Smart Solutions for Smart Utilities

SpryPoint Service Level Agreement

Company A

June 30, 2021

SpryPoint

49 Pownal Street
Charlottetown, PE
C1A 3W2

Overview

SpryPoint's platform is built in the cloud and delivered as a service. No additional maintenance & support cost beyond the annual software-as-a-service (SaaS) subscription fee is required.

Integrating software development and support is the optimal way to serve customers. SpryPoint's Customer Success Team consists of professionals who work alongside the product engineers that build, implement, test, and maintain our applications. The team is empowered to work with you to solve your problems.

Production support begins at the end of the stabilization period following go-live as outlined in the Terms of Service.

Service Level Availability

SpryPoint will use commercially reasonable efforts to make our Services available with an uptime percentage of at least 99.95%. This does not apply to any unavailability, suspension or termination of Software, or any other Software performance issues: (i) caused by factors outside of SpryPoint's reasonable control, including any force majeure event or Internet access or related problems beyond the demarcation point of SpryPoint; (ii) that result from any actions or inactions of Client or any third party; (iii) that result from Client's equipment, software or other technology and/or third party equipment, software or other technology (other than third party equipment within our direct control); (iv) that result from any maintenance as provided for pursuant to this Agreement; or (v) arising from SpryPoint's suspension and termination of Customer's right to use Software.

Hours

Client support is provided during SpryPoint business hours, 8:00 a.m. to 5:00 p.m. Eastern Standard Time, Monday through Friday (excluding holidays).

After-hours, on-call support is available when requested by our clients. This provides an extra layer of support when you're migrating, updating, or upgrading an integrated line of business applications. After-hours, on-call support rates are negotiated on a project-by-project basis.

Holidays

Response to requests other than Severity Level 1 may be delayed up to 24 hours during holidays observed by SpryPoint as outlined below.

Holiday	Date (On or Around)
New Year's Day*	January 1st
Provincial Holiday	February 15th
Good Friday	Late March/Early April

Victoria Day	3rd Monday in May
Canada Day*	July 1st
Civic Holiday	First Monday in August
Labour Day	First Monday in September
Thanksgiving (Canadian)	Second Monday in October
Remembrance Day*	November 11th
Christmas Day*	December 25th
Boxing Day*	December 26th

*If a holiday falls on a weekend, it will be observed the following Monday.

Incident Definition & Responsible Parties

Client shall be responsible for the support requirements set forth and defined as Level 1 and Level 2.

Client Responsibilities

Level	Definition	Description
1	First-line support, which shall be the first level of utility contact, such as customer interactions with utility customer service representatives, or customer interactions with utility field office representatives.	Basic application navigation, functionality explanation, user and password management, and preliminary troubleshooting and issue analysis.
2	Escalated from Level 1.	Assisting Level 1 with technical issues, including preliminary technical troubleshooting, locked IP address resets, and other elevated administrative functions.

Client agrees to follow escalation procedures and is responsible to provide training to Level 1 and Level 2 service desk personnel before new application or functionality related to SpryPoint services is installed into production.

SpryPoint Responsibilities

1. Maintain documentation for SpryPoint to resolve most Level 1 and Level 2 issues without requiring a transfer to specialized application support.
2. Provide Level 3 support for all SpryPoint products which includes:
   - Support for SpryPoint products including, advanced technical and system administration responsibilities which may require application log, database access, or other code-related troubleshooting
   - Clearly defined points-of-contact, available to receive and appropriately respond to notice of incidents from Level 2
   - Advice, and assistance for the applications and non-programming activities in direct support of users
   - Advise Client personnel of estimated time required to resolve an incident after root cause diagnosis
   - Provide status updates during incident resolution.

Incident Reporting

To report an incident, submit a support request by:

- Phone - 855.TRY.SPRY
- E-mail – support@sprypoint.com
- SpryPoint support portal - support.sprypoint.com.

Incident reporting shall be available twenty-four (24) hours a day, seven (7) days a week, and 365 days a year.

Before reporting an incident, Client's personnel must collect as much of the following information possible:

Criteria	Description (Examples)
Date & Time:	When the issue started
Product & Function:	SpryMobile - Dispatch board
General Description:	Description of the issue/incident
Replication:	How to replicate the issue
Severity:	Per the severity levels defined below
Operating System:	iOS, Android, Windows
Device:	iPad, Samsung Tab, Microsoft Surface, Google Pixel
Browser:	Chrome, Safari, Internet Explorer, Firefox
Screenshots:	Provide screenshots of error if available

Once submitted, Client will receive an automated response indicating that we've received the request and identify the request ID number assigned by our system.

