Working Effectively With Itron Client Services

Itron’s Commitment to Customer Service
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Introduction

Itron’s Client Services organization is comprised of high quality professional groups driven by a common commitment to the success and satisfaction of our customers. This commitment is based our Client Services Vision:

‘To be best in class at supplying responsive, trusted and proven end to end solutions for Itron’s family of customers and our global Itron support community’.

Our daily activities focus on our Client Services Mission Statement:

‘Provide worldwide, innovative solutions to our utility industry customers through a line of total lifecycle Client Service offerings, designed to meet the needs of technology-driven companies and to add value to their business operations’.

Itron believes the foundation of a great business is the strength of the Services the company provides to its Customers, fostering long term relationships which are built on mutual trust and respect.

The purpose of Working Effectively with Itron Client Services is to communicate policies, procedures, and best practices for reporting and troubleshooting Itron product issues, thereby improving the service Itron Technical Support Services (TSS) provides to our customers. We create an effective and professional support experience. These guidelines are also communicated to and adhered to by Itron employees within Client Services, our small to medium Delivery implementations and Itron’s Sales and Itron Engineering organizations.

Itron Client Services continually strives to improve the service we provide to our customers. As part of this effort, this document also outlines other support benefits and contact information for the Client Service groups that can meet these needs. As such, our organization is optimized to provide high quality, focused services within the following group structures:

<table>
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<th>Service Group</th>
<th>Support Services Team</th>
<th>Product(s) / Service(s)</th>
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<td>Technical Support Services (TSS)</td>
<td>1. Enterprise Solution Support</td>
<td>- IEE, OpenWay, Fixed Network, Analytics</td>
</tr>
<tr>
<td></td>
<td>2. Meter Data Collection Support, Billing Analysis</td>
<td>- FCS, MVRS, MV90xi, Handhelds</td>
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<tr>
<td></td>
<td>3. Cellular Solution Support</td>
<td>- TMS, Data Services, Solar….</td>
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<tr>
<td>Business Function Services</td>
<td>4. Client Services Delivery</td>
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<tr>
<td></td>
<td>5. Supplemental Services</td>
<td>- Enhanced Maintenance Service, Advanced Services</td>
</tr>
<tr>
<td></td>
<td>6. Client Service Business Operations</td>
<td>- Warranty, Contracts, Entitlements</td>
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<tr>
<td></td>
<td>7. Business Operations</td>
<td>- Web Tooling, IT, Interfaces</td>
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<tr>
<td>Cloud Services</td>
<td>8. Cloud Services</td>
<td>- Cloud Services</td>
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<td></td>
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<td>- SaaS</td>
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<td>- Managed Services</td>
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</table>

Additional details regarding these Client Service Groups are included in following section of this document. If you have any questions regarding the TSS practices / guidelines or other Service information shared in this document please contact your Itron Account Executive, Itron Service Manager or Itron Project Manager.
Objectives

This guide is intended to provide you with the following tools:

- Descriptions of Itron TSS options.
- Details on customer and Itron TSS obligations during the support process.
- Tips for communicating with Itron TSS in order to expedite issue resolution.
- An understanding of the escalation process and the scope of Itron TSS coverage.
- Explanations of severity levels and Service Request(s) prioritization.
- An understanding of Supplemental Service options including Itron Enhanced Maintenance Services, Advanced Services and Itron Service Business.

Important Definitions for Itron TSS

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
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<tr>
<td>Service Request (SR) #</td>
<td>This is a number that TSS references and provides to the customer when an issue is reported against a specific product. May also be referred to as a “Case”. I.E. the “ref” ID will look similar to this: “ref_00DD00CuB_500D0F9W6d:ref”</td>
</tr>
<tr>
<td>Severity Levels (Or Call Priorities)</td>
<td>In order to better handle each support inquiry, based on the business impact and technical nature of the production system problem, a severity level is assigned to each SR. Severity levels are mutually agreed upon between the Itron Support Specialist and the customer that describes the level of business impact to the customer, and defines the rules of engagement, and the Itron resources to be expended. Severity levels are set at 1, 2, 3, 4 or 5 depending on the nature of the problem, and they can be upgraded or downgraded at a later time.</td>
</tr>
<tr>
<td>Response Time (Or Service Level Response Time)</td>
<td>Time in which Itron TSS contacts the customer to acknowledge and start troubleshooting the reported problem. Response times are based on severity levels. Please note that actual resolution time may require additional time.</td>
</tr>
<tr>
<td>Entitlement</td>
<td>This references your support maintenance level, duration, and all other information relevant to TSS, such as installed components, billing information, licenses and operating system. Without a valid entitlement, Itron TSS cannot provide the appropriate level of support.</td>
</tr>
<tr>
<td>Work Request</td>
<td>This refers to Itron’s method of reporting a product error for Engineering to review. A work request will generate an error number for the specific issue, which is assigned to the SR for tracking purposes.</td>
</tr>
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</table>

