



Lighting Services

interact

Lifecycle Service
Descriptions

for Interact City

I. Lifecycle Services

When investing in a state-of-the-art lighting System, reliability is paramount. Signify's Lifecycle Services ensure your lights never let you down. Signify is leading the way with customized lighting services that provide the quality of light your business deserves. You'll get a Service tailored to your specific needs, so you can rest assured that you'll be able to work in a safe and energy-efficient environment. Regular and continuous maintenance improves your business and allows you to deliver a positive experience to your customers and employees.









Lighting is an important part of your business. That's why we offer customized maintenance Service plans to keep your System working at its best over time.

<p>Preventative Maintenance</p> <p>Maintenance and System health checks support early detection of potential failures before they impact the operation of the System. This provides:</p> <ul style="list-style-type: none"> • increased System uptime • reduced problem resolution time 	<p>Corrective Maintenance</p> <p>Access to expert knowledge enables quick problem analysis and professional advice for solving the issue, to provide:</p> <ul style="list-style-type: none"> • increased System uptime and reduced incident resolution time • economical and effective solution advice
<p>Remote Support</p> <p>Remote support and System optimization by our experts offers peace of mind, assuring sustainable System operation and integrity over a longer period by having access to technical advisory support. This ensures:</p> <ul style="list-style-type: none"> • increased System uptime and reduced incident resolution time and costs • possible energy usage avoidance through System optimization 	<p>Online Documentation</p> <p>A customer portal with updated information, to provide:</p> <ul style="list-style-type: none"> • Service reporting • Service history retention • Secure access, via Customer specific login

2. Service Descriptions

Signify offers Services tailored to your specific needs, so you can work in a safe and energy-efficient environment. Regular and continuous maintenance improves your business and allows you to deliver a positive experience to your customers and employees. The Services included in the standard “Basic” and “Advanced” Service packages for Interact City Systems are described below; other Services may be quoted upon request.

Table 1: Services included in the Standard Service Packages for Interact City Systems

Service		Basic	Advanced	Description
1	Remote Monitoring	 Once every 3 months during a Year	 Once every 3 months during a Year	<p>Signify will remotely connect to the System once every three (3) months during a Year to monitor the lightpoint availability of the System. This scan identifies Interact-connected luminaires or control components that are reporting (a) an offline status or (b) as not properly working within the System (each a “Reported Variation”).</p> <p>If the total lightpoint availability of the System falls below 90%, Signify will perform remote analytics to aid in the identification of the root cause of the issue(s). Signify will notify the Customer and provide details of the issue as well as the recommended corrective action to address the issue (if possible).</p> <p>On a regular frequency, a Performance Report is issued with a summary of the System’s performance (see item 4).</p>
2	Remote Operations			<p>In case of a deviation from expected performance noticed by Signify when performing Remote Monitoring, Signify raises an internal Service ticket within 24 hours since the completion of such Remote Monitoring session to initiate a remote response. In case of deviation, Signify connects to the Customer’s System to identify the fault condition mode, analyze the potential root cause, and will initiate a corrective action to remotely resolve if possible. When needed, the Customer representative shall be notified of actionable incidents requiring their response for resolution.</p>
3	Remote System Optimization		 Up to 4 per Year	<p>Initiated by a registered Service ticket by Customer, Signify remotely adjusts the System’s configuration (lighting behaviors) in line with the Customer’s request and the System’s capabilities. Before commencing activities, the parameters to be changed in the System configuration are agreed with the Customer. After completion of the activities,</p>

Service		Basic	Advanced	Description
			(2 Business Hours per session)	Signify provides an overview to Customer reporting all changes. System optimization includes adjustments to schedules, dimming patterns, setpoints, user account additions / changes, grouping lightpoints or streets, commissioning additional lightpoints, updates of asset information, and answering general System related questions.
4	Performance Reporting	<input checked="" type="checkbox"/> 4 per Year (once every 3 months during a Year)	<input checked="" type="checkbox"/> 4 per Year (once every 3 months during a Year)	<p>Signify will provide a standardized report identifying data and inputs relating to and summarizing certain performance and activity metrics of the System (including for the applicable 3-month quarterly reporting period) (each, a “Quarterly Performance Report”). A sample of that Quarterly Performance Report is attached hereto as Exhibit A.</p> <p>Each Quarterly Performance Report will be uploaded to the Customer Portal.</p>
5	Service Ticketing	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Signify provides a telephone number and an online contact form for the registration of Service tickets. A Service ticket is issued for scheduling remote activities, request for remote technical support, maintenance requests or calls for general information.
6	Remote Diagnostics and Fault Finding	<input type="checkbox"/>	<input checked="" type="checkbox"/> Up to 8 times per Year	After receipt of a valid Service ticket, Signify accesses the System remotely and contacts the Customer via MS Teams, Zoom, telephone or otherwise to assist in the identification of the failure mode and analyze the potential root cause of an issue (within Business Hours). Signify advises on the resolution of the reported issue and, insofar as commercially reasonably possible, resolves the issue remotely.
7	Remote Commissioning of Service Parts for Defects	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<p>During the Term, Signify will perform remote-based Commissioning (i.e., Interact City Connector Node Association) on any Signify-manufactured Interact City Connector Node or product active in the Interact City cloud instance, which is repaired or replaced pursuant to Signify’s Product Warranty.</p> <p>This Service entitlement shall be as initiated by a Customer-raised Service ticket</p>

