

3-Hour/60-Day Support Number

## QualityLogic – 3-Hour/60-Day Limited Software Support Contract Policy for OpenADR Test Products

As the official test tool partner to the OpenADR Alliance, QualityLogic is committed to supporting the products it develops for the Alliance through excellent customer support. Our objective is to ensure that your expectations and needs are met both before and after the OpenADR products are licensed. With your recent licensing of the OpenADR Testing Product, you are entitled to three (3) hours of email and/or phone support during the first 60 days after purchase, consisting of the services described herein. Ongoing support is also available through the purchase of support contracts.

This support is for the OpenADR Test Tools licensed and does not include support for certification testing with an authorized OpenADR Test Lab. Questions about certification of products should be directed to the OpenADR Alliance at [certification@openadr.org](mailto:certification@openadr.org)

### **Technical Support**

This Software Support Contract entitles you to technical support during QualityLogic's business hours from 8:00 AM to 5:00 PM Monday through Friday (Pacific Time). In order to provide quick response to support queries, please provide the contract number provided at the top of this page, your name, company name, and the product and version number. Customer Support e-mail should be sent to [support@qualitylogic.com](mailto:support@qualitylogic.com) Technical support available in this contract is limited to assistance in isolating and reporting issues with the test tool; resolving issues with installation, startup of the test tool and operation in the licensee environment<sup>1</sup>. The 60-day support does not include training, assistance with debugging the licensee software, interpreting test results or other consulting related to development and testing.

If you require help in understanding the test results from a protocol standpoint, you will be asked to send test results files to QualityLogic via email. These results will be reviewed and responded to in 2-3 days.

### **Software and Documentation Replacement**

This Software Support Contract entitles you to free replacements via ftp download for your software or user's documentation should they become damaged or lost during the term of this contract.

### **Product Updates & Upgrades**

The OpenADR Alliance and QualityLogic are committed to ensure that the OpenADR test product you purchase remains current and up-to-date.

Updates to the test suites authorized by the OpenADR Alliance will be provided during the term of this support contract. Depending on the scope and effort required for the update, the OpenADR Alliance may choose to price any specific update separately.

### **Update Notices**

Customers will be notified of any product enhancements, bug fixes, updates, or upgrades. Customers will further be notified just prior to the expiration of the 60-day term of the free support period, and also prior to the expiration of an extended support contract, in order to purchase an extension to their support coverage.

### **Software Support Contract Terms**

1. This Software Support Contract starts the day the test product is shipped and continues for a period of 60 days or 3 hours of support, whichever occurs first.
2. Software Support Contracts may be purchased for additional blocks of support hours.
3. Support is provided in minimum increments of 15 minutes. An accounting of all support activities can be requested.
4. This contract is solely between the licensee and QualityLogic. The OpenADR Alliance is not responsible or liable for delivery of services described in this support contract except for authorizing and maintaining the product(s) under support.
5. The OpenADR Alliance is the owner of the OpenADR V2 specification, PICS and test specification and is responsible for interpretation of these documents. Any interpretations offered by QualityLogic are the opinion of QualityLogic and may not represent that of the OpenADR Alliance, although we will make every effort to insure that they are consistent with Alliance intent and interpretation.
6. QualityLogic makes no representation or warranties that products using the test tools will pass OpenADR certification requirements.

Please direct inquiries regarding this contract to the QualityLogic Customer Support Department.

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<sup>1</sup> To the extent possible by phone or web support. Travel to your site is not included in this contract. If required, it will be an additional charge at normal support fees plus expenses.