

SCOPE OF WORK

ALBER BATTERY XPLORER ENTERPRISE SOFTWARE BASIC SERVICE

SERVICE SUMMARY

Feature	Detail
Response Time	Guaranteed 2 hour phone response, 7 days/week, 24 hours/day.
Customer Support	Includes access to the Customer Resolution Center (1-800-543-2378) and the Vertiv Customer Services Network Online Internet portal.
Software Update	Includes access to 100% software patches and updates. Patches, updates and upgrades are installed by others.
Commissioning Service	Includes commissioning service scheduled by the customer between 8am-5pm, Monday-Friday (excluding national holidays). Commissioning includes adjustments to the system after single jar battery replacements and system commissioning after full string replacements (does not include batteries, tab washer installation or installation labor).

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 visits must be requested 10 business days in advance of need by contacting the Vertiv Services Customer Resolution Center at 1-800-543-2378.
- Site Access: Prior to time of scheduled work, provide site access including any customer required escort, security clearance, safety training and badging for Vertiv service personnel.
- Equipment Access: Convenient access to the equipment covered by the Scope of Work. Prior to scheduled time of work, notify Vertiv service personnel of any special requirements for equipment access including lifts, ladders, etc.
- Shutdown: Service may require shutdown of load to ensure electrical connection integrity.
- Notification: If for any reason the work cannot be performed during scheduled time, notify Vertiv service personnel 24-hours prior to scheduled event.

TERMS AND CONDITIONS

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