

RIDE4HEALTH, LLC

Tariff Naming Rates, Rules, and Regulations Governing the
Transportation of Persons in Transportation Network Company Service
Between Points in Pennsylvania

To transport, as a dual motor carrier, persons in transportation network service between points in Pennsylvania, excluding service under the jurisdiction of the Philadelphia Parking Authority.

Issued under authority of 52 PA Code Section 23.42

By: RIDE4HEALTH, LLC
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RULES & REGULATIONS

- 1.1 Passengers will request transportation service through the Internet or a mobile application ("App") on a smart device. Drivers may not solicit or accept street-hails.
- 1.2 When the digital network connects a passenger's request to a responding driver, the passenger will receive a description of the vehicle, including make, model, and license plate number; a photo of the driver; and an indication of the driver's current location and estimated time of arrival.
- 1.3 Before booking the ride, the prospective passenger will be notified of the estimated cost of the requested ride.
- 1.4 Additional expenses necessitated by or incurred at the request of the passenger, including but not limited to, highway tolls, bridge tolls, entrance fees, parking, and accoutrements purchased, shall be added to the charge for the trip.
- 1.5 Upon completion of a trip, an electronic receipt will be transmitted to the passenger's email address or smartphone App documenting the details of the trip (including the total amount paid; the driver's first name; and the origin, destination, mileage, and time of the trip).
- 1.6 Payment can be made by cash, by credit card, or through the TNC's mobile App.

SCHEDULE OF RATES

- 2.1 Prices are calculated based on the distance and/or time between the requested pick-up location and drop-off location. The quoted price will include a minimum base fare and other costs, which may include charges such as "safe ride" fees, booking fees, delivery fees, tolls, airport surcharges, applicable taxes, regulator and compliance costs, and/or accoutrement charges. Prices may be adjusted based on actual ride distance, time accrued, and/or accoutrements purchased.
- 2.2 Flat/fixed prices may be charged for trips.
- 2.3 Prices may increase or decrease in real time, including for the purpose of balancing supply (of drivers) and demand (from customers).
- 2.4 Discounts, premiums, or charges may be adjusted based on accoutrements, actual ride distance, and/or time accrued.
- 2.5 If the passenger's route or destination changes, the estimated price may change in accordance with the rate factors identified above and any other applicable taxes, tolls, charges, and adjustments.
- 2.6 Cancellation fees, wait time, and cleaning fees may be applied as necessary, with advance notice to the passenger.

- 2.7 When a natural disaster or emergency results in a state of disaster emergency declaration by the Governor of Pennsylvania, the TNC's dynamic pricing will comply with Act 164, 66 Pa. C.S. § 2607(e), and the Pennsylvania Price Gouging Act, 73 P.S. §§ 232.1 et seq. In addition, the TNC's digital network may be placed in Emergency Mode to provide assistance to residents or may cease to operate to keep roads clear.