



Service Levels, Maintenance and Support

Version: 3.3
Date: Jan 2019
Status: Issued

FIRSTFUEL – Service Levels, Maintenance, Support

1 INTRODUCTION.....3

2 DEFINITIONS.....3

3 GENERAL SERVICE LEVELS AND MAINTENANCE AND UPGRADE WINDOWS.....5

3.1 GENERAL SERVICE LEVELS5

3.2 MAINTENANCE AND UPGRADE WINDOWS5

3.3 SERVICE LEVEL REGARDING INCREMENTAL DATA UPDATES (FIRSTENGAGE, FIRSTADVISOR ONLY)7

3.4 FIRSTFUEL FILES7

3.5 SERVICE LEVEL REVIEW7

4 OPERATIONS – UTILITY AND CUSTOMER SUPPORT8

4.1 FIRST LINE SUPPORT8

4.2 SECOND LINE SUPPORT8

4.3 CONTACT DETAILS8

4.4 CUSTOMER IMPACT DURING MAINTENANCE.....8

5 INCIDENT CATEGORIES AND INCIDENT SERVICE LEVELS9

6 CHANGE PROCESS 10

6.1 INITIATION OF CHANGE 10

6.2 CHANGE REQUEST SUBMISSION 10

APPENDIX B – CHANGE REQUEST FORM 11

1 INTRODUCTION

FIRSTFUEL delivers SaaS based information-enabled energy services via the FirstFuel platform. Service from the FirstFuel platform are the following white-labelled products:

- FirstEngage
- FirstAdvisor
- FirstAudit

Related to operation and upgrades of the FirstFuel platform, this document provides details of the following:

- Service levels
- Maintenance and Upgrade Windows
- Customer Support
- Change Process

2 Definitions

TERM	DEFINITION
AWS	Amazon Web Services
[CLIENT]	The Company or entity for whom the Service is defined and launched, per the contract.
BUSINESS DAY	Any day from Monday to Friday in which usual business is conducted and which is not a public holiday in the United States.
FIRSTADVISOR	Refers to the software of FirstFuel’s “FirstAdvisor” product including all its components as well as all adaptations related thereof.
FIRSTAUDIT	Refers to the software of FirstFuel’s “FirstAudit” product including all its components as well as all adaptations related thereof.
FIRSTENGAGE	Refers to the software of FirstFuel’s “FirstEngage” product including all its components as well as all adaptations related thereof.
FIRSTFUEL SOFTWARE	Refers to the software of FirstFuel’s “FirstEngage”, “FirstAdvisor”, “FirstAudit” products, as well as the FirstFuel software platform including all its components as well as all adaptations related thereof.
INCIDENT	Any failure to comply with the specification of FirstFuel product(s) as set forth in the contract and the service levels specified in this document.
NEW PROGRAM VERSION	An update, upgrade, patches, new feature, new release as well as any other change of the FirstFuel software.
PATCH	Serves to eliminate any defects in the FirstFuel software.
REMEDY TIME	The relevant amount of time defined for the applicable Incident Category (as defined in this document) within which FirstFuel makes every endeavor to resolve the applicable incident. The Remedy Time commences with the reporting of the incident by a defined [CLIENT] representative to FirstFuel. Remedy Times apply during Customer Service Hours, as defined in this document.

FIRSTFUEL – Service Levels, Maintenance, Support

RESPONSE TIME	The relevant amount of time defined for the applicable Incident Category (as defined in this document) within which FirstFuel is obligated to initially respond to an Incident reported by [CLIENT]. The Response Time commences with the reporting of the Incident by a defined [CLIENT] representative to FirstFuel. Response Times apply during Customer Service Hours, as defined in this document.
SERVICE LAUNCH DATE	That point in time, at which a FirstFuel product is made available to end customers of [CLIENT].
TECHNICAL ENGAGEMENT DOCUMENT	Refers to the document that is developed to define the data integration, user access and features included in a specific [CLIENT] deployment.

