

DEFINITIONS GOVERNING COMPENSATION

- “**Additional Time on Site**” – For any White Glove Delivery that exceeds thirty (30) minutes.
- “**Completion**” is defined as the percentage of total Stops which are (i) marked as complete, (ii) free from damage, and (iii) provided an intact and positive service experience.
- “**CSAT**” is defined as the percent of customers that answered *yes* to the following question: *Based on your interaction with the driver/delivery crew, would you want this crew to return to your house if you had a future delivery?*
- “**Dedicated Route**” is defined as Route with a set number of Stops and services.
- “**Delivery**” - the successful and timely offloading and placement of the Product at the designated location and in accordance with the specific placement instructions.
- “**Delivery Attempt**” – For any Delivery made within the appointment window but, for circumstances solely outside of Carrier's control, the Delivery could not take place. In order to be a billable Delivery Attempt, Carrier will be required to contact the Customer 30 minutes prior to arrival and make a second contact with the Customer upon arrival at the residence. The Carrier will wait at least 15 minutes after arrival at the residence prior to departure. If the Customer is not at home, the Threshold Rate will be paid.
- “**Drop Charge**” – is defined as set forth in Section 1 of the Agreement.
- “**GEA Piece Rate**” is the compensation paid per piece that is delivered and is based on the corresponding size of each individual piece included in the Stop.
- “**Handheld**” is the electronic device used by a Team to timely and accurately record each Stop on a Route and the corresponding services and/or installation provided.
- “**Minimum Per Stop Rate**” is the guaranteed minimum compensation paid to Carrier on a per Stop basis. The Minimum Per Stop Rate will be applied when the corresponding total of all GEA Piece Rates on a per Stop basis are less than the Minimum Per Stop Rate.
- “**On Time**” is defined as the percentage of Stops where the arrival date/timestamp occurs on the scheduled date and before or within the delivery window populated in Handheld.
- “**Room of Choice**” means that the Product will be Delivered to the room of the Customer’s choice (no attics or crawl spaces; must have a clear path to room). Someone 18 years of age or older must be present to sign for the Delivery.
- “**Route**” is defined as the number of Stops (in a specific zone) and the applicable services and/or installations assigned by NXT Home to Carrier and Carrier’s Team each day, which Stops and applicable services and/or installations must be completed by Carrier and Carrier’s Team on the same day that they are assigned.
- “**Stop(s)**” is defined as a unique address (residential or commercial) in a zone where a Team is assigned to provide services and/or installations.
- “**Team**” is defined as two qualified individuals on a truck, one being a qualified driver and the other being a qualified helper.
- “**Threshold**” means that the Product will be Delivered to the first available area at the Delivery address, such as the entryway, garage, or backyard. Someone 18 years of age or older must be present to sign for the Delivery.
- “**To the Door**” includes an all-day Delivery time window from 6 a.m. to 8 p.m. The Product shall be placed in the closest dry area outside (covered if available) the Delivery address, accessible by delivery Equipment and not otherwise impeding any ingress or egress to or from the Delivery location’s points of entry. No signature is required for Delivery.

- “*Travel Team*” is defined as a Team that is qualified to travel into a service market and perform Services.
- “*White Glove Delivery*” is Delivery to the room of the Customer’s choice (no attics or crawl spaces; must have clear path to room), unpacking, and debris removal. Assembly service is included, and Carrier will provide all tools necessary to complete. Someone 18 years of age or older must be present to sign for the Delivery. Carrier must provide a warranty of the original assembly Services for a period of 3 days.