Support Description

- Technical Support Services are provided for issues related to Itron products, particularly administration, configuration and troubleshooting of Itron products, documentation/information requests, enhancement or feature requests, etc.
- Technical Support is provided remotely (phones/email/web) and does not include onsite assistance.

Support Contact Information

- Please reference the Itron Technical Support Service Contact List posted on Itron access at [https://access.itron.com/support/Pages/ContactSupport.aspx](https://access.itron.com/support/Pages/ContactSupport.aspx)
- For Itron Equipment Repair Centers Please reference [https://access.itron.com/support/Pages/ContactRepair.aspx](https://access.itron.com/support/Pages/ContactRepair.aspx)
- The Itron Access portal [http://support.itron.com](http://support.itron.com) allows for self-registration or you can contact us at 1.877.ITRON02 (1.877.487.6602) or support@itron.com
Customer Contacts

Itron TSS will make every effort to ensure that your product support issues are resolved in a timely and satisfactory manner. To make the process seamless, we recommend that customers designate two (2) dedicated contacts, one (1) technical and one (1) Primary Service Contact/Coordinator.

The technical and service contacts serve as the primary point of contact between your company and Itron TSS. The designated individuals are entitled to call TSS, and assist in locating additional resources, such as System Administrators, DBAs, at your company who may be needed to expedite the resolution of a product issue. The designated individuals will also be entitled to receive version updates and other support notifications.

Ensuring the accuracy of your company's technical contact information and timely notification of changes in this information is crucial; please notify Itron TSS when such changes occur.

Customer Obligations

Customers are expected to meet the following obligations as part of their role in the Support process.

- **Training** – Customer will identify no more than 2 supervisory level employees (each a “Primary Service Contact (PSC) / Customer Coordinator”) for each Itron product line, as identified in the Contacts Document, to serve as administrative liaisons to Itron for all matters pertaining to the Maintenance Services for such product line. Customer Coordinators shall report problems with Software or Equipment (each such report, a “SR”) as soon as practicable for entry into Itron's support tracking system. Before a Customer Coordinator interfaces with Itron, he or she will attend training sessions offered by Itron to ensure that he or she is (a) knowledgeable about the operation of the Products, and (b) qualified to perform problem determination and remedial functions with respect to the Products. Such training sessions will be at Itron's then-current rates. Customer will be solely responsible for all travel and other expenses incurred in connection with such training sessions. If Itron notifies Customer that additional training is necessary, Customer will promptly ensure that all applicable employees and/or Customer Coordinators receive such training. (Training -This only applies to specific products today).

- **Service Administration** – Customer will administer product support activities at a central source. Specific support activities include: Product user training and support; administration of all third party software licenses, fees, and Technical Support Services that affect product operations; oversight of returns to, and receipts from, Itron. Additional support activities include initiation of Itron SRs as documented herein and maintaining remote access to Software user sites and preliminary troubleshooting of Software user problems.

- **Remote Communications** - Customer will obtain, install, operate, and maintain remote communications software and equipment in a manner that will allow for remote access to the Software. Customer will make such remote access available to Itron representatives, as necessary, for remote diagnosis and troubleshooting of the Software. Itron's preferred method would be that the customer maintains control for the remote session while Itron TSS provides guidance and helps the customer navigate the troubleshooting session.

- **System Configuration and Administration** - Customer will ensure that its equipment, operating system, and data communications environment associated with the Software is configured, operated, and maintained in accordance with the Documentation and any applicable third party documentation. These administrative activities shall include but not be limited to: checking audit logs, clearing discovered exceptions, and performing daily, weekly, and monthly operational tasks and system responsibilities. Customer will consult with Itron prior to making changes that may affect the operation of the Software.

