January 23, 2025

Tracey Adams

Powerlink Queensland

33 Harold Street

Virginia QLD 4014

RE: **Maintenance Support Services for Grid Protection Alliance, Inc., (GPA) Products**

Dear Ms. Adams:

Per your request, this is a quote for GPA to provide combined annual support services to Powerlink Queensland for openHistorian Enterprise Edition.

**Coverage and Licensing**

This agreement includes support, maintenance, and licensing of the openHistorian Enterprise Edition software. The support and maintenance services to be provided by GPA are described in the attached Product Maintenance Sheet.

With this agreement, Powerlink Queensland is granted a perpetual, non-exclusive, non-transferable license to use the latest version of the software released during the term of this agreement. Support is provided for the deployment of new versions and patches during the term of this agreement; it is the sole responsibility of Powerlink Queensland to schedule deployments within this timeframe to receive such support.

**Operating Environment**

This agreement is valid for one (1) operating environment, where an “operating environment” is defined as one or more instances monitoring the same data (e.g., Substation vs. Control Room, Transmission vs. Distribution, etc.), and an “instance” is defined as a separate installation (e.g., failover clusters; production, acceptance, and test; etc.).

Should the single operating environment need to be split for performance or any other reason, this agreement will cover only the original installation environment until a separate agreement is arranged.

**Support Services Pricing**

One year of 24x7 support for openHistorian is priced at $20,000 USD.

Payment is due within 30 days of the contract signing or start date with an annual cost of $20,000 USD.

GPA has the technical experience and capability to quickly meet Powerlink Queensland’s support needs for these products and to provide enhancements to them as your power quality systems mature.

We look forward to this opportunity to provide support services to Powerlink Queensland. This offer is valid until February 28, 2025. If you have any additional questions, please do not hesitate to get in touch with me at (570) 637-7161 or [clackner@GridProtectionAlliance.org.](mailto:clackner@GridProtectionAlliance.org.)

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23-01-2025

Quote Authorization: Date:

Dr. Christoph Lackner, Operating Officer and Lead Engineer

Grid Solutions | Grid Protection Alliance, Inc.

Please sign, date, and return this quote to accept.

Quote Acceptance: Date: