



July 1, 2025

Mr. Viha Mashruwala
Southern Company Transmission
600 Eighteenth Street, North
Birmingham, Alabama 35291

RE: Renewal of Maintenance Support for openXDA and openPQ Dashboard

Dear Mr. Mashruwala:

This is a quote for the Grid Protection Alliance, Inc., (GPA) to continue to provide maintenance support for the openXDA and the openPQ dashboard instances installed at Southern Company Services. The services to be provided by GPA are described in the attached Product Maintenance Sheet.

Support Services Pricing

GPA offers a maintenance contract which will expire on July 31, 2026. The annual cost for business day support (10 hours per day, 5 days a week) is \$15,000. GPA also offers a 24-hour x 7-day support option at \$20,000, if necessary.

Multi-Year Option, 2-Year Term

If Southern Company Services commits to a 2-year term, the annual cost of \$15,000 is discounted \$500 per year for a total of \$29,000 for the 2-year term for a business day support agreement or \$39,000 for a 24-hour x 7-day option.

Multi-Year Option, 3-Year Term

If Southern Company Services commits to a 3-year term, the annual cost of \$15,000 is discounted \$750 per year for a total of \$28,500 for the 3-year term for a business day support agreement or \$38,500 for a 24-hour x 7-day option.

GPA has the technical experience and capability to quickly meet Southern Company Services' support needs for these products and to provide enhancements to them as your openXDA and openPQ dashboard systems mature.



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We look forward to this opportunity to provide support services to Southern Company Services. This offer is valid until August 15, 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.

Sincerely,

Dr. Christoph Lackner
Operating Officer
Grid Solutions
Grid Protection Alliance, Inc.

Quote Authorization:

Dr. Christoph Lackner, Operating Officer and Lead Engineer
Grid Solutions | Grid Protection Alliance, Inc.

Date: 07/01/2025

Please sign, date, and return this quote or issue a purchase order to accept.

Quote Acceptance:

Date: _____

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.