3 General Service Levels and Maintenance and Upgrade Windows

3.1 General Service Levels

Service Level Description	Service Level Agreement
Production System Availability	<p>99.9% availability per quarter, excluding planned and correctly notified Maintenance and Upgrade Windows (in accordance with Section 3.2 below, based on a 7 day x 24 hour calculation.</p> <p>Planned downtime will be notified by FirstFuel as described below in Section 3.2 (“<i>Maintenance and Upgrade Windows</i>”).</p>
Disaster Recovery (DR)	AWS Multiple Availability Zone (Multi-AZ) implementation with six-way replication across three availability zones for database high availability
Backups	<p>Backups performed nightly on systems that have 11 9's durability.</p> <p>Backups are stored separately from the production instance on systems with 11 9's durability [in an offsite location].</p> <p>Backups are stored for the past seven calendar days.</p>
Data Recovery	<p>1 hour recovery time in the extreme case with the restore point being seconds away if recovery using the DR instance is required</p> <p>Max of 24 hours away if recovery using previous DB backup is required.</p>

3.2 Maintenance and Upgrade Windows

Quarterly Point release: includes addition of new features, in addition to regular maintenance items. Point Releases are across platform and may or may not include features changes that apply to an individual client solution.

- Not all releases contain changes for all tenants. Communication on features that affect all tenants are communicated in advance through your technical or engagement manager.
- Release notes provided when release moves to UAT and updated when the release moves to Production.
- Tenant may review features during the UAT period.

Changes fall into the following categories:

FIRSTFUEL – Service Levels, Maintenance, Support

- Platform changes which have no user impact.
- Changes which affect all users (e.g. upgrade to graph containers). These changes are communicated in advance to all tenants.
- New features which can be turned on/off. Some new features may require a contract change. Content or configurations required for new features will be coordinated through your technical or engagement manager.

Standard Maintenance Release: includes bug fixes, security patches, minor feature improvements and system maintenance. Implemented with no downtime on regular basis (approximately every two weeks).

Non-Standard Maintenance Release: includes bug fixes, security patches, minor feature improvements and system maintenance. Deployment during weekend maintenance window. May require downtime.

Critical Maintenance Release: Critical change including, but not limited to, critical security patches. Deployment during maintenance window. May require downtime. Notification will be provided as early as possible.

<i>Release Type</i>	<i>Details</i>	<i>Window</i>	<i>Downtime</i>	<i>Advance Notification</i>
<i>Upgrade Release</i>	Addition of new features, in addition to regular maintenance items including bug fixes, security patches, minor feature improvements and system maintenance. Point Releases are across platform and may or may not include features changes that apply to an individual client solution.	10pm - 4am Eastern Time (Thursday into Friday, Friday into Saturday)	Downtime is possible.	10 days advance
<i>Maintenance</i>	Critical fixes, security patches, and system maintenance.	10pm-4am Eastern Time	Downtime is possible.	72 hours
<i>Critical Maintenance (Hotfix)</i>	Critical change including, but not limited to, critical security patches. Notification will be provided as early as possible.	10pm-4am Eastern Time	Downtime is possible.	As early as possible

Time Reference

All times to be specified in relation to Eastern Time (US), with the switch to daylight savings occurring per the Eastern Time calendar.

Typically these times are as follows:

9pm-2am Eastern Time, Thursday into Friday, Friday into Saturday

2am – 4am UK time, Saturday, Sunday

6pm – 10pm Pacific Time, Friday, Saturday

Additional Notes

The aggregate amount of time for (a) Weekly Maintenance and (b) Point Release Maintenance will not exceed 10 hours per calendar month.

During (a) Weekly Maintenance and (b) Point Release Maintenance a screen is displayed, notifying users of the service interruption.

3.3 Service Level regarding Incremental Data Updates (FirstEngage, FirstAdvisor ONLY)

Incremental update of data (e.g. set of new monthly cost and use data for customers recently billed) provided from [CLIENT] to FirstFuel (using secure FTP) shall be uploaded by FirstFuel and available to end users starting with the Service Commencement Date within 16 hours.

