

General Documentation for Gridscale X™ Cloud Services

This General Documentation for Gridscale X™ Cloud Services builds the technical foundation for Gridscale X Cloud Services and applies for LV Insights, LV Management, DER Insights, Flexibility Manager.

General Documentation

Prerequisites

Activation Checklist	The Customer shall provide Siemens with the necessary information described in the Activation Checklist (“Checklist”) latest within 15 days before the planned activation of the Cloud Services by Siemens. The completed Activation Checklist is a prerequisite for providing access to the Cloud Services.
Operating systems and web browsers for users	The Gridscale X Cloud Services are Cloud Services with a web-based browser frontend for use on desktop computers or notebooks. They require a recent version of an HTML5 capable Internet Browser, e.g. Google Chrome.
Grid Model Data	Cloud Services are based on an Electrical Digital Twin of Customer’s distribution grid. Data inputs for Grid Model Building must be provided by Customer. Such data inputs need to describe the distribution grid end-to-end, from primary substation to service delivery point. The specific parameters are available in the Online User Documentation.
APIs	It is Customers responsibility to provide data inputs / streams compliant with the API specification of the respective API as stated in the User Documentation.
Customer Content	Customer is responsible for: (i) the transfer or copying of content to data centers outside its country of residence in compliance with laws; (ii) taking its own steps to maintain legally required or otherwise appropriate security and protection, including backup and archiving, of Customer Content; (iii) any document retention or archiving obligations resulting from laws or company policies.
Onboarding Services	<p>Onboarding is required for the full use of the Cloud Services. Unless explicitly stated otherwise, Customer is responsible for onboarding their Grid Model Data, as well as integrating to Gridscale X APIs.</p> <p>Siemens offers Onboarding Services to assist Customer in onboarding their IT/OT landscape into Gridscale X for additional fees on time and material basis and under separately agreed terms and conditions.</p>

Description & Functionalities

Training & User Documentation	Siemens will provide online user documentation. Instructor-led enablement may be offered as part of Onboarding Services.
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Roles and authentication services

Authentication and Access	Authentication and authorization are on User level based on the authentication method supported by the customer's identity and access provider (IDP) supporting openIDConnect. Gridscale X Cloud Services have the following user groups to which individual Authenticated Users can be assigned to, each giving access to a set of specific capabilities:
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User Group Administrator	Permissions to administrate users and access the Administrative Interface.
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User Group Standard User	Permissions to access the geospatial data visualization. Typical user with full access to all functionality besides administrative tasks.
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User Group Grid Model Building User	Permission to import, configure and adapt grid models using the grid model management feature.
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Client Credentials	The client credentials are used by clients to obtain an access token outside of the context of a user to utilize the provided interfaces.
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Cybersecurity and maintenance

Cybersecurity	Siemens' cloud infrastructure is operated under a cybersecurity governance model aligned with ISO 27001 and providers of Siemens' cloud infrastructure are required to (i) implement and maintain a cybersecurity program that complies, inter alia, with ISO 27001 or a successor standard (if any) that is substantially equivalent to ISO 27001 and that is designed to provide at least the same risk management and security controls as evidenced by the certification of the providers under ISO 27001 and (ii) have the adequacy of their cybersecurity measures annually verified by independent auditors. This Section contains Siemens' entire obligation regarding the security of the cloud infrastructure for the Cloud Services.
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Certificates	Cybersecurity certificates like ISO 27001 and IEC62443-4.1, as well as other documents like STAR Registry Listings, can be found on Siemens' website (www.siemens.com/system-certificates) or external websites like https://cloudsecurityalliance.org/star/registry/siemens-ag . Cybersecurity certificates can also be obtained upon request.
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Security Advisories	Siemens investigates reports of security issues and publishes Security Advisories for validated security vulnerabilities that directly involve Siemens products and require applying an update, performing an upgrade, or other customer action. As part of the ongoing effort to help managing security risks and help keep systems protected, Siemens discloses the required information
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necessary to assess the impact of a security vulnerability under www.siemens.com/cert.

Updates

Siemens makes reasonable efforts to keep all customers on the latest available product release of the Cloud Services. As appropriate, Siemens will

- Apply operating system and other third-party security patches and updates.
- Apply application software patches as necessary and perform periodic upgrades with latest application software releases (usually two upgrade releases a year).
- Maintain and troubleshoot third party software issues required for ongoing operations, work with third party providers to troubleshoot as required.
- Notify its customers of release schedule and availability of new upgrades, patches and service releases in a regular fashion. The schedule for installation will be mutually agreed upon. Separate upgrade fees may apply.

Customer has the obligation to approve and enable updates for the latest supported version within 6 months after release of the new version or until a mutually agreed date. Otherwise, Siemens may suspend the Cloud Services.

Entitlement Metrics and Limitations

Entitlement Metrics

Entitlement scales with the number of Service Delivery Points of Customer, and is packaged into distinct Subscription Tiers. Additional Entitlement Metrics may apply for selected Cloud Services in accordance with the applicable specific Documentation/Product Sheet.

Service Delivery Points

Service delivery point is defined as the point of delivery at which a utility service, in this case electricity, is supplied.

Subscription Packages (Tiers)

Subscriptions to Cloud Services are always based on a certain Tier, which includes a defined number of SDPs. Further SDPs can be added to the Entitlement through “Additional SDPs” packages. The packages in the table below have limits that apply for the entire Subscription Term, unless expressly indicated as “monthly” limit.