A number of ticket types may be submitted as incidents:

- **Bug/Problem** – an error, flaw, or fault in the application that causes it to produce an incorrect or unexpected result or behave in unintended ways.
- **Configuration Request** – a change or update to the behaviour of an application through a setting in the user interface.
- **Feature Request** – an update to the behaviour of an application that is not currently available in the system (new functionality or a new feature).
- **Question** – if you do not understand how or why something is behaving the way it is, or if you want to understand options to change the base behaviour.
- **Incident –** generally a high priority, high severity item that includes outages, downtime, and other issues affecting the usability of SpryPoint applications.

Incident Prioritization and Response SLAs

Severity Level	Example of Severity Level	Response Target
1	Application is down or high numbers of users are unable to perform normal tasks • System is down • Unable to bill • Critical work stoppage	1 Hour
2	Significant performance issues that limit application usability • Multi-account issue • Bug – impacting performance	2 Hours
3	Application issue that can be worked around but is impacting your efficient use of the system • Single account issue • Feature request • Non-performance impacting bug	4 Hours
4	Questions on configuration or functionality • How Do I…? • General inquiries	8 Hours
5	Enhancement requests	16 Hours

Triage

Based on the severity level of your support request you can expect a response from the SpryPoint support desk as indicated in the table above.

During this initial contact, we have several objectives:
1. Confirm and/or clarify our understanding of the support request.
2. Document the use case where the issue occurs.
3. Document the variables involved. i.e., browser, browser version, device type, user, etc.
4. Establish a resolution plan and provide an estimated resolution time if possible.
5. If an estimated resolution time cannot be provided during the initial contact, we will advise as to when we will establish an estimate.
6. If your support request is Level 5 (Enhancement request), we will contact you to determine the use case and scope of the enhancement. Enhancement specification, scheduling and quotation will then be delivered.

Resolution

An Incident Resolution will indicate that the issue has been addressed and resolved, pending confirmation from Client's designated point of contact. If for any reason Client is not satisfied with the resolution, Client may request the issue to be re-opened.

System Maintenance

The primary point-of-contact for the ongoing maintenance and support of the application is the SpryPoint support team. Although very rare, SpryPoint may, at its discretion, schedule a system maintenance window, during which time normal production services may not be available. Planned system maintenance windows are mutually agreed upon with the Client. Whenever possible, SpryPoint will attempt to schedule planned system maintenance windows to coincide with Client's IT system maintenance windows and between the hours of 8:00 a.m. and 5:00 p.m. Eastern Standard Time.

There may be some instances where updates may be required immediately or within a very short timeframe to maintain the integrity or functionality of the SpryPoint applications. In such cases, SpryPoint will notify Client's designated point-of-contact of an unplanned system maintenance requirement and will work with Client to roll out the necessary changes during the earliest, mutually favorable time. SpryPoint will promptly notify Client's designated contact of any downtime and provide confirmation once full functionality is restored.

Device and Operating System Support

SpryPoint shall use commercially reasonable efforts to identify a root cause and provide technical solutions therein for any reported bugs, defects, issues, etc., provided that the Software or Services are not otherwise impaired at the start of the then-current Service Term and has been properly maintained by Client in accordance with SpryPoint's policies. SpryPoint is not required to support its applications in the following circumstances:

- Hardware that is no longer supported by its manufacturer. (e.g., iPhone 3G, Samsung Galaxy S Captivate)
- Operating systems or versions of operating systems which are no longer supported or updated by their authors (e.g., Apple, Google, Microsoft, etc.).
- Errors are a result of product misuse, negligence or improper utilization of any or all part(s) of the Software or Services.
- Issues that are a result of electrical failure, internet connections problems, and all data issues deemed to be under Client's exclusive control and responsibility including but not limited to: data input and output are outside the scope of this service level agreement.

Maintenance for unsupported operating systems and/or hardware may be available to clients at an additional charge.

The following tables indicate the responsible parties for a sample of issues that clients may encounter.

