under the laws of the Province of Alberta, having an address at: 171 Pembina Road, Sherwood Park, Alberta T8H 2W8.

SECTION 2: FEE FREE 20

Professional Service requests that are resolved in under 20 minutes, are free.

Any type of professional service request that takes less than 20 minutes to resolve, is free.

This policy only applies to requests that are resolved within less than 20 minutes, which includes time associated with processing the request, client communication, and any steps required to close the request.

For the sake of clarity, the first 20 minutes of any service request is not free. In example, if a service request takes 30 minutes to resolve, then the client will be charged for 30 minutes of Professional Services.