Grid Protection Alliance Maintenance Agreement Support

Congratulations on your agreement with Grid Protection Alliance! 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)
  - o Documentation, including how to submit and track issues, is also available in this portal.
- ✉ Email: support@gridprotectionalliance.org – creates a ticket in the portal (domain of from email must be @ons.org.br)
  info@gridprotectionalliance.org – for invoicing and contract questions
  elwills@gridprotectionalliance.org – configuration and other support questions
- 📞 Phone (24x7): +1 (423) 206-9982
- 🔾 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

<Companies> Current Products Supported by an Annual Maintenance Agreement

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

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.