Vertiv™ Environet™ Alert Software Maintenance Benefits

Software Support Contract

Vertiv offers contractual-based support and maintenance services for all Vertiv Environet Alert systems. See below for details regarding what is included with annual maintenance.

SUPPORT OR SERVICE	ANNUAL MAINTENANCE
Email and Phone Support	✓
Software Updates	✓
Software Upgrades	✓
Device Template Creation	✓

Features and Benefits Defined

Email and Phone Support - Vertiv will respond as quickly as possible during normal regional business hours, 8am-5pm, holidays excluded. Response will be initiated within four (4) business hours of the time and date the request is originally made.

Software Updates - Includes bug and security fixes.

Software Upgrades - Includes upgrades for all software components associated with the Vertiv Environet Alert software including any supporting framework technologies. This may include updates, upgrades, patches and feature enhancements for the Vertiv Environet Alert system(s) and/or other supporting software.

- May include updates, upgrades, patches, and feature enhancements for:
  - Vertiv Environet Alert software
  - Other supporting software infrastructure
- This service does not include the following (each is available via separately paid services):
  - Additional Vertiv Environet Alert programming
  - Device additions or system expansions
  - Factory on-site assistance
  - All labor associated with the remote updates, upgrades or patches

Device Template Creation - Vertiv Environet Alert supports the integration of critical infrastructure via the polling of SNMP devices. Each device requires a "template file" to map the points and device data that will be monitored within the Vertiv Environet Alert solution. Vertiv maintains a library of existing template files to support monitored devices, yet at times a device that hasn't been integrated previously will require a new file to be created.

- Template files can be requested by contacting our Technical Support team by email at ***Global.AlertTemplates@Vertiv.com***.
- Specific information will be required for each unique device and full instruction will be provided upon the initial request.
- Templates will be completed and provided within five (5) business days after all required information is received by the Vertiv support team.

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