



Daintree[®] Networked

Hosting & Support Services Overview

Daintree[®] Networked – HOSTING & SUPPORT SERVICES

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Introduction

You need fast, effective solutions throughout the product lifecycle to maximize your technology investment and to maintain a competitive edge in today's connected world. You need easy access to deep product expertise when it comes to solving your toughest problems. You need the flexibility to streamline your technology in a way that minimizes cost and risk— when it's most convenient for you. This is exactly what Current customers count on from their annual support services investment.

Current - Cloud Hosting & Support Plan

Providing World Class Customer Service

Cloud Hosting & Support services include software licenses, cloud hosting fees and a technical support contract.

The goal of Current Global Support Services is to provide world class service to our customers. Every call. Every email. Every ticket. Every time.

These resources are available to help you quickly solve issues and to answer questions on how to use your Daintree technology most effectively.

Hiring and Developing Talented People to Support Your Team

By establishing a global team of knowledgeable and experienced Support Professionals, we will provide you with a seamless customer support experience. Current Support Professionals work closely with the Daintree Engineering and Product Management teams. They have been equipped with the tools and information they need to support your team and to answer your questions.

Listening to Your Feedback to Improve our Service Delivery

Throughout the year, we invite you to participate in regular feedback surveys and sessions regarding various aspects of our product and service offering. These surveys and sessions, along with the documented findings from every customer ticket, drive continuous improvement in our delivery of product and support services resulting in an improved customer experience.

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Standard Case Process

The following process is used to communicate and document our interaction whenever a customer with support contract contacts Current Global Support Services with a question or product issue.

Case Creation

Technical issues received via email or phone will be documented in the Current Case Management System. Each initial inquiry will be assigned a unique case number and all subsequent information and communication regarding that issue is entered under the same case number. Everything— the inquiry, follow up communication, details and the resolution— is stored in the Case Management System for later reference.

To contact our Support Team, please select from the following options:

US & Canada		
Supported Product	Phone Number	Email
Daintree Network	1 (866) 855-8629	daintree.support@currentlighting.com

Mexico & Latin America		
Supported Product	Phone Number	Email
Daintree Network	1 (866) 855-8629	daintree.support@currentlighting.com
IMS	1 (833) 684-0555	IMS.supportservices@currentlighting.com

To help the Current Global Support Services team offer you the best and most efficient service, please be prepared with the following information:

- Site details: company name, address and Daintree Site ID
- The product type and relevant software version of the impacted product
- A detailed description of the issue
- Screenshots, error messages, logfiles and any other detail the software may provide
- The urgency and overall impact of the issue

Case Ownership

A Support Professional will be designated as the case owner while the case is open and being resolved. The case owner will be the point of communication with the customer and the case worker will document all the work being performed on the ticket. Any communication regarding case status, updates and requests for additional information will be initiated through email or by direct telephone contact.

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Case Priorities

All cases will be assigned a case priority, based on the overall impact and urgency of the reported issue. The case owner will discuss the case priority with the customer to ensure the impact and urgency of the issue are understood. Case priority may change during the lifecycle of the ticket.

Below are the definitions of case priorities in order from the highest to lowest priority.

Priority	Impact	Urgency
P1-(Critical) ¹	<ul style="list-style-type: none"> Total system outage Service outage that causes severe disruption to production Essential product functionality is inoperable Data loss Substantial economic impact 	<p>Immediate attention is required to restore production; may be outside normal business hours if necessary.</p> <p><u>Note:</u> P1 issues require the customer is available to assist in the diagnostic process and/or Current has access to the system to expedite a resolution.</p>
P2-(High) ²	<ul style="list-style-type: none"> Issue substantially impacts production Data integrity issues Functionality with no work-around Issue causes a complete barrier to development work and project completion 	Needs attention and resolution as soon as possible; cases are worked during normal business hours.
P3-(Medium)	<ul style="list-style-type: none"> Appropriate for single user issues General product functionality issues with a known workaround Development issues Product questions 	Normal urgency; cases are worked during normal business hours.
P4-(Low)	<ul style="list-style-type: none"> Information request General question Documentation request Minor problem No risk to other functionality or service 	No urgency.

¹ Note, P1 issues may not be entered by email. P1 issues must be reported to Current Support via our customer support phone line.

²Case priority may be lowered, if a reasonable workaround has been provided and/or if the customer is unavailable to assist in the diagnostic process.

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Initial Response Rates

The case owner will attempt to resolve the reported issue during the initial customer interaction. If the case owner successfully resolves the case, information regarding the issue will be documented in the case and the case status will be set to 'Closed'. If the case cannot be resolved during this initial interaction, then the initial response rate³ will be determined by the case priority assigned to the ticket.

Tier	P1 - (Critical)	P2 – (High)	P3 – (Medium)	P4 – (Low)
Standard	1 Business Hour*	4 Business Hours*	1 Business Day*	4 Business Days*

* Business days/hours are defined as Monday through Friday 8:00am to 8:00pm US Eastern Standard Time

Case Status

Each support case will be assigned a case status to identify who is responsible for the next action and to alert stakeholders regarding the timing of the case. The case status is maintained in the Case Management System and it is updated as the case progresses to resolution. The most common case statuses are listed below.

