

Grid Protection Alliance Maintenance Agreement Support

Thank you for choosing Grid Protection Alliance for your power quality needs. We look forward to working with you and your organization.

Current methods to get support are:

- 🔑 Our [internal ticketing site](#) (forwards to our [Jira Service Management Portal](#))
 - Documentation, including how to submit and track issues, is also available in this portal.
 - [Contact Erika](#) should anyone from your organization need an invite.
- ✉ Email: support@gridprotectionalliance.org – creates a ticket in the portal (domain of from email must be @mte.com)
info@gridprotectionalliance.org – for invoicing and contract questions
elwills@gridprotectionalliance.org – configuration and other support questions
- ☎ Phone (24x7): +1 (423) 206-9982
 - Calls after business hours without a 24x7 agreement are subject to the charges listed on the attached **Annual Grid Protection Alliance, Inc., (GPA) Product Maintenance Sheet**.
- 🌐 Visit our [GitHub](#) to download official releases of open-source software.
 - Download the latest stable pre-release versions on [GPA Nightly Builds](#).
- 🗣 For community support, our [Community Forum](#) can help.

Note that all methods with the exception of the 24x7 support phone number are monitored during business hours (M-F 8AM-6PM Eastern Time).

Grid Protection Alliance, Inc. Annual Product Maintenance



MTE's Current Products Supported by an Annual Maintenance Agreement

	Product		Active Agreement	24x7 Support	Agreement Expiration
PQ Tools	Analysis	openXDA EE	X		4/27/2025
		System Center			
		miMD	X		4/27/2025
	Data Collection	openMIC EE	X		4/27/2025
	Visualization	PQ Dashboard	X		4/27/2025
		openSEE	X		4/27/2025
		SE Browser	X		4/27/2025
	Interval Data	SPC Tools	X		
		TrenDAP	X		
	PQ Digest		X		4/27/2025
Synchrophasor Tools	openPDC				
	SIEGate				
	openHistorian				

* SPC Tools and TrenDAP are covered by an active EPRI project. PQ Digest is covered by an active software warranty. All Software warranties and support through EPRI projects are subject to the corresponding expiration dates not listed in this document.

Grid Protection Alliance, Inc. Annual Product Maintenance



Annual Grid Protection Alliance, Inc., (GPA) Product Maintenance

With an annual product maintenance agreement, GPA agrees to:

- Provide support for all instances of the products specified in the associated quote including test, acceptance, and production.
- Provide notice of significant bug fixes and new product releases.
- Provide support for the application of patches or the migration to new versions of the product.
- Make GPA staff available for consultation and problem resolution.
- Provide access to a private, problem-reporting web site (separate from GPA's public, open-source problem reporting) to open maintenance tasks and allow tracking of these tasks to completion.
- Establish a process to escalate problem resolution, should it be necessary.
- Grant the maintenance contract owner a priority voice in establishing a ranking list for new features to be included in subsequent product releases.
- Provide the maintenance contract owner with two free registrations to the annual GPA User's Forum, during the term of the maintenance agreement.

Business Day Support (10 hours x 5 days)

- GPA personnel will be available for e-mail and telephone support during normal GPA business hours which are Monday through Friday, 8:00 a.m. until 6:00 p.m., eastern time, with the exclusion of six holidays -- New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving, and Christmas.
- During GPA business hours, GPA on-call staff will respond immediately, whenever possible; but, in any event, GPA staff will reply within 30 minutes by telephone call or e-mail to acknowledge receipt of a support request and initiation of work on the issue.
- A 24-hours x 7-days support telephone number will be provided for hours outside of those covered by the 10-hours x 5-days maintenance services. GPA will endeavor to provide this after-business-hours support (subject to the availability of GPA personnel) at 150 percent of GPA's standard consulting rates with a 4-hour minimum charge.

Round-the-Clock Support (24 hours x 7 days)

- Includes all GPA Business Day Support services.
- Additionally, GPA personnel will be available 24 hours x 7 days x 365 days via a direct mobile number and will respond within 15 minutes. Problem investigation will begin immediately.