Package	Tier 1	Tier 2	Tier 3
Included SDPs	300.000	600.000	1.200.000
Upgrade Packages			
Additional SDPs	50.000	50.000	Special request

Change between Subscription Tiers (Upgrade / Downgrade)

Upon Customer’s request, Siemens may adapt the selected subscription package. Any change to a higher-value subscription package (“Upgrade”), e.g. to a higher Tier size, can be conducted at any time and shall usually become effective within one working day following the day on which the change was accepted by Siemens. The Upgrade is effective for the then current Subscription Term, prices for the remaining period are adjusted with the day of implementation by Siemens. However, any requested change to a lower-value

subscription package (“Downgrade”), e.g. to a smaller Tier size, can only be requested by the Customer prior to renewal of the Subscription Term in accordance with the Standard Terms and Conditions for the next following Subscription Term.

Changing the system configuration to accommodate larger or smaller subscription shall be communicated and may be conducted as part of a system update.

True Up / Audit Right

Siemens has the right to monitor the number of SDPs in use by Customer. Should the number of SDPs exceed the licensed scope, Siemens can invoice the exceeding use of the Cloud Services for that period accordingly.

API Limits

API Limits are specified in the Documentation of the individual Gridscale X Cloud Services. In case more than one Cloud Service is ordered in a shared environment, the API Limits of the Cloud Service with the highest value shall apply for the entire shared environment.

Concurrent User Limits

The limitation for the number of concurrent users will be provided.

Payment Terms

General

The fee for the booked Subscription package is invoiced annually in advance at the start of each annual Subscription Term. Additional fees for Upgrades will be calculated on a daily basis and are fully invoiced immediately after activation of the Upgrade.

Price upon renewal

The fees during any renewed Subscription Term will be the same as those charged during the preceding Subscription Term plus an increase by 5 %, unless (i) Siemens notifies Customer about different future fees at least 90 days prior to the end of the then-current Subscription Term or (ii) different increase of fees for the renewed Subscription Term(s) are specified on the Order.

Service levels

Agreed Service Level

There is an Agreed Service Level for monthly Uptime Percentage which will be provided by Siemens. Commercially reasonable efforts will be used to provide this monthly Uptime Percentage for the production environment. “Monthly Uptime Percentage” means the percentage of the Service being available on average during a calendar month, based on internal availability measurements. Monthly Uptime Percentage excludes downtime resulting directly or indirectly from any SLA Exclusions.

Service Level Exclusions (“SLA Exclusions”).

Service level commitments exclude downtime resulting directly or indirectly from any SLA Exclusions. “SLA Exclusions” means unavailability or any other performance issue causing downtime of the Cloud Services as a result of:

- scheduled maintenance;
- downtime for which at least 24 hours prior notice is provided to Customer;
- factors outside Siemens’ reasonable control;
- actions or inactions of Customer or any third party;

- any equipment, software or other technology not provided by Siemens; or
- suspension or termination of the Cloud Services in accordance with the Agreement

Remedies
for not meeting service level.

Customer must submit to Siemens a support case within 30 days after the end of each relevant Month in which Siemens did not meet the Monthly Availability. Any claims not submitted by Customer within the specified time period may be denied by Siemens, and Siemens will have no further obligation to Customer with respect to such failure to meet the Monthly Availability. If Siemens is unable to meet the Monthly Availability for Cloud Services three or more times in a calendar year, then Customer will have the right to terminate the Order for the non-conforming Cloud Services. In the event of such termination, Siemens will refund any prepaid fees for the terminated Cloud Services on a pro-rata basis for the remainder of the Subscription Term for that Cloud Services. The remedies provided in this section will be Customer's sole and exclusive remedies with respect to availability of the Cloud Services.

Support

Contact

Customer may contact Siemens' Technical Support organization as primary point of contact for support in relation to the Cloud Services. All Support inquiries must be made through the Support portal.

Scope of Technical Support

Subject to availability Siemens offers Customer support services via a service desk Monday to Friday, 8:00 am to 5:00pm CET on Business Days, excluding national and local holidays in Siemens delivery centers.

Siemens will respond to Customer's support inquiry at Siemens' sole discretion via e-mail, hotline or remotely as described in this clause. Customer must ensure remote access to its local networks for e.g. remote diagnoses, upon request by Siemens. The following types of incidents are excluded from the scope of support for Cloud Services, but Customer may revert such requests to the sales team(s) for resolution:

- incidents regarding a release, version, and/or functionalities of a service developed or configured specifically for Customer (unless otherwise expressly set forth in an Order);
- incidents ascribed to a consulting or training request ("how-to"). These are covered by the online user documentation;
- incidents ascribed to a custom development request.

Customer Support is available in English.

To receive support services hereunder, Customer shall reasonably cooperate with Siemens' Support to resolve support incidents and shall have adequate technical expertise and knowledge of its Cloud Services configuration to provide relevant information to enable Siemens' Support to reproduce, troubleshoot and resolve the experienced error such as, by way of an example, instance name, username, form name and screenshot. Such support services may require that Siemens gets access to Customer Content in which case, Customer is required to issue temporary Credentials to Siemens to permit that access.

Additionally, Siemens may provide an emergency phone number for major system incidents for customers upon request.

Export control regulations

AL	N
ECCN	EAR99
