

Overview

Hundreds of utilities across North America have adopted the Sensus FlexNet AMI system. This technology empowers electricity, gas, water or combination utilities to conserve resources through a flexible, reliable and open system. Sensus software applications are critical components of the FlexNet system, enabling a seamless interface with the utility's billing programs and empowering the utility to make intelligent decisions.

It is vital that these software applications are consistently operating at the highest level of efficiency. The FlexNet™ Software Maintenance Program provides remote troubleshooting and diagnosis of problems and access to software updates. Updates include patches or other maintenance releases of the software that correct processing errors, other faults, or defects found in the previous two (2) minor or major releases of the software. Utilities will have peace of mind, knowing that Sensus technical support professionals are ready to answer questions diagnose and troubleshoot any issues and help ensure the FlexNet system is up and running efficiently at all times.

DELIVERY MODELS

Sensus offers our customers software in two different delivery models:

1. Software as a Service (SaaS) - Sensus shoulders the burden of owning and managing all the hardware and software from our tier IV data center. When choosing the SaaS delivery model the FlexNet maintenance program is included in your subscription fee.
2. Licensed Software - the utility licenses all software applications and manages both hardware and software onsite. For this option, additional years of the FlexNet Maintenance program can be purchased to help safeguard the maintenance of the software, thus maximizing the utility's return on investment.

Each delivery model has its own support level, but regardless of the option selected, support is always included the first year.

| Included Services | Licensed Model | SaaS Model |
|---|--------------------------|------------|
| Telephone Support | ✓ * | ✓ |
| Remote Diagnostics of Software Problems | ✓ | ✓ |
| Software Updates | ✓ | ✓ |
| AutoRead annual support (if applicable) | ✓ | ✓ |
| Loaner Programming Equipment | ✓ | ✓ |
| Discounted Remote or On-site Training | ✓ | ✓ |
| Daily Backup | | ✓ |
| Data replication to a Disaster Recovery site | | ✓ |
| Anti-Virus and Malware subscription and scanning | | ✓ |
| Operating System support, troubleshooting, security patching and upgrades | | ✓ |
| Linux Red Hat, Microsoft Windows Server, Microsoft SQL Server and Oracle licenses and ongoing maintenance | | ✓ |
| Hardware Maintenance or Refresh | 3 years prepaid included | ✓ |
| Data secured in a Tier IV SSAE 16 Certified Data Center | | ✓ |

*Requires customer to provide secure Cisco or OpenVPN connection