Product-Specific Supplemental Terms

The Term Advantage Services for Gridscale X PSS®E provide Customers who hold a valid Gridscale X PSS®E term license with supplemental services and benefits as described herein.

Term Advantage Services Tier 1 for Gridscale X PSS®E Term Licenses

1. Entitlements

Term Advantage Services are provided on an annual basis for the duration of the Customer's Gridscale X PSS®E term license subscription period, as specified in the applicable Order Form. For each twelve (12)-month period within the subscription period ("Subscription Year"), the Customer is entitled to use the Term Advantage Services included with its term license. If the Customer becomes entitled to the services after a Subscription Year has already commenced, the entitlement applies only for the remaining duration of that Subscription Year and does not initiate a new twelve (12)-month period. Any unused services expire at the end of the applicable Subscription Year and do not carry over to the following Subscription Year.

2. Training Services

Virtual dedicated training: During each Subscription Year, Siemens provides the Customer with **five (5) days Gridscale X PSS®E virtual dedicated instructor-led training.** The Customer may select training courses from the standard Gridscale X PSS®E course catalog. Any modifications requested to a standard course or alternative delivery methods are excluded from this entitlement and require a separate change order.

Virtual eLearning training course: During each Subscription Year, the Customer is entitled to **eight (8) registrations for Gridscale X PSS®E self-paced virtual eLearning training courses** available through open enrollment at https://www.siemens.com/en-us/content/grid-software-training/.

Discounts: During the **Subscription Period**, the Customer is **entitled to a 10% discount on eligible open-enrollment and eLearning** courses offered by Grid Software University. The discount applies exclusively to Standard Training Offerings and does not apply to custom training, tailored content, on-site delivery, or non-standard training formats. Any requested modifications require a separate change order.

3. Domain Expert Services

For each Subscription Year, the Customer is entitled to **thirty-two (32) hours of remote Gridscale X PSS®E Domain Expert Services** provided by Siemens. These services are intended to support the Customer in the effective use of Gridscale X PSS®E and may include functional and domain support, issue investigation and resolution, and best-practice consultation.

Domain Expert Services are limited to application-related usage, configuration, and operational topics and will be **delivered remotely**. They do not include custom development of the software or underlying data, or activities requiring ownership or engagement by Product Management or R&D.

The included Domain Expert Service hours will be tracked by the Siemens Customer Success Organisation. **Any unused hours expire at the end of the applicable Subscription Year and do not carry over to the following Subscription Year**.

Services deviation from the standard, and/or requests beyond the hours may be purchased through a separate change order.

4. Conditions and Limitations

Unless otherwise expressly stated, the Term Advantage Services described above are subject to the following conditions and limitations.

These Supplemental Terms apply in addition to the contractual terms and conditions governing the Customer's Gridscale X PSS®E term license. In the event of any inconsistency, the applicable contractual terms and conditions shall prevail unless expressly agreed otherwise in writing.

All services are subject to reasonable scheduling and resource availability. The customer is responsible for timely coordination and for providing any information, access, and participation reasonably required for Siemens to deliver the services, subject at all times to the applicable terms and conditions for Gridscale X PSS®E term license. The included service entitlements have no cash value and may not be exchanged for, credited against, or substituted for other services.