



We respectfully submit the following explanation regarding the adjustments to the monthly service subscription rates, as illustrated in the attached chart.

1. Infrastructure Modernization: Our services have transitioned from aging IDC servers to a modern, secure, and highly scalable cloud infrastructure hosted on Amazon Web Services (AWS). This was a necessary change; however, it came with a 5X cost increase. This migration ensures greater system uptime, stronger data protection, and improved disaster recovery, which are critical for the reliability of city services. Although this move significantly enhances service quality and security, it also introduces higher operational costs that are reflected in the updated pricing.

2. Vendor Service Fee Increases: Key external service providers supporting our platform—specifically in the areas of Wi-Fi, Automatic Passenger Counting (APC) systems, and Video data streaming—have increased their fees by more than 50% over the past year. These components are integral to delivering the level of service and compliance required for public sector operations.

3. Subscription Pricing Adjustments: Below is a summary of the pricing structure:

Subscription	Current	1 Year Term	2 Year Term	3 Year Term
Full PT Platform Fee	\$69.99	\$99.99	\$84.99	\$69.99
Mobile PT Rider App Fee	\$34.99	\$49.99	\$44.99	\$34.99
APC Counter Fee	\$39.99	\$79.99	\$69.99	\$54.99
Video Manager	\$49.99	\$79.99	\$69.99	\$54.99
AVAS Fee	\$34.99	\$49.99	\$44.99	\$34.99
Monthly Wi-Fi Service Fee	\$39.99	\$79.99	\$69.99	\$54.99
Total Monthly Subscription	\$269.94	\$439.94	\$384.94	\$304.94

4. Term Flexibility and Price Protection: While our standard approach encourages a three-year agreement—locking in lower rates and protecting against future increases—Doral elected a one-year term. To accommodate this preference, we extended favorable two-year pricing for the 12-month commitment. Additionally, Doral has the opportunity to renew for years two and three at the lower two-year or three-year rates, with full price protection for the duration.

This approach ensures that the city retains flexibility while still benefiting from the best available pricing and securing the stability of its public transportation technologies.

We appreciate your attention and understanding regarding these necessary adjustments.

Jeff Alsop – VP Channel Sales