***SPUNK* SCOOTERS™**

"RIDE WITH A PURPOSE"

MICROMOBILITY NETWORK SERVICES FOR ELECTRIC ASSISTED SCOOTERS OVERVIEW OF OPERATIONS

The overall vision of Spunk Scooters, LLC is to bring safe, eco-friendly, efficient and practical transportation to the rider. We will educate our riders using multiple channels on how to ride and park SPUNK Scooters, giving our utmost attention to the rider's safety and the safety of others; not riding on sidewalks and parking in the clearly identifiable 'SPUNK Spots", next to bike racks, or other permitted. All the scooters in our fleet have TOP SWAP batteries, are speed-capped at 18.6 MPH, as compared to Class II electric bikes, which max out at 20 MPH. We will adjust that speed downwards should the City of Fayetteville deem it necessary for additional safety. Through our app, on the website, and on each SPUNK Scooter, riders are instructed that they must comply with applicable state laws by affirming they are 16 years old or older, will wear a helmet at all times while riding, and have a valid driver license.

We realize that there's a lot of work to do. Thus, we are dedicated to providing much-need education and support to enhance the ride and decrease the danger of operation. We will provide "SPUNK Scooters Do's and Don'ts" flyers, in English and Spanish, around campuses and in the community, as well as post laminated signs at the designated "SPUNK Spot" locations, if permitted. 'SPUNK Spots" are designated, geo-fenced areas where scooters can be parked. They will set forth printed parameters for where the scooters can be used, set forth the permissible hours of operation and provide tips on safe use. Each vehicle will also be equipped with a phone number and website to contact in the event of an emergency or other issue, such as seeing a scooter improperly parked. Finally, we will provide information for the many YouTube videos available to show our riders how to operate the scooters, i.e.: https://www.youtube.com/watch?v=LA0IL1tT7Gw
https://www.youtube.com/watch?v=dItka1fvf90

We understand the concern and frustration of the public when vehicles are left in the middle of the sidewalk, found blocking entrances to buildings, and other, sometimes unbelievable, annoying places. We intend to address this issue and regulate where and how our scooters are to be left when the rider arrives at their destination. Our vision is to provide a convenient, safe

and cost-effective place to store electric vehicles to cut down on the clutter left behind by scooters.

Initially, we will begin with designated "SPUNK Spot" zones where, if riders deposit their scooters in these spaces, they will receive a rebate on the cost of each ride some other reward. Our application allows customers to easily locate and use SPUNK Scooters, and their level of charge, through interfacing with our docking stations and provide users with available real-time locations.

SPUNK Scooters' hours of operation would be 5:00a.m. - midnight. We are also interested in exploring 24 hour operations with the city. Units will be adjusted by staff according to demand during operating hours using electric bikes and vans. SPUNK will deploy and redistribute our E-scooters every day. We will expand our current operations team and support the program with additional personnel as needed. Our tools for deployment and redistribution are as follows:

Operations Staff

Field technicians will operate regular vehicles to pick up and drop off E-scooter batteries. This will allow us to leverage the experience and knowledge our Field Technicians have acquired. Any scooter that is reported non-compliant will be flagged for pickup or re-parking. Our Technicians will go to the location to resolve the issue by re-parking. We are also exploring ways to use a network to identify and fix improperly parked scooters. SPUNK Scooters Customer Service department will be in constant communication with Operations dispatch on the ground and reach out to non-compliant users on a regular basis when scooters are found mis-parked or when we receive complaints.

At SPUNK Scooters, maintaining a safe and clean fleet of scooters for public use is a top priority. Operations is comprised of both field technicians and a maintenance team, working

around the clock, ensure a safe, reliable, and fun SPUNK Scooter fleet. During hours of operation, Field Operations will focus on re-balancing and deploying charged scooters. Maintenance Operations will focus on mechanical work and adjustments on any scooters in need of repair.

Technology

Our operations software will guide Field Technicians through our mobile app that displays appropriate, geofenced parking locations. The dedicated operations mobile application makes it easy to deploy scooters in approved locations and provides real-time notifications to speed up response times.

Should the city elect, Spunk Scooters will be available to conduct Learn-to-Ride seminars to provide safe riding tips and information on where to ride and park scooters.

If granted the contract, SPUNK Scooters will hire local employees as well, including positions for Fleet Coordinator and Community Manager. SPUNK Scooters will also engage students or contractors to arrange for the retrieval, charging and inspection of its scooters, and mechanics to perform maintenance and repairs. The Fleet Coordinator and Community Manager positions will be open to all qualified, local applicants, and we expect them to be local hires. SPUNK Scooters is also extremely passionate about closing pay gaps across gender, culture, age and race. To facilitate this goal, SPUNK Scooters will offer competitive compensation. Qualified local charger and mechanic contractors are free to contract with SPUNK Scooters. These contractor relationships provide excellent opportunities for local residents to earn pay with flexible schedules they control. SPUNK Scooters is an equal opportunity employer and contractor whose hiring/contracting practices comply with all federal, state, and local laws. SPUNK Scooters has employment counsel in North Carolina advising on compliance with federal and state employment law generally, as well as compliance with specific North Carolina employment law ordinances. SPUNK Scooters is committed to extending legally

compliant and economically competitive employment and contractor relationships to the local community.