Application Support

Item	Responsibility	
	SpryPoint	Client
Provide Tier 1 help desk support as the first point of application support	Assist	Lead
Provide application. User password management including reset management as part of Tier support	Assist	Lead
Attempt to resolve Tier 1 support calls using existing knowledge base	Assist	Lead
Maintain and update the Tier 1 system Knowledge base	Assist	Lead
Make determination to escalate Tier 1 issues to Tier 2	Assist	Lead
Service Request Management		
Provide technical and functional troubleshooting for Tier 2 issues	Lead	Assist
Work with Client to determine if a support case is for new system functionality (change) or requires assistance (bug, incident)	Lead	Assist
Provide a web-based system for support cases	Lead	Assist
Provide support case tracking and reporting	Lead	Assist
Work with client to resolve support cases	Lead	Assist
Monitor, measure and report on the status of support cases	Lead	Assist
Provide analysis of recurring incidents and work to establish a resolution or work around for such incidents.	Lead	Assist
Work with Client in reporting and resolving unplanned outages of any component or environment.	Lead	Assist
Provide root cause feedback for all Severity Level 1 outages	Lead	Assist
Escalate issues as needed	Lead	Assist
Promptly report outages and service interruptions	Lead	Assist
Monitor and administer Client Environment	Lead	Assist
Application Support		
Provide application support to the functional process owners	Assist	Lead
Address functional issues and questions involving "how to" raised by end-users	Assist	Lead
Work with departments to leverage software to streamline business processes	Assist	Lead
Assist with system functionality and process flow questions for software and reports	Assist	Lead
Provide functional support for first time processing of critical client business processes	Assist	Lead
Focused functional process support (i.e., end of year processing)	Assist	Lead

Maintain application releases of the current software in the production environment	Lead	Assist
Assist in reporting product issues to software vendor support and obtaining resolution	Assist	Lead
Provide availability management and support	Lead	Assist
Provide maintenance and support for all custom and standard interfaces	Lead	Assist
Provide maintenance and support for all forms	Lead	Assist
Provide maintenance and support for all custom and standard reports	Lead	Assist
Provide batch program maintenance and support	Lead	Assist
Develop, manage and maintain application workflows	Lead	Assist
Provide functional testing support	Assist	Lead
Deploy required application software	Lead	
Provide post-deployment verification testing of required software	Lead	
Generate and analyze customer satisfaction surveys related to application maintenance and support	Assist	Lead
Provide maintenance and support of any ETL services	Lead	Assist
Security Administration		
Provide application security maintenance and administration	Assist	Lead
Conduct user access management and review	Assist	Lead

Operational Support

Item	Responsibility	
	SpryPoint	Client
Hosting Services		
Provide hosting services	Lead	N/A
Provide for a replicated system architecture	Lead	N/A
Provide disaster recovery services including system and data restoration	Lead	N/A
Conduct periodic testing of the disaster recovery solution	Lead	N/A
`Provide for secure transmission of data being stored and/or archived	Lead	N/A
Provide toll free support line.	Lead	N/A
Database Management		
Perform database administration	Lead	N/A
Perform database Monitoring	Lead	N/A
Perform database Tuning	Lead	N/A
Perform database security	Lead	N/A
Perform database procedures	Lead	N/A
Perform scheduled maintenance procedures	Lead	N/A
Perform database patching and updates/service packs	Lead	N/A
Communicate patch and update impact analysis	Lead	N/A
Perform database capacity planning	Lead	N/A
Perform database refresh/clones	Lead	N/A
Perform database backup and recovery	Lead	N/A
Perform any Data purging or Archiving as required.	Lead	N/A
Release Management		
Provide guidance to Client on release planning	Lead	Assist
Assess impacts of new releases to the environment	Lead	Assist
Perform periodic refreshes of the non-production environments from the production environment	Lead	Assist
Perform application upgrades	Lead	Assist
Perform maintenance pack installations	Lead	Assist
Perform Emergency Release updates as needed.	Lead	Assist
Access Management		
Manage Administrative user access to the environments	Assist	Lead
Manage user access at the operating level	Assist	Lead

Manage application users and their access to the various environments	Assist	Lead
Performance Management		
Monitor system performance	Lead	N/A
Monitor application performance	Lead	N/A
Monitor batch job performance	Lead	Assist
Analyze performance related incidents to identify factors impacting performance	Lead	Assist
Work with Client infrastructure area to ensure that network connectivity and bandwidth requirements are being satisfied.	Lead	Assist

