



PSS®SINCAL Maintenance and Support Plan

(September 2025)

The following services are covered with PSS®SINCAL Maintenance and Support:

Prerequisites: To qualify for the PSS®SINCAL Platform M&S, your PSS®SINCAL license must be in the latest version.

Telephone support: Our telephone support is available during official working hours from Monday until Friday (08:00 AM – 04:00 PM, GMT+01), reachable via phone: +43 699 123 644 35 and via e-mail: sincal.support.it@siemens.com and includes consultation and assistance for the analysis, identification, diagnosis, and remediation or workaround of software errors affecting the licensed PSS®SINCAL.

Software Release Management: This encompasses the provision of software updates (within the current major version) and upgrades (to new major versions), including associated documentation, as they are generally made available for the PSS®SINCAL. This also includes telephonic guidance for the installation of such releases.

Elimination of errors: This refers to the correction of non-conformities with the specifications outlined in the official product documentation for PSS®SINCAL.

- Elimination of errors is contingent upon the error being reproducible and present in the current supported version of the PSS®SINCAL. Furthermore, the customer must provide all necessary documentation and diagnostic information to facilitate error analysis and resolution. Elimination of errors may take the form of a direct program patch, a temporary workaround, or may, at Siemens' sole discretion, be incorporated into a subsequent software release or patch.
- Siemens will apply commercially reasonable efforts using qualified and experienced personnel to rectify reported errors. However, complete resolution of all reported errors cannot be guaranteed. This provision does not prejudice any rights of the customer under the governing software license agreement.
- For customer-initiated modifications to the database schema of PSS®SINCAL or other adaptations, Siemens' support services shall be limited to issues arising from the standard, documented interfaces and program-specific processing routines provided within the PSS®SINCAL product.

Note: Please note that according to the terms of the software maintenance contract, the new program versions provided are intended exclusively for operation on physical machines. The use of these program versions on virtual machines is only permitted if a valid term license is in place. We would like to point out that using the perpetual software on a virtual machine without the appropriate licensing

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Grid Software; Leitung: Sabine Erlinghagen

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constitutes a violation of the terms of use. To ensure that you are using the software legally, we therefore ask you to acquire a term license if you intend to operate the software on a virtual machine.

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