Service		Basic	Advanced	Description
8	Customer Portal – Online Documentation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Signify provides an online portal with a Customer-specific login for storing all Quarterly Performance Reports and other reports used for the delivery of the Services. Signify stores, updates and preserves the aforementioned information in the Customer Portal in a secure way during the entire Term.
9	Ongoing User Training	<input checked="" type="checkbox"/> Once per Year (2 Business Hours per session)	<input checked="" type="checkbox"/> Once per Year (2 Business Hours per session)	Signify trains the users of the System on fault finding, basic diagnostics, product installation, and System operation via the Interact City dashboard. These sessions shall be provided, via remote web training, once per Year (up to 2 Business Hours per session). Training sessions are arranged in advance by the Customer's registration of a Service ticket.

3. Specific Service Exclusions & Assumptions

This scope is subject to the following Specific Service Exclusions & Assumptions:

- A Commissioned Interact City System (including Interact City Connector Nodes with Interact City Software Services) must be installed and powered by the Customer, and must be visible within the Interact City dashboard.
- The scope of this Service entitlement is limited to the remote Service activities outlined herein. Any additional services (including any on-Site services), future solution elements and/or features and any associated services therewith, may be made available by Signify pursuant to a Customer request, but will be subject to additional Service Fees charges and may require an addendum or amendment to the Offer and/or Agreement.
- Existing programming and parameters of the System shall be used. Requested adjustments to programming(s) of the Interact City System shall be communicated to Signify in writing. When the program request exceeds the stated System Optimization service allotment, such adjustments will result in an additional Service Fee, which shall be charged to Customer pursuant to such Customer's request.
- Third-party materials, components or services (e.g., third party sensors or other third-party equipment) that are installed are managed by Customer's resources. Signify is not responsible for the ongoing management and service of these third-party materials, components or services, and any associated IT infrastructure, all such activities are outside of the Services' scope.
- Signify does not accept responsibility for the operation of third-party equipment or services, including lighting fixtures or other equipment or services not provided by Signify, and the aforementioned is outside of the Services' scope.

4. Applicable Terms and Conditions

The Terms and Conditions for Lifecycle Services of Signify North America Corporation attached as an annex to any Offer and/or Agreement for Services and/or otherwise as published and made available at the following website: https://www.signify.com/en-us/support/lifecycle-services#terms_and_conditions ("**Terms**") shall apply to and govern the provision of the Services notwithstanding anything to the contrary contained in or incorporated into any document from, or oral statement made by Customer. The Services are offered by Signify expressly limited to Customer's acceptance of the Terms. Any different or additional terms in any purchase order, blanket instructions, terms of purchase or any other writing or documentation from Customer are deemed a material alteration of the Terms and are hereby expressly objected to and rejected by Signify and shall not be binding on Signify.

Capitalized terms used herein shall have the same meaning as ascribed to them in the Terms, an Offer and/or Agreement or otherwise as set forth herein.

Exhibit A: Sample Quarterly Performance Report

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Quarterly Performance Report Sample Site - UK

Account	Sample (UK) C4CS id: 900065126	Reporting period	April - June 2019
Account Contact	John.doe@sample.com	Contract no	1234567
System	CityTouch	Contract end date	31 Dec 2025

In case of questions or requests for support, please contact your local services team via tel +44 1234 567890 or via the [online contact form](#).

1. ENERGY

Average burning hours per luminaire (Quarter): 662 Hrs Total energy usage (Quarter): 470.7 MWh
Total nominal installed power: 1369 KW

Savings through dimming for the quarter: (calculations based on IEA 2015 and DfRA 2017)



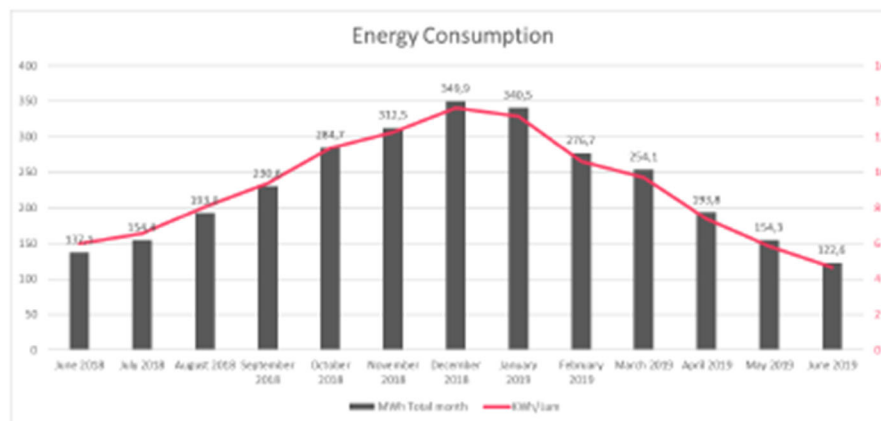
769 MWh



353 Tonnes CO₂



Emissions of 131 Cars



2. LUMINAIRE UPTIME JUNE 30, 2019

Status	Light Points	%
Uptime, Luminaires without faults*	26.136	99,2%
Fault, light is off	20	0,1%
Fault, light is on	82	0,3%
Fault, not clear light is on or off	102	0,4%
Total	26.340	100,0%

* Uptime determined based on commissioned luminaires only

THIS REPORT IS FOR ILLUSTRATION PURPOSES ONLY. ALL DATA IS FICTIONAL.