Active Case Status	Case Status Definition
Support Investigate:	The case is being investigated by the case owner and Current Global Support Services team.
Customer Action:	The customer has actions or tasks to complete before the Support Team's investigation can continue.
Solution Provided:	A solution has been provided and it is being implemented or verified by the customer.
Engineering Investigate:	The issue requires product code changes or code-level troubleshooting; it is under investigation by engineering resources.
Pending Fix:	A solution has been identified and the support/engineering teams have committed to a resolution date; this date has been communicated to the customer.

Closed Statuses

Cases are closed when there is no further communication is required on an issue. If a case owner does not hear back from a customer, the case owner will attempt to contact the customer at least twice before closing the case. The case will remain open for a minimum of two weeks pending a reply from the customer.

When appropriate, closed cases can be reopened to reinvestigate an issue. Contact Current Support to request that a case be reopened.

Closed Case Status	Case Status Definition
Closed:	Either (1) the Issue has been resolved, or, (2) the customer and case owner have agreed to no longer pursue the issue, or, (3) no response was received from the customer.
Closed Admin:	Case has been closed due to an administrative issue, for example, a duplicate case record.

³Initial response rate is based on an average. Current strives to deliver to the rate on 90% of cases; however, rates may vary depending on the complexity of the reported issue.

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Case Escalation

A customer may 'escalate' their case if they feel—for any reason—that their case is not being processed as agreed. The escalation process is available to ensure that customers have a way to raise their hand when they need additional assistance.

Customers should not escalate cases at the time of the initial case submission. The case priority and information on the impact of the technical issue is used to properly assess new case submissions.

When a customer requests a case escalation, a Customer Support Lead will review the case within two business hours and work with the customer, case owner, and other Current resources to determine how to best address the situation. In some cases, the priority may be changed or additional resources may be engaged. Once the factors leading to escalation have been addressed, the case may be de-escalated and resolved through the standard case process.

If a case requires ongoing escalation, a Technical Account Manager will remain engaged with the case owner and the customer. This will provide additional oversight and communication, ensuring the case progresses to the customer's satisfaction.

The following are typical escalation statuses:

Case Inactivity:	Unsatisfactory rate of communication regarding status of the case.
Commercial Impact:	Sale, project or contract renewal delayed pending case resolution.
Financial Impact:	Unresolved issue results in financial impact and/or the ability to make a product or provide a service.
Time To Solve:	Actively communicating, but the case has been open for an excessive period of time.
Pending Fix:	Issue has been identified and the support/engineering teams have committed to a resolution date; the date has been communicated to the customer.

The following are ways to escalate a case:

- Contact the case owner to request they escalate the case, or
- Send an email to daintree.support@currentlighting.com:
 - Include the case information, a callback number and a brief reason for the escalation request.

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Project Name _____
 Date _____
 Years of Support/SKU _____
 Catalog Number _____

Daintree® Networked is a powerful, class-leading enterprise site management platform. At the core of each Daintree deployment is a wireless networked system that is operated through the web-based/ cloud-hosted Daintree® Controls Software (DCS) program. DCS enables site managers and facilities staff to control and monitor single or multi-site portfolios and to integrate a range of Internet of Things (IoT) solutions tailored to each application.

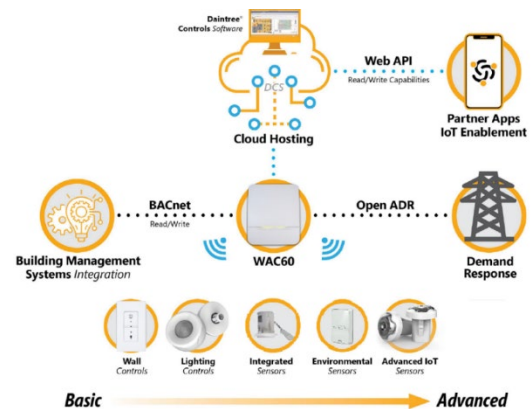
Cloud Hosting & Support services include software licenses, cloud

hosting fees and a technical support contract. Bundled subscriptions can be purchased in one-year increments listed in the table below.

Software License & Cloud Hosting options open the power of Daintree® Networked for the selected term (limited to customer's internal business use; license is nontransferable and nonexclusive).

Paired with the DCS software interface, the possibilities go far beyond just lighting solutions. Systems such as HVAC, fans and water heaters can be controlled and monitored directly or through BACnet or Public API. DCS allows for centralized monitoring/control/automation to ensure uniform performance and energy efficiency across all facilities in your enterprise.

Support Services include regular software updates and technical support services (subject to Current's Support Services Policy in effect at the time the services are provided). Current Global Support Services strives to provide world-class service, with the goal of providing quick solutions and helping your staff become proficient in DCS operation.



SKU	Product Code	Description
99003289	SOFTHOSTSUP – 1- Year	Software Hosting & Support - 1- Year - Per Node
99008579	SOFTHOSTSUP – 2-Years	Software Hosting & Support - 2-Years - Per Node
99008650	SOFTHOSTSUP – 3-Years	Software Hosting & Support - 3-Years - Per Node
99008652	SOFTHOSTSUP – 4-Years	Software Hosting & Support - 4-Years - Per Node
99008654	SOFTHOSTSUP – 5-Years	Software Hosting & Support - 5-Years - Per Node