The Standard SPUNK Scooter cost is $1 to unlock and $0.30 per minute to ride. The existing charge to the user remains unchanged. SPUNK Scooters offers a low-income plan that waives the $1 unlock fee, and only costs riders $0.20 per minute to ride. There are no additional sign-up fees or out-of-system costs. SPUNK Scooters' low-income plan is available to anyone currently enrolled in or eligible for a state or federal assistance program, including, but not limited to any North Carolina Low Income Energy Assistance Programs that may be in place, or a discounted utility bill. To enroll in SPUNK Scooters' low-income plan, users will simply have to email proof of enrollment in a qualifying program as outlined above along with their full name and phone number to darylwyatt@spunkscooters.com Approval will take between two and three business days.

SPUNK Scooters utilizes Acton M Pro scooters in its fleet. Easy to ride for leisure, commuting, across campus or at work. These scooters are specifically designed for fleet purposes. The Acton M Pro is engineered for durability and built with premium materials, lowering the cost of maintenance and service.

ACTON M PRO

Acton M PRO Specifications

Basic Specs	
Maximum Range	30 mi
Battery	
Motors	
Motors	1
Drivetrain	Hub Motor
Motor Configuration	Single, Rear
Peak Wattage	575 watts
Deck	
Folding	No
Wheels	

Wheel Type	Pneumatic
Brakes	Mechanical Disc Brakes
Electronics	
Built-in Lighting	Front Headlights
Speed Controller	Custom Speed Controller
Regenerative Braking	No

RUGGED DEPENDABILITY: Robust design includes industry-leading strength ratings, heavy duty welds, and proprietary aluminum extrusions.

LOW MAINTENANCE: Designed from the ground up for fleet use with durable hardware, serviceable parts and 10 in. airless tires.

LONG RANGE BATTERY: Powerful and reliable Lithium-ion batteries maximize unit economics and minimize charging infrastructure.

COMFORTABLE RIDE: A wide deck, low center of gravity and attention to ergonomic detail, made for a fun ride.

FRONT FORK SUSPENSION: Smooths out the urban environment for a more confident ride.

RIDER SAFETY: Lots of controllable power, intuitive 2-stage braking, and sporty handling create the safest scooter on the road.

These E-scooters are equipped with an inbuilt **Omni IOT** GPS device containing:

Sharing Scooter management system

Includes a Cloud server program/data base, Back-end program, Android /ios App.

Hardware includes smart control lock and scooter.

A: Omni smart control lock can be put outside or built-in scooter.

B: switch on by scanning qr code, Power off through APP

C: controller is composed by 2G/3G/4G + Bluetooth + GPS + battery

D: Powered by battery of E-scooter

E: GPS real-time tracking

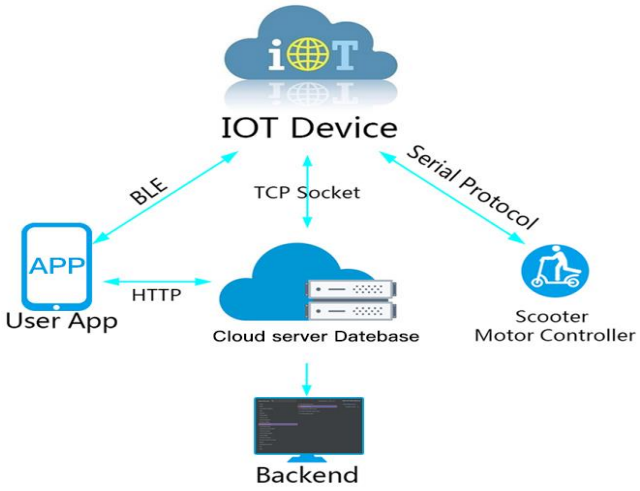
F: Anti-theft alarm sensor

Specifications

1. Name: sharing scooter IOT device
2. Scan to unlock, end riding through APP
3. Communication method:4G&BLE4.0
4. Gps real positioning
5. Abnormal &f all down alarm
6. Charging from scooter battery 36V/48V
7. Monitor scooter battery power
8. Limit riding speed through server
9. Support OTA upgrade
10. Installation: Built-in scooter stem
11. Waterproof level: IP67
12. Backup battery 1000mAh: optional one key to lock

For maximum safety, the scooter comes equipped with an all-wheel braking system for quick stopping capability, and powerful LED headlights to ensure you can see and be seen in low light situations.

