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1. Introduction

This Service Maintenance Program document provides information on the layered service model for Eaton - Cooper Power Systems, EAS Substation Automation products. Eaton-CPS provides a standard and enhanced support offering to match the requirements of the customer.

The support offerings are divided as follows:

**SMP Hardware and Software – End Users.** This section describes the standard and enhanced support available for the SMP devices and covers both the hardware warranty and the firmware support options. The software is pre-loaded onto the device at the factory.

- Standard Warranty. The standard warranty for the product.
- Maintenance and Support Packages. A choice of annual Maintenance and Support options that provide the customer with the ability to choose a support package that matches their organization and requirements.

The Hardware Support and Services options are summarized in the following Table. Please read the section details for the complete information on each option.

<table>
<thead>
<tr>
<th>SMP Hardware &amp; Software – End Users</th>
<th>Warranty and Maintenance Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Elements</td>
<td>Warranty Hardware</td>
</tr>
<tr>
<td></td>
<td>Hardware</td>
</tr>
<tr>
<td>Duration</td>
<td>5 Years</td>
</tr>
<tr>
<td>Technical Support</td>
<td></td>
</tr>
<tr>
<td>Business Hours</td>
<td></td>
</tr>
<tr>
<td>Emergency 24 x 7</td>
<td></td>
</tr>
<tr>
<td>Software and Firmware Updates</td>
<td></td>
</tr>
<tr>
<td>Software Releases</td>
<td>x</td>
</tr>
<tr>
<td>Patches and Fixes</td>
<td>x</td>
</tr>
<tr>
<td>Loaner Program</td>
<td>x</td>
</tr>
<tr>
<td>RMA Investigation Program</td>
<td>x</td>
</tr>
<tr>
<td>Reduced hourly rate</td>
<td>x</td>
</tr>
<tr>
<td>Priority of investigation</td>
<td>x</td>
</tr>
</tbody>
</table>
Enterprise Software – End Users. This section describes the standard and enhanced support available for enterprise class software. This software is typically loaded within the utility IT infrastructure on server class machines.

- Standard Warranty. The standard warranty for the product.
- Maintenance and Support Packages. A choice of annual Maintenance or Support options that provide the customer with the ability to choose a support package that matches their organization and requirements.

The Hardware Support and Services options are summarized in the following Table. Please read the section details for the complete information on each option.

<table>
<thead>
<tr>
<th>Program Elements</th>
<th>Standard Warranty</th>
<th>Support and Maintenance</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Duration</td>
<td></td>
</tr>
<tr>
<td></td>
<td>12 Months</td>
<td>Annual</td>
</tr>
<tr>
<td>Technical Support</td>
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<td></td>
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<td>Business Hours</td>
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<td>3/yr.</td>
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<tr>
<td>24 x 7</td>
<td></td>
<td>Unlimited</td>
</tr>
<tr>
<td>Software Updates</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Software Releases</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Patches and Fixes</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Coaching and Consulting</td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>Investigation and Troubleshooting</td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>Reduced hourly rate</td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>Priority of investigation</td>
<td></td>
<td>x</td>
</tr>
</tbody>
</table>
2. SMP Hardware and Software – End Users

2.1. Standard Warranty

SMP 4, SMP 16/CP, SMP 16/SG and SMP I/O: Eaton - Cooper Power Systems will promptly replace or repair any hardware device that fails during a period of 5 years after delivery.

SMP Software: During a period of 12 months after delivery, Eaton - Cooper Power Systems will correct any software problem that prevents the system from performing against documented requirements.

Technical support: The basic warranty includes limited free technical support from our technical support staff for a period of 12 months following delivery. Questions and problems can be submitted by the designated customer contact by e-mail or phone during our normal business hours: 8 AM to 5 PM EST.

2.2. SMP Maintenance Plan

The Standard SMP Maintenance Plan provides you with continuous access to the latest version of the gateway software and of the Microsoft Windows®-based configuration and maintenance tools for duration of one year as follows:

- You will have free access to new releases of SMP software, including Windows-based configuration and maintenance tools, licensed protocols, and software components. Two updates per year are planned.
- You will receive notification of updates, patches, and fixes to existing versions of the software products covered under the plan.
- You will have limited warranty access to technical support. Questions and problems can be submitted by the designated customer contact by e-mail or phone during our normal business hours: 8 AM to 5 PM EST.
- You will have 3 free support cases annually with our technical support specialist team. Extra support cases can be purchased if necessary.