- **Network Administration** - Customer will monitor and maintain, repair, replace and upgrade its local, and wide area network components (if any)—including network servers, network clients, network hubs, routers, modems, and other software components necessary for efficient and reliable network operations associated with the Software—to ensure continued conformance with the Documentation. In addition, Customer will administer related host names, Internet Protocol addresses, network interfaces, access, security, communications, and equipment and software version control.
• **Database Administration** - Customer will administer the agreed upon database(s) associated with the Software, including hardware and software components, in accordance with the Documentation or any applicable third party documentation, which administration shall include, monitoring the database server, backing up electrical power sources, and configuring and administering of database schema, application interfaces, networking operating system, communications, and file transfer software. Customer will maintain database files (e.g., truncate, cleanup, and delete files consistent with industry standard practices) and perform regular data backup and data archiving.

• **Data Review** - If Itron determines that it is necessary to evaluate Customer data in order to reproduce error conditions not reproducible with Itron's standard test data sets, Customer will provide Itron with access to such data. Itron will manage such data in a secure manner while in use and delete the data from Itron systems upon completion of the investigation. Itron shall not be liable for any delay or failure to resolve the problem if access to such production data is denied to Itron.

• **Endpoint Systems Administration** - Customer will maintain proper audits of modules for non-responding endpoints and data accuracy, returning warranted units timely. Activities include interrogating Endpoints at the location of the installation, verifying accuracy of the module id and reading and conducting a visual verification of the physical location.

**Tips for Efficient Use of Itron TSS**

Itron TSS is committed to being your most valued business partner by ensuring that you can implement and use Itron products successfully.

The following eight (8) tips will help you as a customer derive the maximum benefits from using Itron TSS.

1. **Keep Relevant Information Readily Available**

Be prepared to have access to ALL information that a TSS representative might need to help in resolving your issue, including:

- If calling on existing reported issues, please provide the SR number.
- Phone numbers of affected and/or interested individuals within your organization (e.g. system administrator, operator, business process owner).
- Any relevant contractual information (e.g. any non-standard support hours, SLA agreements).
- **Email** – It is our goal to reply to all emails in a timely fashion. To help facilitate our ability to handle emails efficiently we are asking that the following items are adhered to when corresponding via email.
  
  a. **TSS responsibility** – Send and receive email correspondence with a Salesforce tracking “ref” ID. This will ensure the email correspondence will get associated with the proper SR when collaborating with our customers.
  
  b. **Customer responsibility** - Please refrain from sending email correspondence directly to TSS personnel (Other than support@itron.com email addresses). If you receive emails from TSS personnel without a “ref” ID please request one immediately.
  
  c. **Ensure the ref ID** – [example: ref:00D2CuB.500DF9ZLX:ref] - remains in the email's SUBJECT LINE at all times. This associates your e-mail with the support ticket. If multiple tickets are submitted by the same e-mail address, they will be merged into one ticket ID which may delay response time. The best practice is to simply always reply to support e-mails to preserve the subject line. Reminder to add support@itron.com to your allow filter for SPAM.
  
  d. **Email Response Time**. Support load can affect response time. We try to answer all email inquiries within 2 business days, but holidays or other events may affect response time.
e. **Submittal of NEW issue.** Please do not add new requests or questions to an existing email thread. Please log on to Itron Access and create a separate SR for that issue or send us a separate email with the new request or question. This will generate a new SR to track the new issue separately.

f. **If you receive a reply that your ticket will be closed, and have not yet heard from support, please reply immediately.** Either we have not received a message from you, or your last message did not get to us.

g. **Closed SRs.** If a ticket has been closed, but you have further info to add or the issue has not truly been resolved, simply reply again and request that it is reopened. If you do not receive a response stating the ticket is reopened, please submit your changes to support@itron.com, referencing the new information and your request to reopen the ticket. The new information will be added to the SR. Another option is to log onto Itron Access and add your additional information.

2. **Identify the Problem**

Identify the problem area as precisely as possible to help us isolate the issue to a specific component of the Itron software and hardware product lines (i.e., OpenWay, Itron EE, Fixed Network, ChoiceConnect, ICS, Itron Analytics, FCS, MVRS, MV-90 xi, TMS, MV-WEB, AMR, DAO, FDM (Tools), FC handhels, Mobile Collectors, CCUs, Repeaters, Endpoints, Meters, etc…).

3. **Severity Level Assignment**

Decide upon a **Severity Level** (1, 2, 3, 4, 5) to be assigned based on a reasonable analysis of the business impact on your operation. Severity level definitions and corresponding service level guidelines are explained in detail in this document. Severity levels are mutually agreed upon between the Customer and TSS.

4. **Configuration Details**

Keep your implementation configuration information easily accessible to the TSS representative at all times. Please have information available as clearly as possible.

Examples of relevant configuration details may be:

- Itron application version #
- Client Operating System
- Server Operating System
- Database vendor and version (Oracle, SQL, Pervasive / Actian)
- Web server vender and version

5. **Access to Relevant Personnel**

Ensure that all relevant individuals (for example DBA, System Administrators, Operator etc.) within your organization are available for immediate consultation when you call Itron TSS. Arrange to conference them whenever possible to avoid delays in problem resolution. Please be proactive.

6. **Error Messages**

Provide accurate error messages, symptoms, appropriate log files/trace files and forward relevant error e-mails when available. This will allow us to troubleshoot issues faster with the appropriate information.
7. Problem Replication

Provide problem replication details if possible, (or help TSS recreate the problem by providing all relevant information, files, etc.), so TSS can quickly recreate the problem if required. Please note that it is much faster to troubleshoot or provide a workaround/fix if we can replicate the problem in house.

8. SR (Service Request)

Every SR submitted by customers will be assigned a unique number for tracking the issue.

Always refer to your support issues by referencing the SR number assigned on the initial call (or email acknowledgement).

Keep an active list of your incidents that are currently open.

Reporting Errors

How Does a Customer Report a Product Error?

Primary channels for reporting errors or asking questions are:

Phone Support – 1.877.487.6602 (For after-hours Severity 1 level issues, leave an Urgent voicemail message for support callback. For all other after-hours Severity levels, leave a Non-Urgent voice message for call back the next business day)

Email Support – support@itron.com

Web Support – http://support.itron.com

- Itron TSS is your link to Itron Engineering.
- If the error is causing a loss of functionality, TSS will attempt to offer a suggestion or workaround to circumvent the issue, and to convey the details of the error to the Itron Engineering group.
- All technical correspondence regarding the SR should be coordinated through the TSS representative.
What Preparation Should a Customer Do Prior to Reporting a Product Issue?

If possible, customers should check the following:

- Is the problem reproducible?
- Has the errant behavior occurred consistently in your application?
- If not, what has changed since the last time that it worked?
- Does this situation change if you remove this newly added functionality?
- Do you still have a copy of the previously working version to compare against?
- Did this functionality work in a previous version of the product?

Support Escalation Process
The SR escalation process is in place to assist our customers who are not satisfied with the resolution process on a SR.

How Does The Escalation Process Work?

Itron TSS has defined a set of escalation procedures in order to serve our customers’ needs. SRs can be:

- Escalated internally within the Itron TSS organization, or
- Escalated to Itron Engineering organization, or
- Escalated to Itron Solutions Delivery organization, or
- Escalated internally within the Itron TSS organization & Sales Channels

Escalation is initiated whenever:

- Progress is stalled and more senior expertise is required to further troubleshoot the problem.
- Problem has a serious business impact on customer’s environment.
- Problem is due to a product bug or error.
- Problem occurs with customized software.
Escalation Process within TSS

The customer informs the TSS representative that they would like to escalate the SR or the TSS representative informs the TSS Manager they have an issue that needs escalation.

- The TSS representative will contact the TSS Manager within 30 minutes of the escalation request. The Manager will listen to the customer’s issue until it is understood and determines with the customer an acceptable resolution plan.

- The Manager will document the conversation and the resolution plan in the Issue Tracking System.

- The Manager will follow up to ensure the plan is followed and/or reset the customer’s expectations.

- The Manager owns the escalation until the issue is resolved.

Escalation to Itron Engineering

Itron TSS works closely with the Itron Engineering groups to resolve customer issues in a timely manner.

- Once a SR is escalated, it is reviewed by the TSS Technical Lead/Manager, who will ensure that all relevant information like configuration details, version numbers, error details, logs, etc. are provided in the escalated SR.

1. Engineering then assigns appropriate engineering resources to isolate the technical error and resolve the problem. Once the error is fixed, a new build is provided and after appropriate QA testing, it is rolled out to the customer.

2. The TSS Technical Lead/Manager will monitor the escalated SR and ensure that appropriate resources are allocated to the problem and that progress is made toward resolution.

Escalation to Itron Solutions Delivery

Note: If the SR is for custom software that is not covered under warranty, support provided by Itron Advanced and / or Engineering Services will be at an additional cost to the customer.

Itron TSS works very closely with the Solutions Delivery groups to resolve customer issues in a timely manner.

- Once a SR is escalated, it is reviewed by the Solutions Delivery Manager, who will ensure that all relevant information like configuration details, version numbers, error details, logs, etc. are provided in the escalated incident.

- The Solutions Delivery Manager then assigns the appropriate consultant(s) to isolate the problem and resolve. Once the problem is resolved, it is then rolled out to the customer.

- The Solutions Delivery Manager will monitor the escalated incident and ensure that appropriate resources are allocated to the problem and that progress is made toward resolution.
Escalation Process within TSS & Sales Channels

The steps below outline the TSS procedure for the Escalation/SR notification process within the TSS and Sales Channels.

- Any new SR that is submitted as a Severity 1 will have the Sales Executive for the account and the Management Team for TSS copied on all correspondence with the customer about the issue until resolution has occurred.

- Any new SR that is submitted as a Severity 2 will have the Sales Executive for the account copied on all correspondence with the customer about the issue until resolution has occurred or the issue has been reduced to a Severity 3. This will ensure the Sales Executive has enough supporting information to work with the Customer effectively.

- Any existing SR that has been escalated to a Severity 1 will have the Sales Executive for the account and the Management Team for TSS copied on all correspondence with the customer about the issue until resolution has occurred.

- Any SR that has been escalated to a Severity 2 will have the Sales Executive for the account copied on all correspondence with the customer about the issue until resolution has occurred.

- The TSS representative will contact the Technical Support Manager within 30 minutes of the escalation request. The Manager will listen to the customer’s issue until it is understood and determines with the customer an acceptable resolution plan.

- The Manager will document the conversation and the resolution plan in the Issue Tracking System.

- The Manager will follow up to ensure the plan is followed and/or reset the customer’s expectations.

- The Manager owns the escalation until the issue is resolved.
Severity Level Explanations

This section provides explanations for Itron standard severity levels (or priority) you would assign to a support inquiry.

<table>
<thead>
<tr>
<th>Severity Level</th>
<th>Response Times</th>
<th>Effort Level and Escalation Path</th>
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<tbody>
<tr>
<td><strong>Severity Level 1. Critical Business Impact / System Down</strong>: An Error for which there is no work-around, which causes the Product / Software or a critical business function / process of the Itron system to be unavailable. System use and operation cannot continue.</td>
<td>During after-hour periods, Itron will respond to a URGENT support voice messages within 15 minutes by a return call to Customer, which will validate receipt of the critical support call and begin the SR process. During regular business-hours Itron will begin the SR process during Customer’s initial call. Following the start of the SR process Itron will respond to Customer’s SR within 2 business hours with an investigation response. Following the investigation response, Itron will update Customer at three hour intervals during each day the SR remains unresolved, or as otherwise agreed by the Parties. Customer will respond to an Itron inquiry or request within three hours.</td>
<td>Itron will make diligent efforts on a 24x7 basis*, or as otherwise agreed by the Parties. A SR shall be escalated to Itron’s TSS Management Team if a Fix is not provided within 1 business day of Itron’s receipt of the Customers call and creation of the SR. *24X7 support for Severity Level 1 Errors is not currently available for Itron Meter Products, Energy Forecasting and Load Research Products, and Distribution Products.</td>
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*Severity 1 errors must be reported by phone to initiate the Severity 1 response process. SRs initiated by email or web interface are logged as a Severity 3 until reviewed by Itron Technical Support Services and validated as a higher priority.
<table>
<thead>
<tr>
<th>Severity Level</th>
<th>Response Times</th>
<th>Effort Level and Escalation Path</th>
</tr>
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<tbody>
<tr>
<td><strong>Severity Level 2. Moderate Business Impact / Degraded Operation:</strong> An Error other than a Severity Level 1 Error, for which there is no work-around, which limits access or use of the software or a business function, causing the system to miss required business interface or deadlines. The system remains available for operation but in a restricted fashion.</td>
<td>Itron will respond to Customer SR within 1 business day and will update the SR at least every other day. Customer will respond to an Itron inquiry or request within 1 business day.</td>
<td>Itron will make diligent efforts during normal business hours. SRs shall be escalated to Itron’s TSS Management Team if a fix is not provided within 3 business days of Itron’s receipt of Customer’s call and creation of the SR.</td>
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</tbody>
</table>

*Severity 2 errors must be reported by phone to initiate the Severity 2 response process. SRs initiated by email or web interface are logged as a Severity 3 until reviewed by Itron Technical Support Services and validated as a higher priority.*

| Severity Level 3. Minor Business Impact / Compromised Operation: | Itron will respond to Customer SR within 2 business days. | Itron technical representatives will make diligent efforts during normal business hours. |
| An Error other than a Severity Level 1 or Severity Level 2 Error that has an inconvenient use of or access to a software function. (e.g., a feature is not working as documented but a work-around is available and significant business functions are not materially impaired). |

| Severity Level 4. No Business Impact / Standard Operation: | Itron will respond to Customer SR within 3 business days, or as otherwise agreed by the Parties. | Itron support representatives will devote commercially reasonable efforts during normal business hours. |
| An Error other than a Severity Level 1, Severity Level 2 or Severity Level 3 Error. Generally a cosmetic Error or an Error which does not degrade Customer’s use of the system. |

| Severity Level 5. Customer SR for an enhancement or new functionality. | N/A | The SR will be evaluated as a potential, future product enhancement. If the enhancement or new functionality requires more immediate attention for Customer, Itron will engage Itron’s Professional Services Group to create a customized proposal for Customer, at Itron’s then-current services rates. |
Closure of Issues

Itron TSS is committed to resolve all product support inquiries in a timely and satisfactory manner.

Due to the communicative nature of the troubleshooting process, it is necessary for TSS and the Customer to participate in the process. It is our intent to work closely with our Customers to resolve every issue to a mutually satisfactory conclusion. Based on historical collaboration with our Customers we have identified the five following closed conditions we have for issue resolution.

These conditions allow TSS to focus on higher priority open and active issues.

SRs will be placed in **Closed Resolved** status in the following situations:

- This is the standard closed SR status when there are no more action items for the SR owner based on the original SR description. If applicable, any related work request item is noted to be "closed" with any notes about the relay to the customer.
- Customer has acknowledged issue is resolved. Customer notified of SR closure.
- Either no code fix was required, or one has been delivered
- Closing SR as the customer has indicated that the issue is no longer occurring and they are not able to duplicate, and they are ok to close the SR- but no true resolution to the original request was provided.

SRs will be placed in **Closed Not Resolved** status in the following situations:

- Issue could not be resolved and customer agrees that we have exhausted all efforts in troubleshooting the issue.
- SR item unresolved but it's still being closed due to factors (non-responsive customer, no plans for Itron to resolve further). If applicable, any related work request item is noted to be "closed" with any notes about the unresolved status
- Closed without problem/issue resolution or customer is not able to actively pursue resolution at current time (most often at customer's request/approval)

SRs will be placed in **Closed Pending Customer Confirmation** status in the following situations:

- Resolution has been provided to customer, waiting for confirmation from them to verify no further issues/questions
- SR item internally confirmed as resolved, but the customer has not yet confirmed resolution due to customer factors (non-responsive, inability to verify in a timely manner). If applicable, any related work request item is noted to be "released to customer" or "closed" with notes regarding the relay to a customer for verification. If applicable, any related work request item is noted to be “closed” with any notes about the pending status to the customer.
- Fix was sent to a customer that we have tested, or other customers have tested and verified it fixes the problem, but the customer is unable to test or put the fix in place until a future date.
- When TSS does not hear from the Customer in a timely manner, TSS will make 3 attempts (each spaced at least one business day apart) to contact the Customer during their normal business hours.

SRs will be placed in **Closed Workaround Applied** status in the following situations:

- Generally we close with a work request created, but in the SR that we provide a work around- and there is no roadmap to include this in the product- then we can close with this status.
A definitive resolution has been difficult to achieve and the customer is satisfied with a work-around solution

This would be used to designate that a workaround was used to get past an issue with the OS or some other 3rd party software. Can also be used for a workaround to our products if there is no planned or intended code fix or the customer will use a workaround and don’t need to wait for a future release.

SR item unresolved but a successful workaround has been applied. The SR item is no longer causing business impact in an unsatisfactory manner. If applicable, a work request item is created and documented to track the long-term resolution if one is planned.

SRs will be placed in Monitor Pending Future Release status in the following situations:

- Use this when we plan to add code fix to a future version or customer needs to upgrade to get the results they would like.
- Gap has been identified for a known feature to resolve the issue and is scheduled for a future release.
- SR item committed for resolution in a future update. Generally, the version/date expectation is provided to the customer and documented. A work request item is created and documented to track the long-term resolution if it’s not already known to be in an upcoming release.
- Issue is NOT a Severity 1 and a work request has been created and the work request has been marked by the CCB for Resolution with a Hot Fix version or some future release notation. The resolution version is added to the SR as a Comment and also to the Resolution field.

TSS Scope
This section defines the breadth and limit of product knowledge supported by Itron TSS. Customers are advised to study this carefully.

Support Scope includes

- Technical Support of Itron Software in all areas such as system administration, configuration, functionality, maintenance, usage, how-to questions, etc.
- Access to Customer Support web portal
- Access to Service Pack updates, routine bug fixes, Product/Solution Documentation updates
- Product version releases.
- Technical Support provided for certified-configuration only. For example, running Itron EE against Oracle 8i database is not a certified configuration.

Support Scope does not include +

- Training on Itron Software (by TSS representatives via phone or e-mail). Customers are advised to take advantage of Itron Training courses and invest in training the appropriate personnel.
- TSS is not to be used for Itron provided or end-to-end installation assistance of Itron products. Installations are the Customer’s responsibility. Optionally, Installation may be available as a Supplemental Service, handled by Itron Solutions Delivery or trained Itron Partners.
- TSS is not to be used for Itron provided or end-to-end upgrade assistance of Itron products. Upgrade protocol is Product/Solution independent and should be discussed with Itron Technical Support Services as how to proceed with the Upgrade path. Upgrade Services may be available as a Supplemental Service, handled through Itron Solutions Delivery or trained Itron Partners.
- TSS is not to be used for end-to-end operational or maintenance assistance of Itron products. Daily, weekly, and monthly operational and maintenance tasks are the responsibility of the Customer.
• Support of third-party software (for e.g. SQL programming, database tuning, Pervasive.PSQL, Oracle).
• Support of customized code or external system interfaces (unless otherwise stated in contract).
• Development or support of custom report queries (unless otherwise contracted with Itron)
• Modifications to the Itron database repository (database objects like tables, views, indexes, etc.) are strictly NOT supported.
• Operations issues on Cloud Services/Managed Services solutions. These issues will be escalated to the Cloud Services group. Please see section “Itron Cloud Services” for more information.

**Additional Client Services**

Did you know???

Itron Client Service consists of additional service groups beyond Itron Technical Support Services, outlined above. These additional groups provide a focused and beneficial mix of services not covered under Itron’s standard software and hardware Maintenance program. These Supplemental Services made available by these groups are varied in both the product and operational need and apply to many of our Customer’s operation and business requirements. A description of Itron’s Supplemental Services includes, but is not limited to the following.

**Itron Enhanced Maintenance Services / Advanced Services**

Itron’s Enhanced Maintenance Services Group provides a variety of product consulting, evaluation, training, system upgrade and implementation services that can be set up as renewable and recurring services that are added to your active Maintenance Agreement(s) and service entitlement(s). Itron can also offer these services as a one-time Advanced Service offering, via our Advanced Services Group. Rely on Itron’s qualified Technical Consultants and rest assured your system will be properly upgraded, installed and tested to meet all of your operational requirements. Unlock operator opportunities and potential to bridge knowledge gaps through basic and advance system training. Experience ultimate system optimization, efficient processes and practices, improved communications and efficient day-to-day operations.