Technology Infrastructure Services

Item	Responsibility	
	SpryPoint	Client
Review and resolve technical issues with the system	Lead	Assist
Assist with system debugging and issue resolution	Lead	Assist
Resolve system technical issues with batch programs, reports, workflows, etc.	Lead	Assist
Answer technical questions for day-to-day maintenance	Lead	Assist
Perform system administration	Lead	Assist
Provide system monitoring and tuning	Lead	Assist
Provide system capacity planning	Lead	Assist
Provide storage capacity planning	Lead	Assist
Provide workload management and support	Lead	Assist
Perform infrastructure maintenance and support	Lead	Assist
Manage the testing of all application and system changes prior to applying to production	Lead	Assist
Perform updates/service packs	Lead	Assist
Perform system software patching and updates/service packs	Lead	Assist
Perform system patching and updates/service packs (desktop)	Assist	Lead
Provide change bundling analysis to reduce the frequency and length of time required to apply changes	Lead	Assist
Provide a back-out plan for changes to the various environments	Lead	Assist
Apply code patches for application software	Lead	
Implement minor technology updates	Lead	
Provide system maintenance scheduling and coordination	Lead	Assist
Report system outages and service interruptions	Lead	Assist
Provide infrastructure monitoring and alerting	Lead	
Manage printer services	Assist	Lead
Monitor and manage printer queues for dedicated printers	Assist	Lead
Provide environment set-up, maintenance and support to include the following environments:		
Production	Lead	
Staging	Lead	
Sandbox	Lead	

Billable Services

There will be instances where a client request is beyond the scope of the original contract. Any out-of-scope item is considered an enhancement and should be directed to our Customer Success team through regular support request options. Enhancement requests would include new functionality and features.

Examples of billable services that require a quote:

- Requests for new reports
- Requests for changes to current reports
- New configuration/setup
- Rate changes
- Changes to bill print/template
- Changes to forms or letters
- Extended telephone training

Appendix

Creating an Incident Ticket

1. Log into support.sprypoint.com
2. Choose New Support Ticket

3. Provide as much information as you can in the required fields.

![SpryPoint - SMART SOLUTIONS FOR SMART UTILITIES]

Submit a ticket

Requester *

    smacleod@sprypoint.com

Subject *

    TEST CASE - Ignore

Priority *

    Low ▾

Description *

    B *I* U | ☰ ☰ | A A | ⊖ 🖼 ✗

    Test Case. Ignore

+ Attach a file

    SUBMIT   CANCEL

*The Description Field could include:
- Walkthrough of question/issue
- Steps to reproduce
- Sample accounts
- Actual vs. expected outcome
- Supporting documentation (i.e., error message, as attachment)

Once submitted, you will receive an automated response indicating that we've received the request and identify the request ID number assigned by our system.
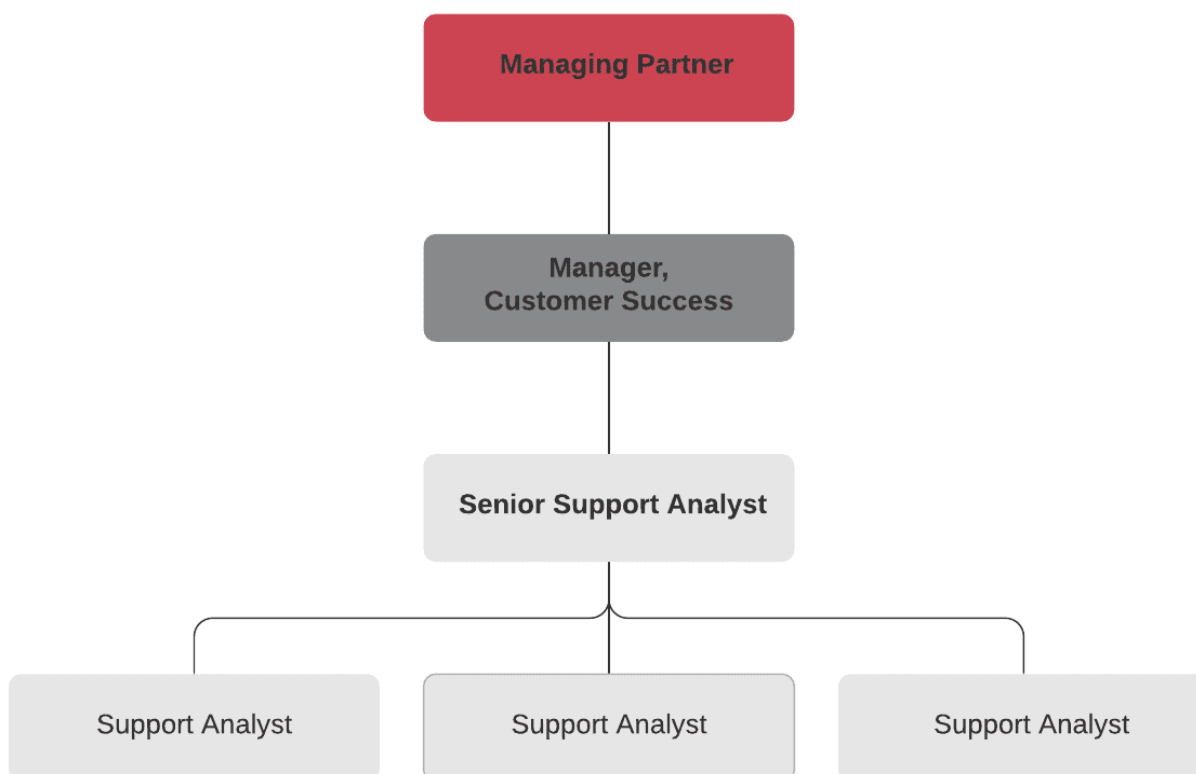
Check Ticket Status