The SMP Standard Maintenance Plan is included with every SMP units purchased, and is valid for the life of the device.
2.3. Enhanced SMP Maintenance Plan

The Enhanced Maintenance Plan provides the customer all the benefits from the Standard SMP Software Maintenance Plan plus the following:

- **Loaner program.** Upon confirmation of eligibility (based on the customer equipment type availability), the customer will have access to replacement equipment within a period of 24 hours (subject to delivery carrier services). The equipment provided will be sent to ensure system service continuity and will remain available at the customer site until another solution is offered to the customer. The equipment will be returned to Eaton-CPS at the end of the loan and cannot be purchased. The loan equipment will be a replacement unit. (Refurbished unit, not necessarily the same model as the original customer equipment). Limit of 1 loan unit per customer simultaneously.

- **24/7 emergency call response service.** This service provides the customer with a 24 hours / 7 contact phone number for emergency technical support. The service is provides the customer with quick support and investigation to understand unusual situations that may occur outside of normal business hours. The service ensures that the customer can react accordingly to the situation he is facing. This service is not intended to replace normal support or engineering services, outside of an emergency situation. This service does not guarantee resolution of the problem at the time of the call. A report of the analysis of the situation, including recommendation to ensure service continuity will be provided before the close of the next business day.

- **RMA investigation program.** This service provides the customer with up to 2 hours of free investigation on any unit returned (up to 25 per year of contract) for repair at our repair facility. The service provides assurance that the customer has a clear understanding of the problem, and the possible causes. A report of the analysis of the situation, including recommendations to help the customer with any corrective actions will be provided within two business days after the investigation is completed.

- **Priority of investigation at the customer support department.** This service provides the customer with a priority of investigation for submitted technical issues. The service is provides during regular business hours only. The service ensures that a product specialist will investigate and answer any specific request in priority towards regular ones. The customer can expect a feedback within 8 open business hours after submitting a question or reporting an issue. This service is not intended to replace engineering services and does not guarantee resolution of the problem at the time of the call.

- **Unlimited free support cases.** This service provides the customer with unlimited, free support cases investigation and coaching with our technical support specialist team. Questions and problems can be submitted by the designated customer contact by e-mail or phone during our normal business hours: 8 AM to 5 PM EST. This service is not intended to replace engineering services and does not guarantee resolution of the problem at the time of the call. Also, this service does not cover on-site support or investigation.

The Enhanced SMP Maintenance plan is a renewable one-year contract. In the case Eaton-CPS is selling to a third party (Value Added Reseller, Integrator, Distributor, etc.), the end user must be specified to Eaton-CPS for this maintenance plan to be effective.
2.4. Engineering/Product Specialist Services

The Engineering/Product Specialist Services plan provides you with an Engineering/Product specialist to assist you in defining your needs and with the configuration of the SMP product, in the context of an automation project, for example.

- High-quality Engineering/Product specialist to support you with your SMP software configuration and optimization.
- Our product specialist staff can assist you with configuring your SMP products, analyzing device protocols, diagnosing communication problems, or using the SMP Tools.

The Engineering/Product Specialist Services offered are:

- **On-site technical requirements audit and recommendations.** This professional service provides the customer with a complete analysis of its system, and the production of a recommendation report. The Engineer/Product Specialist will perform analysis at the customer location and work with the customer team to analyze the components of its system to ensure it meets the specified requirements/standards of the industry. A report will be prepared and provided to the customer following the analysis.

- **Technical optimization service.** This professional service provides the customer with a complete and optimized configuration (parameters) of its system. This activity normally follows the audit of a given system and the resulting recommendations. A report will be prepared and provided to the customer following this activity.

- **Specific training refresher.** Provide the customer with a training refresher on the SMP equipment. This refresher does not replace complete training and is intended for people who have attended formal training. The duration of the session will vary and be adapted to the customer needs (estimated to 8 hours per product). The location of the training will also be adapted to the customer needs.

- **Homologation program.** This professional service provides the customer with a complete analysis and test program of its system. The Engineer/Product Specialist will perform work at the customer location and work with the customer QA team to analyze the components of the system to ensure it all meets the requirements specified in the homologation test plan. A report will be prepared and provided to the customer following this activity.

The Engineering/Product Specialist Support Services are usually offered in packages. Each of them includes the time required by the provided resources to complete the tasks, but excludes travel and lodging charges (unless specified). The required tasks must be coordinated by the Engineer/Product Specialist at least 6 weeks before the desired realization date.

**Pricing:**
- a) Product specialist is available on an hourly rate basis. The 2015 rate is $142/hour.
- b) Or at a special rate of 113$/hour, with a valid Enhanced SMP Maintenance Plan.
3. Enterprise Software – End Users

3.1. Standard Warranty

Eaton - Cooper Power Systems will correct software defects for a period of one year that prevents the system from meeting documented requirements.

