

Part Number ID	Part Number Description
ASM-CAP-GR1/GR2	Each Advisory Support Membership subscription (the "Support Subscription") entitles Customer to a quantity of 8 manhours of advisory support services for each month of the ordered membership term. The subject of such services is limited to the product listed on the Order and may include tasks such as, without being limited to: • Understand Customer's desired outcomes, configurations and needs
ASM-DMD-GR1/G2	• Provide best guidance and recommendations based on the domain expertise • Proactively provide "at-elbow" support to optimize product use • Attend meetings to provide guidance for solution architectural topics • Recommend and demonstrate feature-function and usage best practices
ASM-DMF-GR1/GR2	• Answer "How to?" questions and prevent issues • Provide domain expertise to prevent or accelerate issue resolution • Onboard new users and host user group meetings
ASM-LCS-GR1/GR2	Exclusions: Advisory support does not include creation of designs or other intellectual property, staff augmentation, or development work performed on the Customer's behalf. Advisory support will be delivered by one or more advisory experts. Siemens and the Customer will mutually agree in writing on the required product-domain expertise for the assigned advisor(s). Domain expertise can be substituted based on availability and with a minimum 3-month assignment.
ASM-MXDAI-GR1/GR2	While onsite visits can be arranged if mutually agreed, work is predominantly delivered remotely. At the start date of each Support Subscription, and again at each anniversary of the start date of the Support Subscription, the quantity of manhours of advisory support services for the next twelve months becomes available for use. For each monthly 8 manhours services entitlement, at least 4 manhours of services must be used up in that respective month. Any month requiring more than 12 manhours of services must be mutually agreed in advance. By each anniversary of the start date of the Membership term and at the end of the Membership subscription term, Customer must have used all manhours of advisory services related to the months of Membership up to that anniversary or expiration date. Any manhours of services that should have been used by that time but remaining cannot be carried over or refunded and will be forfeited. The Membership subscription term cannot be extended, but it can be renewed with a new Order. If Customer orders more than one Support Subscription, each Support Subscription is subject to the limitations described above.
ASM-SIM-GR1/GR2	
ASM-HPC-GR1/GR2	