In order to avoid the safety glitch that recently let some Bird, Jump and Lyft shared electric scooters exceed local speed limits, all device speeds on SPUNK Scooters can be managed through the use of our device's governor, or speed limiter, that's meant to keep the vehicle's speed below the caps set by local regulations. Thus, we are able to provide data that includes vehicle speed, real-time device availability, trip starts and destinations, and routes. Safety is fundamental to the company and every rental company needs to be vigilant to make sure their available scooters are safe and reliable for riders.



Through the use of Slack, we will be able to set up triggers based on location information. When any person or device enters a specific boundary or area, then it will issue an alert. This will allow us to create a virtual map perimeter through which it is easy to track in real-time, allowing us to get alerts when a vehicle is moved, a support issue is created, or a rider has a bad ride. We intend to work very closely with the City of Fayetteville to design and implement a geofencing system that best suits the campus and city's needs and helps in determining geographical boundaries, using GPS and RFID (Radio Frequency Identification).

SPUNK Scooters will explore offering system credits as incentives to users who ride low-charge scooters back to designated pickup and/or charging locations. We believe that there is an avid group of users who are eager to assist in riding low-charge E-scooter to our SPUNK Spots in exchange for future riding credits.

Presently, we charge a $20 fee for leaving a scooter outside the system area geofence. The issuance of additional fines, penalties, or suspension of ability to use is a matter that can be

discussed during contract negotiations with the City of Fayetteville, as there are potential revenue sharing possibilities that exist.

On-site Maintenance

Technicians will perform daily rounds while re-balancing scooters and checking battery levels. They will also monitor scooters in the field and perform basic adjustments as needed to ensure that scooters are acceptable for riding. If scooters are improperly parked, the field team will re-position the scooters accordingly. If scooters require more than a quick adjustment or are low on battery charge, technicians will pick up the scooters and take them off the street for maintenance.

Reported Repairs

Scooters that have been reported for repair will be initially assessed in the field by a technician. If the scooter cannot easily or safely be repaired in the field, it will be transferred for repair. Parts are replaced by Maintenance on an as needed basis and the scooter will go through a thorough check before re-entering service. Repair activities are logged for future reference.

Preventive Maintenance

Preventive maintenance will be conducted through a series of tasks performed routinely on scooters that are otherwise in a rideable condition. An example is the regular swapping of brake pads to reduce the chances of parts damage, which would result a more costly replacement.

SPUNK's fleet management software system creates preventative maintenance alerts based on each scooter's last inspection date. At a minimum, each scooter will be thoroughly inspected once a month. When an alert is triggered, a ticket is created, the operations technician follows up with an inspection, and resolves the ticket after the inspection is completed.

SPUNK Scooters send real-time battery charge levels to central servers. All scooter charge levels are monitored by our software system and generate dispatch actions based on real-time events. Our staff will constantly monitor the interactive map to assist in dispatching field technicians and coordinate with Customer Service. The scooters that are low-in-charge will be taken offline automatically and display for pickup in our operations software, which guides our workers efficiently to the next scooter for pickup. SPUNK Scooter technicians prioritize the pickup and removal of low-charge and non-compliant scooters for recharging.

The E-scooter battery contains high-quality lithium ion cells that are designed to last for at least 600 full charge/discharge cycles before reaching 80% of its original capacity/range. We will constantly monitor the number of charges and battery performance over the life-cycle of a scooter. At the anticipated average trip length of 1.2 miles, we expect 17.5 trips per charge, equaling roughly 10,500 trips per battery life cycle. At a high estimate of 8 trips per scooter per day, a battery would be expected to last over 3 years based on the number of recharge cycles before it reaches 80% capacity.

Each user must agree to follow the rules of the road and ride safely. The app includes clear alerts and notifications to show users where to park scooters. The points-based incentive system rewards and penalizes users based on their riding behavior and incentivizes them to park in designated areas. Users who repeatedly violate the terms of service will have their privileges to rent from SPUNK Scooters suspended.

Our system uses geo-fencing to indicate appropriate parking areas and “No-Ride” Zones, as designated by the city, and alerts users when parking improperly. Additionally, maintenance staff is trained to notice and move any improperly parked scooters.

ADA compliance is given the utmost attention at SPUNK Scooters. Our customers are cautioned to make sure they don’t block the sidewalk and to make sure the scooters are properly parked when they return them. We do not intend for the use of our scooters to a big

problem for wheelchair-users who encounter sidewalks that are blocked by improperly parked e-scooters. Our goal is to maintain accessibility of the city's public sidewalks, curb ramps and cross walkways for people with disabilities.

Each vehicle will be equipped with a phone number and website to contact in the event of an emergency or other operation of the scooter, as well as the ability to file a complaint, such as seeing a scooter improperly parked. We will provide information for the user to self-educate through the use of the many YouTube videos available to show our riders how to operate the scooters. On the "Consumer 101" TV show, Consumer Reports expert Ryan Felton offers tips for keeping safe while using a scooter, which information will be provided to potential customers. Finally, we will conduct city-wide training seminars and demonstrations for users who wish a hands on experience.