The basic warranty includes limited free technical support for a period of 12 months (from the SAT completion date). Questions and problems can be submitted by the designated customer contact by e-mail or phone during our normal business hours: 8 AM to 5 PM EST.

3.2. Standard Software Product Maintenance plan

The Software Product Standard Maintenance Plan has a duration of one year and provides you with continuous access to the latest version of the server and client software:

- You will have free access to new software releases. A minimum of one update per year is planned.
- You will receive notification of updates, patches, and fixes to existing versions of your covered software products.
- You will have limited warranty access to our technical support beyond the expiration of the standard warranty. Questions and problems can be submitted by the designated customer contact by e-mail or phone during our normal business hours: 8 AM to 5 PM EST.
- You will have 3 free support cases annually with our technical support specialist team. Extra support cases can be purchased if necessary.

**Pricing:** The maintenance plan is mandatory for first 3 years. Optional from Year 4 and on. Annual fee of 15% of the total value of the system. Traveling cost not included if required. Invoicing will be done at the beginning of each year of maintenance. A 33% rebate of the maintenance fees will be automatically applied if the original PO included upfront the first 3 years of maintenance.

Following the initial period of 3 years, the Standard Software Product Maintenance plan is a renewable one-year contract. In the case Eaton - CPS is selling to a third party (Value Added Reseller, Integrator, Distributor, etc.), the end user must be specified to Eaton - CPS for this maintenance plan to be effective.
3.3. Enhanced Software Maintenance plan

The Enhanced Software Product Maintenance Plan provides the customer with all the benefits from the standard Software Maintenance Plan, plus the following:

- **24/7 emergency call response service.** This service provides the customer with a 24 hour / 7 day contact phone number for emergency technical support. The service is provides the customer with quick support and investigation to understand unusual situations that may occur outside of normal business hours. The service ensures that the customer can react accordingly to the situation he is facing. This service is not intended to replace normal support or engineering services, outside of an emergency situation. This service does not guarantee resolution of the problem at the time of the call. A report of the analysis of the situation, including recommendation to ensure service continuity will be provided before the close of the next business day.

- **Coaching.** Provide the customer with 16 hours (4 hours for VTD) of specific coaching about any specific feature of the software. Coaching hours are intended to be provided remotely. This time can be used by the customer for additional training needs or explanations (customer must have successfully completed the basic training for the product). Time is cumulative for the period of the contract (minimum of half an hour per contact).

- **Investigation or troubleshooting.** Provide the customer with 40 hours (8 hours for VTD) of remote investigation time by an Engineer or Product Specialist. This time can be used by the customer to receive answers to his questions or to have an expert investigate an issue outside of the normal warranty of the product. Time is cumulative for the period of the contract (minimum of half an hour per request).

- **Priority of investigation at the customer support department.** This service provides the customer with a priority of investigation for submitted technical issues. The service is provides during regular business hours only. The service ensures that a product specialist will investigate and answer any specific request in priority towards regular ones. The customer can expect a feedback within 8 open business hours after submitting a question or reporting an issue. This service is not intended to replace engineering services and does not guarantee resolution of the problem at the time of the call.

- **Unlimited free support cases.** This service provides the customer with unlimited, free support cases investigation and coaching with our technical support specialist team. Questions and problems can be submitted by the designated customer contact by e-mail or phone during our normal business hours: 8 AM to 5 PM EST. This service is not intended to replace engineering services and does not guarantee resolution of the problem at the time of the call. Also, this service does not cover on-site support or investigation.
**Pricing:** The maintenance plan is mandatory for first 3 years. Optional from Year 4 and on. Annual fee of 20% of the total value of the system. Traveling cost not included if required. Invoicing will be done at the beginning of each year of maintenance. A 33% rebate of the maintenance fees will be automatically applied if the original PO included upfront the first 3 years of maintenance.

Following the initial period of 3 years, the Enhanced Software Product Maintenance plan is a renewable one-year contract. In the case Eaton-CPS is selling to a third party (Value Added Reseller, Integrator, Distributor, etc.), the end user must be specified to Eaton-CPS for this maintenance plan to be effective.
3.4. Engineering/Product Specialist Services

The Standard Software Products engineering support service provides the customer with an Engineering / Software Product specialist to assist in defining requirements and configuring the software application.

- High-quality Engineering/Software Product specialist to support you in your software configuration and optimization.
- Can assist you in setting up your Visual T&D system, configuring data points and alarms, and creating custom data displays, single-line diagrams and reports.
- Questions and problems can be submitted by e-mail, fax or phone during our normal business hours: 8 AM to 5 PM EST.

