

Infra Pipe Solutions Ltd. Post Sales Service

Customer Invoicing Guide

Thank you for choosing Infra Pipe Solutions Ltd. Weholite for your piping project. All of us at Infra Pipe Solutions Ltd. ("Infra") appreciate your business and will do all that we can to ensure your experience with Weholite is problem free and profitable.

Weholite employs an extrusion fusion process to join the pipe sticks in the field. Since INFRA personnel perform this service, you and the INFRA sales representative will be organizing a schedule for INFRA Post Sales Service Technicians and equipment to be mobilized to your jobsite. Once the technician and equipment arrive they will work in a coordinated effort with your pipe laying crew to fuse the Weholite pipe joints.

In addition to pipe and fittings items, the purchase order you provided INFRA pipe included separate items for Post Sales Service Technician and Mobilization. Once INFRA is mobilized to your site you will begin receiving invoicing for these items in accordance with the following guidelines.

Once you have determined when you would like the INFRA equipment and technicians on your site you will communicate that date to your INFRA sales representative. The INFRA representative will determine if the technicians and equipment are available for the requested dates and if so, an order will be entered and you will receive an order acknowledgement confirming the dates. **INFRA requires a minimum of two calendar weeks notice to mobilize technicians and equipment.** Should you find it necessary to change the mobilization date once it has been established in an order acknowledgement you will be responsible for the cost of changing travel reservations and any cost associated with rerouting equipment. If the INFRA technician is already on the job, as defined below, and you find it necessary to delay the start date, you will be invoiced for standby time or unplanned travel; whichever is appropriate.

The Technician assigned to your project will keep a record of the services he performs and will log his hours to the nearest ½ hour. All work and services performed by the Technician will fall into the following categories:

- Billable work
- Standby, however caused (weather, or other causes not the responsibility of INFRA)
- Unavailability of INFRA Equipment or personnel.
- An occurrence of a Technician's 'unplanned travel'. (This is an occasion where, due to the contractor's schedule, a Technician(s) is requested to leave the site for return at a later date when such action was not previously planned by INFRA and creates unexpected travel expenses.)

Post Sales Service will be invoiced each Friday for the billable time spent providing post sales services that week.

- A billable day will be defined as any day where a INFRA Post Sales Service Technician, at the direction of the contractor, attends the jobsite and performs work for up to 8 consecutive hours.
- If the technician provides service for up to 5 hours of any given day the contractor will be invoiced at ½ the Per Diem rate established in the purchase order.
- If the technician provides service for over 5 hours and less than or equal to 8 hours of any given day the contractor will be invoiced at the Per Diem rate established in the purchase order.
- INFRA technicians will work longer than 8 hours if required and approved by the contractor. Any time worked past 8 hours in one day will be invoiced at an hourly rate of 15% of the Per Diem rate per technician. Overtime hours can be broken into ½ hour segments.

- Standby (however caused, except as caused by INFRA, will be invoiced at a rate of 50% of the Per Diem rate established in the purchase order.
- Where work cannot be performed due to the unavailability of INFRA personnel or equipment, the contractor will not be billed.
- Unplanned travel will be billed at \$1000 per occurrence, per technician.

You will be invoiced stand by time for each Monday through Friday workday that a Technician is "on the job" but is not required by the contractor to work. An INFRA Technician is considered to be "on the job" once he has traveled to the vicinity of the project and is within the dates that you requested he be available to work. You will only be invoiced for stand by time on a Saturday or Sunday if you made previous arrangements for the Technician to be "on the job" for a Saturday or Sunday and the Technician was not allowed to work on the prearranged weekend dates.

The INFRA Technician will be required to have your project manager or job foreman approve of his time on the Daily Post Sales Service Report and such approval shall occur on a daily basis. In the event that standby time exceeds one day the INFRA technician will have standby times approved the first morning he arrives back to the jobsite after the delay.

Mobilization of equipment job boxes will be invoiced at the mobilization rate agreed upon in the purchase order. A contractor will be invoiced for one mobilization each time his actions require the job box to be removed and returned to the jobsite.

The time quoted for post sales service is an estimate based on the diameter and quantity of pipe materials quoted. Actual time requirements may vary due to site conditions that impact pipe laying rates and contractor resources that are applied to laying pipe.

Please contact your INFRA sales representative if you any questions related to the invoicing of post sales service and mobilization.

Contractor's Responsibilities

1. The contractor will be responsible for supplying gasoline or diesel fuel (8 10 gallons/day) for the operation of an INFRA generator.
2. The contractor will be required to move the INFRA generator and/or the automated fusion machine as construction progresses along the trench line.
3. The contractor will be responsible for the movement and placement of fusion bands at the location of each pipe joint.
4. The contractor will be responsible for the supply of construction heaters should the site conditions warrant to enable fusion when ambient temperatures drop below 5 degrees C (40 degrees F).
5. The contractor will be responsible for dewatering the trench and the excavation of any fusion pits required for OD fusion.
6. The contractor will be responsible for providing 'shelter' as necessary to limit the flow of air over work surfaces and to keep work surfaces dry.