

SCOPE OF WORK

DIGITAL SERVICE

ENVIRONET CONNECT

ENVIRONET™ CONNECT SERVICES PLUS- (GXT4 REQUIRES COMM CARD UNITY OR RDU)

SERVICE SUMMARY

Feature	Detail
Software License	Available for up to device quantity purchased and for duration of time period purchased.
Service Professional	Service performed by Vertiv factory trained monitoring technicians.
Phone Response	Guaranteed 2-hour phone response, 8am-5pm, Monday-Friday (excluding national holidays).
Software Remote Help Desk	Includes access to the Customer Resolution Center (1-800-543-2378) and the Vertiv Customer Portal - per availability. Scheduling to be coordinated with Vertiv. Guaranteed 1 business day response time for scheduling coordination. Remote Help Desk to be provided at the availability of Vertiv.
Software Training	Access to software training video library. Includes half day dedicated online training by Vertiv Service Professionals.
Asset Management	Access to predefined dashboards and view templates. Vertiv support for the customization/creation of additional dashboards/views.
Device Tech Support	Basic Tech support for hardware devices. Includes access to the Customer Resolution Center (1-800-543-2378) and the Vertiv Customer Portal - per availability.
Firmware Upgrade Support	Vertiv communication card firmware upgrade support for up to 5 devices.

SERVICE INCLUDED

Software License

- Device connection quantity per software device license limit quantity purchased.
- Software activation per duration purchased.

Software Remote Help Desk Basic Service

- Access to customer resolution center for software related support claims.
- See Assumptions and Clarification for limitations and details.
- Vertiv Services virtual visit to provide remote Assistance with minor system updates and configuration changes (network access required).
- Network returned to operational status after virtual visit.

Software Training

- Access to online video library.
- Learning module examples: software configuration, equipment templates, dashboard customization.

- Includes half day dedicated online training by Vertiv Service Professionals.

Asset Management

- Access to predefined dashboards and views in the software which are customizable per the training module instruction guides.

Hardware Device Basic Tech Support

- Phone response and email response only. 5 days/week, 8am-5pm.
- Basic troubleshooting for hardware.
- Vertiv technicians review the problem and return the best course of action immediately or within the next business day.

Firmware Upgrade

- Demonstrate and update Vertiv communication card firmware on up to 5 devices.
- See Assumptions and Clarifications.

Exempted-Billable Service Visits

Problems due to external equipment failures or changes, site readiness, network, or computer system failures are typically billable. Charges may be waived for a maximum of one troubleshooting session, annually, attributed to these external factors. Additional visits for failures external to Environet Connect will be billable.

ASSUMPTIONS AND CLARIFICATIONS

Remote help desk does not include anything beyond basic Environet Connect software troubleshooting.

Device tech support coverage does not include anything beyond basic hardware troubleshooting.

Hardware requirements:

- GXT 4 Requirement – communication card must be Unity or RDU101

Software Remote Help Desk is limited to:

- Consultation on the status of the Environet Connect system.
- Perform any required Engineering Field Change Notices (FCN).
- Remote Assistance with minor system updates and configuration changes during the virtual visit, such as:
 - Move or renaming existing equipment within the system.
 - Configure existing Environet Connect system to support new equipment. Customer must provide SNMP credentials to Vertiv prior to configuration. And MAC addresses may be required.
 - May require NTP information (confirm with Ben, Nick)
 - Alarm, notification, or trend configuration assistance as requested.
- Remote Desktop access required for the following:
 - Perform minor graphic changes.
 - Add or remove units.
- Return system to operational status, ensuring all monitored equipment is on-line and the Environet Connect system is functioning properly.
- Does not include on-site support services.

Firmware upgrade is limited to:

- Communication card firmware for up to 5 devices.
- Bug and security updates only.

Device Basic Tech Support is limited to:

- Basic troubleshooting only for hardware.
- Does not include on-site tech support services.
- Any additional on-site trouble shooting is not covered and will be billable.
- Parts are not covered.

CUSTOMER RESPONSIBILITIES

In order to provide timely, accurate and thorough execution of the services described herein, Vertiv requests the following:

- Point of Contact: Provide an authorized point of contact(s), specific for the scope of work, for scheduling and coordination purposes.
- Scheduling: Make dates available for scheduling service. All virtual visits must be requested 10 business days in advance of need by contacting the Vertiv Customer Resolution Center at 1-800-543-2378.
- Remote Access: Prior to time of scheduled work, provide remote access including any customer required access/connections, credentials for Vertiv service personnel.
- Ensure that the Vertiv team member can get appropriate access to provide support by means of a dedicated VPN connection or a suitable screening sharing application where Vertiv team member can take control of the application.
- Notification: If for any reason the work cannot be performed during scheduled time, notify Vertiv service personnel 24-hours prior to scheduled event.
- Local Agent Access: Convenient access to the software covered by the Scope of Work. Prior to scheduled time of work, notify Vertiv service personnel of any special requirements for access.
- Shutdown: Service may require shutdown of software service to ensure integrity.

TERMS AND CONDITIONS

Subject to all Terms & Conditions as noted in the Vertiv Terms & Conditions or the terms of a Master Agreement between the parties, if any, shall apply.