Engineering/Product Specialist Enhanced Support Services offered are:

- **On-site technical requirements audit and recommendations.** This professional service provides the customer with a complete analysis of its system after which a recommendation report is prepared and provided. The Engineer/Product Specialist will perform the analysis at the customer location and will work with the customer team to analyze all the components of the system to ensure it meets the specified requirements/standards of the industry. A report will be prepared and provided to the customer following the visit.

- **Technical optimization service.** This professional service provides the customer with a complete and optimized configuration (including parameters) of its system. This activity normally follows the audit of a given system and the resulting recommendations. A report will be prepared and provided to the customer following this activity.

- **Specific training refresher.** Provides the customer with a training refresher about the software included in the system. This refresher does not replace complete training and is intended for people who have completed formal training. The duration of the session will vary and be adapted on the customer needs (estimated at 8 hours per product). The location of the training will also be adapted to the customer needs.

- **Homologation program.** This professional service provides the customer with a complete analysis and test program of its system. The Engineer Product Specialist will perform the work at the customer location and work with the customer QA team to analyze all the components of its system to ensure they all meet the requirements specified in the homologation test plan. A report will be prepared and provided to the customer following this activity.

*The Engineering/Product Specialist Support Services are offered in packages. Each of them includes the time required by the provided resources to complete the tasks, but excludes travel and lodging charges (unless specified). The required tasks must be coordinated by the Engineer/Product Specialist at least 6 weeks before the desired realization date.*

**Pricing:**

a) Product specialist is available on an hourly rate basis. The 2015 rate is $142/hour.

b) Or at a special rate of 113$/hour, with a valid Enhanced Software Maintenance Plan.
4. SMP Loaner Program

4.1. Program details

- **Loan definition**: An arrangement in which Eaton-CPS send replacement equipment to a customer, this customer agrees to return the equipment after a predetermined period of time.

This program is offered as a service to our customer and is *not* related to any equipment warranty program. The program is intended to be offered to every current customer who has paid their SMP Enhanced Service Maintenance contract agreement for the current year. The customer will be advised of the equipment unit type in inventory to ensure his satisfaction. The objective of this service is for Eaton-CPS to send loan equipment units on qualifying demand. Limit of 1 loan unit per customer simultaneously.

Customer must sign a loaning contract before any equipment unit can be shipped from Eaton-CPS. The contract includes the following detail:

- Equipment units to be sent with the corresponding serial numbers
- Value of the equipment units to be sent (for customs / future invoicing process)
- Period of time for which the equipment units are loaned (30-90 days standard)
- Address to ship back the equipment units (ground service)
- Period of time after which an invoice will be sent to customer
- Name and address of the manager in charge to whom the equipment units are to be shipped
- Name of the company who has the maintenance contract with Eaton-CPS (if subcontractor)

Eaton-CPS will send the equipment units within 4-6 hours after the approval of the request. The level of service to be used for shipping will be adapted to the situation, at no cost for the customer. Equipment units will be shipped from an Eaton-CPS Canadian office or a US office depending on the location of the field equipment (to avoid customs delay).

Customer must provide Eaton-CPS with all required details (tax numbers, phone number SSN, broker name etc…) to facilitate the expedition. Eaton-CPS is not responsible for any delays due to customs.

Customer is responsible for shipping charges when returning the equipment units. Customs paperwork required for return will be provided for each equipment unit, in each box. Equipment units must always be returned to Eaton-CPS Quebec offices.
5. Appendix

5.1. Services list price

For non-partners or End Users without maintenance program, the following price list applies:

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Major Software upgrade (SMP Tool)</td>
<td>free</td>
</tr>
<tr>
<td>Major Software upgrade (VT&amp;D)</td>
<td>3000$ per license</td>
</tr>
<tr>
<td>Major Software upgrade (IMS)</td>
<td>5000$ to 15000$ per license (depend on modules)</td>
</tr>
<tr>
<td>Each Support case opened by our technical support specialists team</td>
<td>1000$ (VT&amp;D, IMS)</td>
</tr>
<tr>
<td>Each Support case opened by our technical support specialists team</td>
<td>250$ (SMP)</td>
</tr>
<tr>
<td>2015 hourly engineering rate:</td>
<td>142$ / hours.</td>
</tr>
<tr>
<td>Workshop access:</td>
<td>300$ typ. Per participant (may vary depending on event location)</td>
</tr>
</tbody>
</table>

Notes:
- A major software upgrade is when new functionality is included.
- A support case includes all associated troubleshooting and follow up time.
- Refer to the official price list for ordering parts number.
Confidentiality
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Updates
This white paper represents Eaton - Cooper Power Systems' best effort on information gathered to date. As the product/solutions evolve with future technological enhancements, this document will need to be updated. If you wish to add an update to this white paper, please contact our customer support team.