

DIGITAL INDUSTRIES SOFTWARE

Maintenance, enhancements and support global policy

siemens.com/software



Dear Siemens Digital Industries Software Customer and Partner,

As part of our ongoing commitment to provide maximum value for your software purchase, Siemens Digital Industries Software is pleased to announce a comprehensive set of policies around the support and enhancement of your software. We know that our software is critical to your ongoing business operations and therefore it is equally critical we provide you with ongoing support and enhancements so you can realize the full value of your investment.

The Siemens Maintenance Enhancement and Support (ME&S) policies are designed to provide clear guidelines for you to keep your software up to date with the latest improvements. In addition, should you ever have any questions while using our software, we offer support either directly from Siemens or from one of our valued Siemens solution partners.

Please take a few minutes to read our guidelines and policies to ensure you keep your ME&S benefits current. At Siemens we have a guiding principle of “never letting a customer fail.” Our team stands ready to fulfill that commitment.

Sincerely,

Siemens Digital Industries Software



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Purpose

The purpose of this document is to communicate Siemens Digital Industries Software's Maintenance, Enhancements and Support (ME&S) policies to our channel partners and customers. For this policy document, a partner is considered a customer.

Policy

This policy established guidelines for the following areas:

- Initial ME&S offering
- ME&S renewal
- Quoting and notifying customers/partners
- Cotermious
- Late renewal
- Delaying initial purchase of support
- Cancellations

ME&S benefits

A ME&S contract is an essential investment in helping to deliver success. It keeps your team productive, ensures you are current with the latest version of your software and helps solve problems. So, you can:

- Stay updated with ongoing product innovations and enhancements with access to major releases and updates
- Increase your team's productivity by working with the highest quality, most current versions available
- Get technical support from experienced Siemens support engineers
- Access expertise you can trust to help solve the most complex challenges
- Get flexible access to technical support resources so you can get answers conveniently
- Receive maintenance contracts with extended support plans and expanded services tailored to your specific needs
- Get any time, anywhere access to search the online knowledgebase, troubleshoot technical issues, download software and licenses, access documentation and manage your support cases

Support Services customers can access:

- [Global Support numbers](#)
- [Siemens Support Center](#)
- [Siemens Digital Industries Software Community](#)



Premium support tiers options

Siemens Digital Industries Software has tiered premier support available for most of our perpetual licensed products. These options offer additional support entitlements such as after-hour support, weekend support, direct access to customer care for urgent issues and a support cloud environment for collaborative troubleshooting on an out-of-the-box setup. For more information, please contact your renewal sales representative.

Initial ME&S offering

Initial ME&S agreement is offered with all initial license purchases. The ME&S length is a minimum of 12 months for new customers. For existing customers, the length of initial ME&S may co-terminate with an ME&S expiration date at customer discretion. The customer is obligated to purchase a minimum of 12 months of ME&S.

Future ME&S renewals are in 12-month increments unless canceled in writing at least 30 days prior to expiration date.



ME&S renewal

Siemens Digital Industries Software will prepare renewal notifications and deliver them to our customers/partners prior to expiry date. Renewals are for a minimum of 12 months and will include the on-time renewal amount.

Coterminous

Coterminous is a process available to customers that own multiple licenses with different ME&S expiry dates. Coterminous allows the customer to prorate the term of one or more of their ME&S contracts to establish a single renewal rate date for multiple licenses.

Late renewal

Customers should renew their ME&S agreement prior to the expiry date. If a customer has allowed their ME&S agreement to lapse, the customer's renewal will be charged from the date of the expiration of their ME&S agreement. Additionally, the customer will be subject to a reinstatement fee of 25 percent of the total ME&S owed for the period between the date of expiration of their prior ME&S agreement and the effective date of the reinstatement. The start of the new ME&S agreement will be back-dated to the original ME&S agreement's expiration date.

Customers who fail to renew their ME&S contracts within a 36-month period past the expiration date will not be eligible for ME&S reactivation. Only a new license purchase (Perpetual or Subscription-based) is possible at this point.



Delaying initial purchase of ME&S

For customers that purchase a new license without an Initial ME&S contract, there is a 90-day grace period within which the customer may purchase a new ME&S contract without incurring any fees or penalties. The new contract will be backdated to the delivery date of the original license.

For customers purchasing an Initial ME&S contract after the 90-day grace period expired, a 25 percent reinstatement fee will apply on all back ME&S contracts from the date of the delivery of the original license. No ME&S support is available during the grace period.

Cancellations

Customers can cancel ME&S contracts by submission of written request at least 30 days prior to the expiration of their ME&S agreement.

Partial cancellation of licenses is not allowed.

Siemens Digital Industries Software helps organizations of all sizes digitally transform using software, hardware and services from the Siemens Xcelerator business platform. Siemens' software and the comprehensive digital twin enable companies to optimize their design, engineering and manufacturing processes to turn today's ideas into the sustainable products of the future. From chips to entire systems, from product to process, across all industries, [Siemens Digital Industries Software](#) – Accelerating transformation.

Americas: 1 800 498 5351

EMEA: 00 800 70002222

Asia-Pacific: 001 800 03061910

For additional numbers, click [here](#).