

OpenADR Support Contract Number

QualityLogic – 10 Hours/One Year Test Tool and Development Support Contract Policy for OpenADR 2.0

As the official test tool partner to the OpenADR Alliance, QualityLogic is committed to providing excellent customer support for the products we develop for the Alliance and helping developers implement this important standard. Our objective is to ensure that your expectations and needs are met, both before and after the OpenADR Test Harness is licensed. With the QualityLogic Test Tool and Development Support Service, questions regarding the interpretation and meaning of the OpenADR technical requirements are answered within a day. We also offer insight into why specific technical requirements were included as part of OpenADR 2.0, how the requirements are tested as part of the OpenADR certification program, and share our experience of typical OpenADR implementation behaviors.

Developers can leverage the vast knowledge accumulated by QualityLogic to get quick answers to technical questions and keep development projects on track. Implementers can get quick answers to questions that arise about implementations they are evaluating.

When you license the OpenADR Test Harness, you are entitled to three (3) hours or sixty (60) days of support, whichever is completed first, consisting of the services described in a separate Three Hour/60-Day Limited Software Support Contract. If you already have a QualityLogic Test Tools and Development Support Contract, we will add the three free hours to it, and you can use the hours for either development or test tool support. Once exhausted, you can then add a Five, 10 or 20 Hour/One Year Support contract to extend your access to technical support for an additional one (1) year or five, 10 or 20 hours of support.

Support does not include support for certification testing with an authorized OpenADR Test Lab. Questions about certification of products should be directed to the OpenADR Alliance at certification@openadr.org.

This Contract entitles you to technical and development support during QualityLogic's business hours from 8:00 AM to 5:00 PM Monday through Friday (Pacific Time). Customer Support e-mail should be sent to techsupport@qualitylogic.com, and QualityLogic's Customer Support telephone number is 805-531-9030 Ext. 2.

Support for OpenADR Product Development and Test Harness

Support services in this contract include: a) Assistance in understanding detailed technical requirements for OpenADR 2.0 a and b Profiles; b) Assistance with questions about the Alliance implementation guides; c) Advice on DR program requirements and OpenADR specific considerations when structuring such programs; d) Understanding the OpenADR 2.0 certification requirements; e) Development of specific tests for features/functions not included in the pre-certification test tool; f) Advice on testing strategy during the development cycle; and g) Discounts on QualityLogic OpenADR Workshops.

If you have an OpenADR Test Harness, support services in this contract include: a) startup training (either direct phone support or discount on training class); b) resolving issues with installation, startup of the test tool, and operation in the licensee environment1; c) assistance in isolating and reporting issues with the test tool; d) assistance with debugging the licensee software, interpreting test results or other consulting related to development2 and testing.

Should you need help in results analysis, trouble shooting bugs and/or prioritizing the defects found during testing, this Development Support Contract can be used for this purpose. If you require help in understanding your test results from a protocol standpoint, you will be asked to send test results files to QualityLogic via email.

Adding Tests to the Pre-Certification Test Harness

While the OpenADR pre-certification test harness contains tests for all mandatory features and functions required for certification, it does not contain tests for all options that are permitted with OpenADR. As part of the QualityLogic Development Support Service, the developers of the official OpenADR test tools can quickly add tests for new options you choose to differentiate your products¹. This saves development time and ensures consistent quality of the tests.

Product Updates & Upgrades

The OpenADR Alliance and QualityLogic are committed to ensure that the OpenADR test product you license remains current and up-to-date. Updates to the test suites authorized by the OpenADR Alliance will be provided during the term of this support contract. Depending on the scope and effort required for the update, the OpenADR Alliance may choose to price any specific update separately.

Owners of current Support contracts will receive a discount off the list price on all updates to the covered product that are offered during the span of the contract. This applies only to upgrades of the individual product specifically covered by the support contract. Owners of current support contracts will also receive a discount on one class seat in one open enrollment training class when such a class is offered during the span of the contract. The support contract is considered to be in force if any hours remain unused and it is within the one-year support contract period.

Update Notices

Support Contract and Test Harness customers will be notified of any product enhancements, bug fixes, updates, or upgrades. Customers will further be notified just prior to the expiration of the 60 day/three hour free support period, and also prior to the expiration of an extended support contract, in order to purchase an extension to their support coverage.

Software Support Contract Terms

1. This Contract starts the day that its purchase is completed and continues for a period of one (1) year or 10 hours, whichever occurs first. Upon licensing of the OpenADR Test Harness, three (3) additional hours will be added to the Support contract at no charge. If the Test Harness is licensed prior to purchase of a Support Contract, three (3) hours or 60 days of free Support are included, whichever occurs first.
2. Support is provided in minimum increments of 15 minutes. An accounting of all support activities can be requested.
3. Support Contracts are renewable based on the original date of Support Contract purchase or once the hours have been utilized.
4. This contract is solely between QualityLogic and the Contract purchasing company. The OpenADR Alliance is not responsible or liable for delivery of services described in this contract.
5. The OpenADR Alliance is the owner of the OpenADR V2 specification, PICS and test specification and is responsible for interpretation of these documents. Any interpretations offered by QualityLogic are the opinion of QualityLogic and may not represent that of the OpenADR Alliance, although we will make every effort to ensure that they are consistent with Alliance intent and interpretation.
6. QualityLogic assistance is offered in good faith and is designed to accelerate development and certification of products meeting OpenADR specifications. However, QualityLogic makes no representation or warranties that the assistance provided under this contract will result in products passing the OpenADR certification requirements.
7. Additional tests developed as part of this contract will be the property of QualityLogic and may be used in commercial products or in future certification tests.
8. Any unused Development Support Contract hours may be applied to Workshop fees and OpenADR test product support contracts. For Workshop fees, the credit will be based on the current hourly Support rate offered by QualityLogic. For Software (Test Tool) Support, the hours will be credited for each hour transferred and will be added to an existing Software Support Contract or included in a new Software Support Contract.

Please direct inquiries regarding this contract to the QualityLogic Customer Support Department.

¹ Developing new tests can be done under this contract to the extent that funding is available. If the tests requested require more hours than are available, QualityLogic will submit a separate proposal for developing the tests.