1. Log into support.sprypoint.com
2. Search by Open or Pending tickets
3. Sort by date created or last modified
4. Click on the ticket to view current status, agent

Escalation

In the unlikely event that a customer needs to escalate an issue beyond the Support Analyst in charge, the following is the path of that escalation:

```
                    ┌─────────────────────┐
                    │  Managing Partner   │
                    └─────────────────────┘
                              │
                    ┌─────────────────────┐
                    │      Manager,       │
                    │  Customer Success   │
                    └─────────────────────┘
                              │
                    ┌─────────────────────┐
                    │Senior Support Analyst│
                    └─────────────────────┘
                              │
        ┌─────────────────────┼─────────────────────┐
┌───────────────┐    ┌───────────────┐    ┌───────────────┐
│Support Analyst│    │Support Analyst│    │Support Analyst│
└───────────────┘    └───────────────┘    └───────────────┘
```

Release Management

SpryPoint provides releases for all applications on a regular basis. The releases are pushed out after standard business hours and will be live in your system in the morning. Release Notes are provided with each release and highlight new features, enhancements, and fixes.

Primary contacts from each organization are included on the distribution list for the Release Notes. If you would like to be included, please submit a ticket with your contact information to the support desk.

Account Management

SpryPoint works to ensure that your applications stay running to support your business predictably and efficiently.

Our Customer Success Team provides more than just support for reported issues. We are also focused on Customer Satisfaction and Customer Enablement. We will work with you to assist in adopting and maximizing your SpryPoint applications through:

Training/Help

Implementing a new system takes time and there is a lot to learn when processes and software changes. Our team is here to help you make the most of your investment with SpryPoint.

Throughout the implementation, we provide formal training for administrators and end users so you will be ready when the system goes live. After your staff has been using the system in a production environment, we find that it is helpful to do some additional training. We often will schedule training to refresh knowledge, improve processes, and review any questions.

Our regular releases will often have new product features and functions, our customer success team will help you evaluate, adopt, and succeed with the new functionality and features.

As we continue to grow, you will see more self-directed training as well as webinars.

SpryPoint Help Files (Knowledge Base) are available in-app. We have attempted to address issues and questions in advance of you asking, but it is inevitable that some have been missed. If you have searched the Knowledge Base and did not find an answer, please submit a ticket.

Best Practices

Is there something slowing a process down? Talk to us about it, we may have heard about it from another customer, or through industry contacts.

Through conversations with customers, we discover new and innovative solutions to common problems. We collect the information and add it to our experience and knowledge to provide best practices that can be used in your organization.

The Customer Success Team is always available to discuss any challenges you are facing, brainstorm solutions, and take part in the innovation process.

Check-Ins

We are more than a support team. We are your partners, invested in your success. We typically call customers every few weeks to check in to make sure that everything is going well, and you are happy with your SpryPoint applications. The call is usually informative for us and the customer as we learn a lot by asking if there is any way we can help or anything we can do better.

When we ask you questions about your organization and the way you use our applications, it is so we can better understand your environment, business goals, and future initiatives, and provide recommendations to any issues that you may have.

At your request, we will schedule regular meetings with the Customer Success team and your team using the application. This time can be used to review open items, discuss future initiatives, or answer questions.

Monitoring

SpryPoint applications are monitored for uptime and performance 24/7 using the latest technology. In the event that unexpected conditions or performance degradation is detected, the team is notified automatically and instantly. The Customer Success Team watches for performance issues in real-time and applies updates to fix issues within minutes, often before customers have even noticed a problem.

Auditing

SpryPoint's monitoring tools provide us with Service Level Agreement (SLA) reports to ensure that we maintain availability and performance standards. We review the reports monthly to ensure you are getting the best experience possible.

Integrated Quality Assurance

Quality assurance is a critical component of customer success.

A customer encountering an issue indicates that quality can be improved, either through documentation, training, product improvement, or more comprehensive testing.

For the product team to deliver software, the last internal step, before going to the customer, is to run it through with QA resources to fully understand, experience, verify documentation, and create release notes and customer adoption process.