October 2022

Cosimo Pisani

CC. Alessandra Restelli

Terna Rete Italia SpA

Via Attilio Benigni 21

00156 Roma, Italy

RE: **Grid Protection Alliance Maintenance Agreement Support**

Dear Mr. Pisani:

Congratulations on your agreement with Grid Protection Alliance! GPA has the technical experience and capability to develop new analytics, and we look forward to working with you.

Current methods to get support are:

* Email: [support@gridprotectionalliance.org](mailto:support@gridprotectionalliance.org)
* Phone: +1 (423) 206-9982
* Visit our [GitHub](https://github.com/GridProtectionAlliance/) to download available software, view documentation, or view and submit issue tickets
* For community support, our [Community Forum](https://discussions.gridprotectionalliance.org/) can help

Alternatively, you can reach out to our Senior Support Engineer, Erika Wills, directly at [elwills@gridprotectionalliance.org](mailto:elwills@gridprotectionalliance.org), and she will direct your inquiry accordingly.

**Terna Rete Italia SpA 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 | | X | X | 10/17/2022 |
| SIEGate | |  |  |  |
| openHistorian | |  |  |  |

**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.

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