

Frequently Asked Questions

Enhanced Maintenance Services and Advanced Services

1. My company already pays for Technical Support through the Maintenance and Support Services Agreement. Why are these services additional?

A: Maintenance costs are based on Itron Technical Support Services and Development with focus on, but not limited to the following:

- » Access to Technical Product/Solution trained subject experts via our toll free 1.877.487.6602 number for technical questions about Itron's products and solutions.
- » Access to Technical Product/Solution trained subject experts via our support email address support@itron.com for technical questions.
- » Access to Technical Support web portal <https://support.itron.com> for ease of opening/monitoring/updating Customer Support Requests related to your company's inquiries.
- » Scheduled maintenance and major version releases for solution integrity
- » Access to Hot Fixes/Bug fixes through **Itron Access**
- » Access to Itron's Knowledge base through **Itron Access**
- » Troubleshooting system issues and identifying root cause.
- » Escalating severity issues and resolving technical issues
- » Logging future development or enhancement requests
- » Salesforce Service Requests – Robust call tracking system for all Itron/customer issues

The "Working Effectively with Itron Technical Support Services" documentation defines what is covered within the maintenance agreement.

The following Supplemental Services are **not** covered under the maintenance agreement:

- » Operator training
- » IT/Administrator training
- » End-to-end upgrades
- » System migrations
- » Consulting services to define best practices – technical and business
- » Database administration
- » Database migrations
- » Annual health checks

If customers need any of the above additional services to be included as part of maintenance, additional costs will be determined based on recurring hours of service required per year as an Enhanced Maintenance Services offering.

2. What can I expect if I contact Itron Technical Support requesting services?

Quote Process?

A: Requirements gathering is required to prepare a Statement of Work (SOW). Expect approximately one week or more for a quote depending on how soon information is received to scope the work.

Cost of Services and Travel & Living Expenses?

A: Cost will vary depending on the service needed. The cost will be negotiated in the quote with agreement of both the customer and Itron. Travel & Living expenses are a separate billing item and are always invoiced as actual unless the customer requests a per diem rate.

Agreement Terms?

A: Additional services and related terms are defined in the SOW. The Professional Services Agreement is also generally referenced. The SOW terms will be applicable to Enhanced Maintenance Services or Advanced Services and won't be in effect until all parties have agreed to the terms and signed the agreement.

Scheduling?

A: Scheduling is tentative until the agreement is signed. Itron recommends as much advance notice as possible to reserve the technical resource for the dates you need and keep travel costs down with advance purchase of airfare. Once project dates are agreed upon by both parties, the schedule will be confirmed.

Invoicing?

A: Payment terms will be defined and applicable for either Enhanced Maintenance Services (invoiced yearly along with the Maintenance and Support Services Agreement) or Advanced Services (SOW terms could be monthly, in phases or at the end of the project).



Frequently Asked Questions *(continued)*

3. Can I opt for a combination of Enhanced Maintenance Services and Advanced Services?

A: Yes. A separate Statement of Work agreement will be created specific to the terms defined for Enhanced Maintenance Services to recur yearly and a separate Statement of Work for Advanced Services defined and scoped for the one-time project.

4. What are advantages of Enhanced Maintenance Services vs. Advanced Services?

A: Enhanced Maintenance Services are advantageous due to the additional fixed service options such as live chat, a dedicated phone line with priority routing or Itron Solution Monitoring. Budgeting year after year for a known recurring service engagement prevents having to go through the SOW process each year while allowing advanced scheduling opportunities and priority in requesting a specific resource.

If you are satisfied with your current support and you do not have a business need to engage Itron very often for services, requesting Advanced Services is a more appropriate option.

5. If my company opts for Enhanced Maintenance Services and there is only one Statement of Work, how will my service needs be defined in years to come?

A: Each year, the assigned Itron Technical Support representative will be in contact to gather requirements for the upcoming year. All scope, assumptions, schedule, roles and responsibilities, etc. will be defined in the applicable document for the upcoming services.

6. What if I'm not sure what my company needs?

A: Contact your Account Executive or Itron Technical Support Services team to discuss your challenges and needs. We are glad to provide advice and recommendations. Itron also provides business consulting as part of the Technical Assessment Consulting Team ("TACT") engagement.

7. What if requirements change mid-year after a service is defined & scheduled?

A: Contact your Technical Resource and explain the changes. Itron will work closely with you to make any changes necessary for the services to better meet your needs. If the change requires more service hours, a Change Order will be created. Once the Change Order is signed, the change in services can be scheduled.

8. What is my financial obligation if:

a. I need to re-schedule a planned services engagement?

A: Depending on the advance notice of change, any travel penalties or costs already incurred will be your financial responsibility. Another risk is that a resource may not be available for the dates you need to reschedule.

b. The defined hours in a project change (less or more)?

A: A Change Order will be created for hourly adjustments, less or more, in the current year of an Advanced Services agreement. If you need to change hours in the Enhanced Maintenance Agreement, a Change Order will be created only for additional hours as "use it or lose it" rules apply. Itron will suggest other service options that can be tailored to your business needs. If you need to add additional hours for each year going forward, the Change Order to revise the Enhanced Maintenance Services agreement will be in effect on the yearly invoice for the following year.

c. I need to cancel the services?

A: For Advanced Services cancellations, a Change Order will be created per the customer request. For Enhanced Maintenance Services, Itron requires at least a 90-day notice prior to the end of year (before your maintenance invoice is issued). Itron will not issue refunds or carry-over unused service hours to next subscription year. Itron will work with customers to utilize hours of the defined project.



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