**EMS SERVICE OFFERINGS INCLUDE:**

- Live Agent Web Chat with Technical Support Team
- Solution Monitoring Services
- Yearly Paid Registration to Itron’s Utility Week
- Monthly Reporting Services
- Dedicated phone line access to Technical Support Services Team
- Consulting for Remote and/or Onsite System Services
- Onsite, Web based, or Group Training
- Technical Assessment Consulting Team (TACT) and Health Check Services
- Engineering Services for enhanced program development, custom program maintenance, or database administration
- Project and/or account management

**BENEFITS:**

- Ensure your network system is properly installed, upgraded and tested for top performance
- Streamline operations, optimize processes and processes and practices
- Gain confidence in system functionality and sharpen operator skills and aptitude
- Customized system enhancements to meet requirements
- Optimize processes and practices
- Reduce waste, maximize efficiencies and lower costs
- Leverage advanced capabilities for improved results

If interested in these Enhanced Maintenance Services offerings, please contact your Sales Account Manager or TSS representative to begin the request and definition process.
Client Service Business Operations

The Client Service Business Operations group consists of Service Business Analysts and Contract Administrators who are responsible for managing customer Maintenance Agreement coverage and related business information related to the system software, hardware and service provided to the customer base, including the following:

1. **Warranty Management and Reporting**: Report on and manage system software and hardware warranty terms (standard or extended) for both Itron and customer Itron needs. This includes coverage term, hardware serial numbers and initial ship dates.

2. **Maintenance Agreements / Policies**: Provide base Maintenance Agreement and Support Policies for Customers requiring new agreement updates or base coverage information.

3. **Maintenance Contracts**: Install and manage customer Maintenance contracts in Oracle to insure proper support entitlement against customer’s current Maintenance Agreement and coverage requirements. Includes billing contacts, billing terms.

4. **Maintenance Renewals**: Create, manages the Maintenance renewal quotes and communications for all customer coverage contracts.

5. **Reporting**: Provide coverage reports (contract prints), software and hardware warranty reports, hardware repair reports upon customer request.

6. **Return Materials Approvals (RMA)**: Track and support the RMA entitlement and billing processes for customer hardware repair returns (handhelds, collectors, ERT endpoints, meters), for both maintenance and billable repair service.

7. **Loaner and Rental Hardware**: Manage and track the requests, quotes and provision of loaner and rental hardware per Customer request.

8. **Negotiations**: Support Sales and Service discussions related to Maintenance provisions, deliverables and multiple year offers / pricing.

Please contact Itron TSS, your Itron Sales Account Manager or Itron Service Business Operations (service.business@itron.com) if you have questions or changes required for your warranty / maintenance / hardware repair history of service billing.

Itron Cloud Services

Itron Cloud Services group provides Cloud Services, Software as a Service (SaaS), and Managed Services for Itron solutions.

The primary channels for reporting issues with the day-to-day operations of hosted solutions are similar:

- Phone Support – 1.877.487.6602 (option 5 for Cloud/Managed Services)
- Email Support – support@itron.com (include “hosting” in the subject line to help in routing your case)
- To request or manage access to hosted systems: http://access.itron-hosting.com
Service for Product Customizations

Itron will provide support and maintenance for product customization work or for code developed by Itron Professional Services for a designated period. This support starts after the project transition to TSS by Itron Solutions Delivery and the customer verifying that the customization work or code is complete.

Itron TSS will field the initial calls on customization support, and the Itron Professional Services group will handle second tier support.

SRs reported after the designated warranty period for the customization will require additional Itron Professional Services to resolve and will be available at an extra charge, if the customization is not covered under a separate maintenance fee.

Contact your Account Executive or TSS Manager for more information.
Itron is a trusted partner to the global utility industry—and through acquisitions and mergers, has been for over 100 years. Itron's innovation has transformed the way utilities manage their resources, streamline operations and serve their customers. Today, by combining high-end metering, advanced communications, innovative software tools, support service/consulting expertise, Itron is uniquely positioned to help utilities, businesses and consumers meet the significant challenges we face in managing our energy and water resources. To realize a successful and sustainable future, start here: www.itron.com

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