

PLM, MOM, MENTOR GRAPHICS SYSTEMS PRODUCTS, EMBEDDED AND POLARION SOFTWARE



Software Specific Maintenance Services Terms Siemens Digital Industries Software

These Product Lifecycle Management Software Specific Maintenance Services Terms (“**PLM Maintenance Terms**”) supplement the General Maintenance Services Terms and apply solely to Software which has been assigned any of the following alphanumeric codes on the Order: PLM-TC, PLM-NX, PLM-TCO, MOM, MGSP, EMB-IES, SIM-CDA, SIM-LMS, SIM-TASS or POLAR (“**PLM Software**”). These PLM Maintenance Terms, together with the General Maintenance Services Terms, the UCA or EULA, as applicable, and other applicable Supplemental Terms, form the agreement between the parties (“**Agreement**”).

1. **DEFINITIONS.** Capitalized terms used herein have the meaning as defined in the Agreement. The following additional definitions apply to these terms:

- (a) “**Incident Report**” means a Customer query related to PLM Software.
- (b) “**Targeted Response Time**” means the targeted time between the receipt of the Incident Report in accordance with these PLM Maintenance Terms and the first communication by Siemens Technical Support with the Customer.
- (c) “**Tiered Support**” means the multiple-level Maintenance Services offered under these PLM Maintenance Terms.

2. TIERED SUPPORT

Customer will receive the Maintenance Services according to the Tiered Support level indicated on the applicable Order Form. If not indicated otherwise, the Standard Support level will apply (“**Bronze Support**”). Customer must purchase the same level of Maintenance Services for all supported PLM Software within a solution (Capital (IES), NX, Opcenter Execution Core, Opcenter Execution Foundation, Opcenter Execution Pharma, Opcenter Intelligence, Opcenter Quality, Opcenter RD&L, Polarion, Siemens Digital Logistics, Simcenter, Solidedge, Teamcenter, Tecnomatix each are considered a product portfolio).

2.1 **Standard Support Services.** Bronze Support (“**Standard Support**”) includes the following benefits:

- (a) **Online Support.** Standard Support Customers may create, manage and review Incident Reports online. Access to the Siemens technical support website, including the Siemens Software knowledge base and locations of Software Global Customer Support, is available 24 hours per day, 7 days per week.
- (b) **Technical Support.** Standard Support Customers may contact the Siemens Software Global Customer Support in closest proximity to the applicable Location or Territory during the Center’s normal business hours. Customer will provide SISW with sufficient information about a suspected Error and the circumstances under which it occurred for SISW to recreate the problem on SISW’s systems. Technical support is provided in English; other languages may be available at the sole discretion of SISW.
- (c) **Technical Contacts.** Customer will designate a minimum of two named Customer employees as technical contacts who have received training from SISW on the respective SISW Software. These designated technical contacts will be the primary contacts at the Customer’s premises for Maintenance Services. One Customer technical contact must be involved any time that SISW provides Maintenance Services. Designated technical contacts may be changed upon written notice to SISW.
- (d) **Access and Data.** SISW may provide Maintenance Services through a secure remote connection to access Customer’s computer systems that are running the SISW Software. The access protocols and passwords will be determined by each party’s technical contacts. Customer will provide copies of Customer data as reasonably necessary to provide the Maintenance Services.

2.2 **PRO Support.** Certain PLM Software products qualify for PRO Support. PRO Support Customers receive Standard Support plus the following benefits:

- (a) **Critical Support Service.** Support for Critical priorities have the target response time of one hour and support will be available 24 hours per day, 7 days per week. Continuous support may be provided by worldwide support centers. Incident Reports that contain classified or export-controlled data may not be eligible for continuous work outside of local business hours. Customer must contact the Siemens Software Global Customer Support directly during normal business hours. For those PLM Software products identified or indicated in <http://www.siemens.com/sw-terms/Exclusion-productID-list>, support will be provided during normal business hours only, regardless of the priority of the Incident Report.
- (b) **High Severity Support Service.** Incident Reports classified as “High Severity” have a target response time of eight hours during normal business hours.
- (c) **Go-Live Support.** Weekend or holiday support for Critical, High, and Medium or General priorities is permitted for production implementation or upgrade go-live situations and is available once per year, provided that:
 - i. Customer requests such support in writing at least three weeks in advance;
 - ii. The request includes the technical details of the planned activity, such as the project plan, timeline, project staff contact details, etc.; and
 - iii. Customer ensures that SISW has remote access to Customer’s system environment in advance.

2.3 **PRO-Enterprise Support.** Certain PLM products qualify for PRO-Enterprise (PRO-ENT), which includes PRO support but limits “Go Live Support” to twice annually.

2.4 **PRIORITY Support.** Certain PLM Software products qualify for PRIORITY Support. Customers receive PRO-ENT Support plus the following benefits:

Support Account Manager. A Support Account Manager (“SAM”) will be assigned for up to six hours per week. The SAM reviews and prioritizes incident reports, handles escalations, coordinates with the product development team, and manages domain-specific tasks like Teamcenter version control planning, and RACI for critical situations.

- 2.5 **PRIORITY Enterprise Support.** Certain PLM Software products qualify for PRIORITY Enterprise (PRIORITY_ENT) Support. Customers receive PRIORITY Support and a SAM for up to twelve hours per week.
- 2.6 **PRIORITY+ Support.** Certain PLM Software products qualify for PRIORITY+ Support (P+). Customers receive PRIORITY Support and a SAM for up to eight hours per week.

Assigned Support Engineers. Each portfolio may have a maximum of three Support Engineers assigned based on location, relevant expertise, and availability. They will address Customer Incident Reports and may set up an environment matching the Customer’s version to help isolate issues.

- 2.7 **PRIORITY+-Enterprise Support.** Certain PLM Software products qualify for PRIORITY+ Enterprise (P+ ENT) Support. Customers receive PRIORITY Support and a SAM for up to sixteen hours per week.

Assigned Support Engineers. A maximum of five Support Engineers may be designated per portfolio to address Customer Incident Reports. Support Engineers are assigned based on location and relevant domains required for support, and subject to availability. Assigned Support Engineers may set up an internal sandbox environment that matches the Customer’s version in order to assist with issue isolation.

- 2.8 **Legacy Support.** Customers with Bronze, Silver, or Gold Support will follow the Software Specific Maintenance Services Terms version 1.4 until the next Maintenance Services renewal. At renewal, the Customer will move to the Priority Support model under the PLM Maintenance Terms.

3. **PRIORITY AND ESCALATION**

SISW will use commercially reasonable efforts to provide Maintenance Services promptly on a first come/first served basis. Incident Reports are escalated to the appropriate resources within SISW based on severity and complexity. Customer will classify each Incident Report according to the following priority classes. Unclassified Incident Reports will be considered “General”. Final priority classification will be at the sole discretion of SISW. Priority classes:

Critical	Customer’s Software production installation ceases to function entirely or causes a severe disruption to the Customer’s operations. Target Response on PRO level and above is 1 hour, 24/7
High	This severity level will be used for situations where there is a severe functionality loss, but the Customer’s production system remains operational and processing can continue. Targeted Response Time on PRO level or above for High severity incidents is 8 business hours
Medium/ General	A functionality error has occurred but processing can still continue, or a non-business critical function is not performing properly.
Low	Request for service or information or a problem of minor impact has been identified.