Files are automatically picked up and processed upon landing on the SFTP server. Filename and time of upload is captured upon receipt.

3.4 FirstFuel files

[CLIENT] submits files to the FirstFuel SFTP site for upload to the FirstFuel database per the schedule (time and frequency of the file submission) outlined in the Technical Engagement Document.

FOR FILES RECEIVED IN FIRSTENGAGE NATIVE FORMAT ONLY:

In steady state operations, all files received from [CLIENT] are acknowledged by FirstFuel. A separate acknowledgment file will be produced for each file received. Acknowledgement files will be placed back on the SFTP site for pick up by [CLIENT]

3.5 Service Level Review

Starting with Service Commencement Date, [CLIENT] and FirstFuel shall meet at least each calendar quarter at a location and time agreed between both Parties to review First Fuel's performance with regard to this Agreement.

4 Operations – Utility and Customer support

4.1 First Line Support

First Line support for a FirstFuel software deployment is provided for [CLIENT] personnel (e.g Project team, Customer Service Representatives, Account Managers). Training for these personnel is provided per the contract.

4.2 Second Line Support

FirstFuel provides second line support via the following channels:

	Contact	Provided From	Time
Help Desk	Phone and email	Lexington, MA, USA	8am-8pm EST, EDT
Service Hours	Email only	Lexington, MA, USA	8am-8pm EST, EDT
		Pune, India	10pm EST – 8am EST

Second line support contacts will be accepted from designated [CLIENT] personnel only. See **Error! Reference source not found.** for details to be provided to FirstFuel.

4.3 Contact details

The following are the details associated with each communication channel:

COMMUNICATION CHANNEL	DETAILS
EMAIL	FirstEngage:, FirstAdvisor fe_support@firstfuel.com FirstAudit and general support: support@firstfuel.com
PHONE – FIRSTFUEL MAIN #	+ 1 (781) 862-6500 - Press 2 to be connected to Customer Support
PHONE – CUSTOMER SUPPORT (DIRECT #)	+ 1 (614) 447-7196

4.4 Customer Impact during Maintenance

During (a) Weekly Maintenance and (b) Point Release Maintenance, the standard FirstFuel Maintenance page shall be displayed if the site is unavailable. This page is not branded and does not contain any [CLIENT] specific data (since that requires access to tenant specific Content Management System (CMS) and/or configurations which are not available when the site is down). See Section 3.2. for specific details on Maintenance windows.

5 Incident Categories and Incident Service Levels

Category	Definition	Response Time	Remedy Time
1	<p>A Category 1 Incident means that FirstFuel software is not functioning at all and/or data corruption is occurring. A FirstFuel software issue with significant business critical impact without an agreed suitable workaround requiring immediate resolution.</p> <p>Resolution happens 24/7. Notification happens 24/7.</p>	15 minutes	1 hour
2	<p>A Category 2 Incident means that individual functions of FirstFuel software work defectively or not at all. The functionalities required for the day-to-day business operations are partially or completely missing. The user has work-around options, however.</p> <p>Resolution happens during Remedy Time. Notification happens during Service Hours.</p>	4 working hours	8 hours
3	<p>A Category 3 Incident means a FirstFuel software issue with moderate business critical impact. One or more functions of FirstFuel software fail to operate in an optimal manner. There is no significant impairment of the day-to-day business, however.</p> <p>Resolution happens during Remedy Time. Notification happens during Service Hours.</p>	1 Business Day	Next Upgrade Release
4	<p>Non-functional issues/system queries</p> <p>All functions of FirstFuel software are fully operable and error-free, but the system has some purely aesthetic defects, e.g. layout, text or formatting errors excluding those legally required</p> <p>Resolution happens during Remedy Time. Notification happens during Service Hours.</p>	3 Business Days	Next Upgrade Release

Incident reporting outside Service Hours shall be made by sms, e-mail, and where appropriate – telephone.

