Statement of Work

UPS as a Service

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1.0 Executive Summary

The UPS as a service offer provides peace of mind, advanced monitoring tools and complete product protection for a convenient monthly fee. The solution consists of our single-phase Smart-UPS units with preinstalled network management card, EcoStructure IT monitoring software (including a secure gateway which may be virtual or physical) and comprehensive warranty support.

UPS as a service is currently offered in 1, 3- or 5-year terms and for a limited number of single-phase UPS models ranging from 0.75 to 3kVA. The warranty coverage provides for unit swap and battery replacement with the shipping costs covered by APC for the life of the product. It does <u>not</u> include any on-site services such as installation or decommissioning. Those services are to be provided by the partner in consultation with the end user.

Lastly, ownership of the hardware does not change over the course of the contract.

2.0 Features & Benefits

Features	Benefits
One, three- or five-year subscription terms	Provides peace of mind, advanced monitoring tools and warranty protection for the entire duration of the subscription term.
Flexible renewals, ability to buy out prior to expiration	Contracts may be renewed in one-year increments at the prevailing subscription price up to a maximum duration of 6 years. In addition, partners have the option to buy out a contract annually at a reduced rate of 40% of remaining value. Note – a buy out does not convey ownership of the hardware.
EcoStruxure IT Expert	Synthesizes performance and alarming data of your Smart-UPS into proactive recommendations, and enables secure, wherever-you-go visibility
No CapEX investment. Fixed monthly cost	For end users provides predictable costs over the UPS life cycle. For partners it builds recurring revenue with higher margin than just hardware and unlocks visibility your customer's critical infrastructure.
24 X 7 Customer Service Support with Toll Free Call-in Telephone Number*	Customers are provided with a toll-free number. Calls are handled 24hours a day, 7 days a week by call center professionals. * Not available in all locations, please contact your local CPCS representative
Partner success management	Partners receive personalized assistance from the EcoStructure team to ensure they have the support they require to server their clients.

3.0 Details of Service

3.1 The specific activities of this service are listed below. For each item, APC will perform the work described.

Warranty	
Activities	**Description**
Create Entitlement and assistance enabling EcoStruXure IT Expert monitoring	APC will create the warranty service entitlement and provide the customer with a Service Certificate via e-mail when applicable. An APC partner success manager will also assist in the deployment and use of the EcoStruxure IT monitoring solution.
Provide Customer Telephone Support	APC will provide 24 X 7 Customer telephone support. * *Where available
Provide Warranty Redemption	The in-service warranty provides repair or replacement of your product and covers replacement of batteries.
	Should warranty redemption be necessary, APC will provide, at their discretion, a replacement unit, new battery, or new parts.
	APC will ship out the replacement product and provide a prepaid return shipping label for the used UPS or battery.
End of contract or end of UPS service life	APC will provide instructions and packaging (as applicable) and cover the shipping cost to return the product to our facility or to an APC approved recycling partner.

3.2 ECOSTRUXURE IT DELIVERABLES

EcoStruxure IT Expert is a cloud-enabled remote monitoring solution that proactively minimizes downtime, provides more insights and incident tracking on critical devices. Moreover, it will help reducing break-fix resolution time through smart alarming, remote troubleshooting and visibility into your equipment lifecycle. It provides peace of mind and facilitates fast problem resolution. For UPS as a service, a single node license accompanies each UPS. Additional licenses for other critical infrastructure devices such as other UPS's, cooling equipment, power distribution, rack access and environmental monitoring equipment is offered as separate options.

The connection to EcoStruxure Asset Advisor is done through Data Center Expert version higher than 7.4 or through EcoStruxure IT Gateway, which is a free downloadable software. Alternatively, if desired, the gateway can be provided as a physical pre-loaded device for a monthly subscription.

Machine data forms the basis of long-term operational insights and analytics, aimed at reducing equipment maintenance costs, and delivered through a secure connection.

For additional information and availability in your country, please go to: Ecostruxureit.com
Information on system requirements can be found on: ecostruxureit.com/system-requirements/

The specific features of EcoStruxure IT Expert and IT Expert for Partners are listed below:

Features	Description
Multi-tenant overview	Get an instant overview of all of your customers' environments using the single pane of glass multi-tenant interface.
Inventory view	Get an instant overview of your customer's infrastructure with a detailed list view of each of the devices connected to their environment and related alarms and benchmark results. Get visibility into your customer's device data in read-only mode to help you build customer intimacy and create value.
Alarming	Choose your preferred way of receiving alarm notifications. Use the EcoStruxure IT app or receive them via email. Emails can be sent to an individual, a ticketing system, or your Partner.
Benchmarking	Data from UPSs, cooling systems and other data center infrastructure equipment is stored in the EcoStruxure data lake, anonymized and analyzed. This data allows you to make data driven decisions on the performance, efficiency and health of your equipment.
Assessments	Optimize your infrastructure by running assessments on your critical assets, including UPS health checks and lifetime alarms. Export lifetime alarms and UPS data as a CSV file to help you build your own reports.
Device management	Centralize the management of device settings and lower security risks, as you remain aware of available firmware updates when they are released and decide when and if you should apply them to already identified devices

4.0 Assumptions

The successful performance of the tasks defined is based on the following key assumptions:
- Deployment of UPS's for the application for which they are intended, including suitable IT environments.
- Deployment of EcoStruxure IT Expert for all UPS's purchased as a service

The following items are outside the scope of this warranty protection. Please contact your certified APC sales representative for more details.
- Any APC UPS or device not explicitly purchased as a service and identified in the contract and entitlement
- Non-APC Products;
- Three-Phase Products;

5.0 Scope of Responsibility

The items started here are responsibilities to and from both APC and customer.

5.1 SCHNEIDER ELECTRIC-APC RESPONSIBILITIES
- Provide Schneider Electric-APC entitlements as required
- Provide telephone customer support;
- Provide shipment of UPS, battery or parts, at no extra charge to and from the customer's site.

5.2 CUSTOMER RESPONSIBILITIES
- Contact Schneider Electric customer service support in case of occurrence of issue;
- Provide a point of contact during time of service;
- Provide a point of contact for receipt of units and components;
- Return used UPS, part or Battery using prepaid Schneider Electric shipping label.

6.0 Terms and Conditions

Schneider Electric standard Terms and Conditions apply.

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