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Quarterly Performance Report Sample Site - UK

3. ASSETS ADDED IN THE QUARTER

	Total CityTouch RF		Total CityTouch Client		Non-connected	Total
	Commissioned	Non-commissioned	Commissioned	Non-commissioned		
SC	1	0	0	0	0	1
Luminaire	324	11	159	3	0	497

4. ASSET OVERVIEW PER JUNE 30, 2019

	Total CityTouch RF		Total CityTouch Client		Non-connected	Total
	Commissioned	Non-commissioned	Commissioned	Non-commissioned		
SC	6	0	0	0	0	6
Luminaire	8.389	11	17.951	3	370	26.724

5. OVERVIEW OF FAULTS

A. OPEN faults June 30th

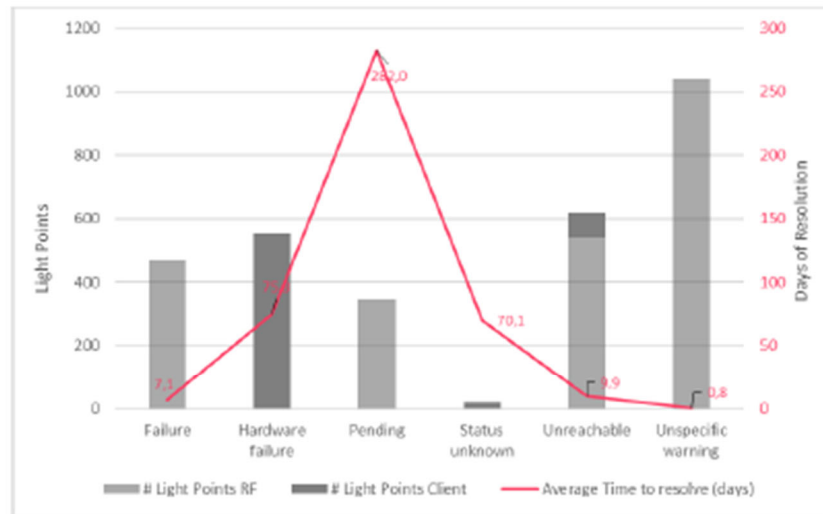
Type of fault	# Light Points		Resolution Description
	RF	Client	
Luminaire Controller did not report status in time		80	Signify has retrieved the real time properties of the asset. The refresh has failed. Field Technician to check if the luminaire is powered on. If any issue found, Field Technician to perform failure diagnosis on connector node/OLC/auxiliary power unit or SR LED driver and replace any faulty component.
Photocell measured light level does not match time of day		12	Indicates that the sunset/sunrise times according to the measured light level deviate from the astronomical sunset/sunrise times. Field Technician to check following activities: 1. Clean the connector node / OLC Combox. 2. Perform failure diagnostics on connector node / OLC Combox. 3. Replace faulty connector node / OLC Combox. Signify product code: 121212343434
Lamp failure: The DALI ballast reported the failure of the lamp	20		Signify has retrieved the real time properties of the asset. The refresh has failed. The driver directly reports lamp-failure. Field Technician will have to replace the lamp. Signify product code 12NC 123456789101.
Outdoor luminaire controller is not reachable: The RF segment controller cannot communicate to the outdoor luminaire controller		10	Signify has retrieved the real time properties of the asset. The refresh has failed. Field Technician to commission the OLC Situation. Field Technician to check for clear RF path to the OLC/no RF noise in the neighbourhood/mains stability and take necessary action.

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Quarterly Performance Report Sample Site - UK

Type of fault	# Light Points		Resolution Description
	RF	Client	
The current measured for the driver-lamp combination is higher than expected		70	Signify has performed general checks -Refresh of real-time properties of the OLC, found that the power measured is higher than expected and OLC detects that the power consumed by the lamp driver combination is higher than the threshold. Field Technician to check the if the luminaire is new or replaced/malfunctioning luminaire wiring/ corrosion of OLC connection/ malfunctioning driver and need to check on lamp type file.
The Light sensor in the Outdoor luminaire controller is broken	12		Field Technician to replace the OLC. Signify product code: 987654321123
Total	42	162	

B. RESOLVED faults in the Quarter



Average resolution time of faults: 7.0 days

6. CRITICAL UPTIME (<90%)

Date reported	#lums impacted	Issue	Recommended Action	Date resolved
4-6	3002	Power down	Field technician to restore power	5-6