6 Change Process

6.1 Initiation of Change

Implementation of a FirstFuel solution is governed by the Technical Engagement Document (TED) for the deployment. Changes outside the content of the TED (and associated appendices) are governed by the process specified in the next sections.

Client may request changes to the FirstFuel project/deployment (per the conditions in the contract). Changes are to be submitted via Change Request Submission form to the FirstFuel Project Manager (see Appendix B).

FirstFuel will evaluate the change request with respect to the impact on the Project and, if necessary, provide an analysis of the effort involved, rollout options and associated costs (if any). All agreed changes will be documented by FirstFuel in a change list and identified with a serial number.

See ‘Change Request Submission’ below for details on the types of Changes and the associated times for submission/implementation.

6.2 Change Request Submission

The following table outlines the different types of changes and the process associated with submitting each type of changes.

Change Type	Request Submission	Timeline for Submission and Implementation
<i>Changes to configurable text Change to URLs (which do not involve any rule or software change)*</i>	Submit changes on amended excel spreadsheet, attached to Change Request Form.	Collect changes and submit up to once every 2 weeks. Changes are implemented within 7 days.
<i>Changes/additions to Questions, Primary Activities, Actions, Action priorities; Adding localized Primary activities, Recommendations, Actions, any changes involving rules</i>	Submit changes on amended excel spreadsheet, attached to Change Request Form. Changes to be evaluated by FirstFuel for consideration in next available release/launch.	Changes implemented on a release basis. Changes to be submitted no less than 6 weeks before release date. Post full deployment, changes will be implemented on a quarterly basis. Changes to be submitted by end of Quarter for incorporation into next product deployment.
<i>Other changes (requiring changes to software and/or deployment including File Specifications, SSO, Graphs, analytics)</i>	Submit changes via Change Request Form. Changes to be evaluated by FirstFuel and evaluation provided to client for review.	Varies with nature of change and evaluation of same.

*Changes to configurable content that are deemed to be of an emergency nature can be submitted to the FirstFuel for escalation and incorporation as soon as is possible. Emergency Changes that affect software will be handled via the process documented in Section 5.

Appendix B – Change Request Form

Project name: **Product(s)** FirstEngage: Y/N
 FirstAdvisor: Y/N
 FirstAudit: Y/N

Client: **Contract number:**

Request date: **Request #:** <CLIENT ACRONYMN>001

SECTION 1: Request Details

Check as appropriate.

Area(s) Affected:		Type of Change:		Priority:	
Software	<input type="checkbox"/>	New requirement	<input type="checkbox"/>	High	<input type="checkbox"/>
Documentation	<input type="checkbox"/>	Modification	<input checked="" type="checkbox"/>	Medium	<input checked="" type="checkbox"/>
Deployment	<input type="checkbox"/>	Problem	<input type="checkbox"/>	Low	<input type="checkbox"/>
Content (CMS)	<input checked="" type="checkbox"/>				

Description of Request

<Provide detailed description of change. Provide attachments, screenshots if necessary. For CMS content provide spreadsheet with change indicated.>

Reason for Change Request

<Provide reason for the change; Include business details >

SECTION 2: Evaluation (First Fuel use only)

Check as appropriate.

Change Type?	In Contract Scope?
CMS content	Yes
Custom Change	No
Product Roadmap	

Evaluation of Request

<Provide reason for the change; Include business details >

Scope of Work

Deliverable Description	Effort	Cost
Totals=>		

Schedule Impact/Release Schedule

<Provide details of possible release dates; >

SECTION 3: Actions and Approvals

Change Approved? (check as appropriate)

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Defer	<input type="checkbox"/>
-----	--------------------------	----	--------------------------	-------	--------------------------

Next Steps

Details	Accountable	Due Date

Approvals

Client

FirstFuel Software, Inc.

Signature: _____

Signature: _____

Printed Name: _____

Printed Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

----- **END OF DOCUMENT** -----