Product-Specific Supplemental Terms

As part of the **Term Advantage program for Gridscale X PSS®E** Siemens offers to its Customers holding a valid **Gridscale X PSS®E term license,** discounts for Standard Training Offerings and **free** additional training services to support effective adoption and productive use of Gridscale X PSS®E **("Advantage Services Tier 2").**

These Supplemental Terms apply in addition to the applicable contractual terms and conditions for PSS®E term license.

Term Advantage program for Gridscale X PSS®E Term Licenses

1. Scope of Term Advantage Services Tier 2

Siemens recognizes how important it is for Gridscale X PSS®E users to be ready for any situation that might arise during the system's lifecycle. Knowing that well-trained staff are key to continued success, Siemens is offering a 10% discount on any open enrollment or eLearning course offered by Grid Software University to support effective adoption and productive use of Gridscale X PSS®E.

The discount applies to Standard Training Offerings. Standard Training Offerings means Siemens provided Gridscale X PSS®E training courses available via Grid Software University (GSW-U) and published GSW-U Gridscale X PSS®E open enrollment offerings. Custom training, tailored content, on-site delivery, or non-standard formats are excluded. Any services outside the scope of this section require a separate agreement. Unless otherwise expressly agreed in writing, all Advantage Services are provided remotely.

2. Entitlements

The **Advantage Services** included are provided on a per-year basis, aligned with the Customer's subscription period for **Gridscale X PSS®E term license**: For each twelve-month subscription year, the Customer is eligible to consume the **Advantage Services** included in the applicable package. For Customers with an active subscription, entitlements apply only to the remaining duration of the current subscription year and do not start a new twelve (12) month period.

Unused services expire at the end of each subscription year and do not carry over.

3. Included Training Services

Siemens is dedicated to ensuring that Gridscale X PSS®E users are fully prepared to respond effectively to various conditions that may occur throughout the system's lifecycle.

Virtual dedicated training: Siemens provides **three Gridscale X PSS®E virtual dedicated instructor-led training days** (that is either the Model Writing course, or it can be used as a discount of three training days of a five-day course) as part of the service agreement renewal. Customers may select from our standard PSSE course catalog only. If you need a different delivery method or want custom modifications to the standard training, there will be an extra fee to cover any additional costs through a change order.

Virtual eLearning training course: As part of the service agreement, Siemens provides access to **four Gridscale X PSS®E self-paced virtual eLearning training course registrations**, available through open enrollment at https://www.siemens.com/en-

us/content/grid-software-training/.

Discounts: Siemens is offering a **10% discount on any open enrollment or eLearning course** by Grid Software University. The discount is valid for eligible course bookings made within the Subscription Period. All services must be utilized within the designated Subscription Period; any unused services will not carry forward to subsequent Subscription Periods.

All services mentioned will be delivered remotely, and do not include any onsite visits. If travel to your location becomes necessary, additional charges for expenses and time will be added through a change order.

The discount applies only to **Standard Training Offerings**

Custom training, tailored content, on-site delivery, or non-standard formats are excluded. Any services outside the scope of this section require a separate commercial agreement.

4. Domain Expert Services – Included Hours

The service agreement specifies an allocation of expert service hours designed to assist the Customer. These hours are intended to deliver prompt, domain expert support that enables customers to maximize their value in using Gridscale X PSS®E, by resolving operational friction in productive use, or by optimizing use cases to the specific requirements.

These expert service hours may be used for activities such as **functional and domain support, issue investigation and resolution or best-practice consultation**. These services will be **delivered remotely** unless otherwise specified, and up to the amount included in this agreement. Expert Services are limited to application-related usage, configuration, and operational topics. They do not include custom development of the software or underlying data, and exclude any topics requiring handover to or ownership by Product Management or R&D.

Siemens has included a **16-hour domain expert services budget** as part of this agreement, to be **consumed over the 12-month service period**. Domain expert hours will be tracked by the Siemens Customer Success Organization and reported regularly. Any expert services required beyond the included hours or scope may be purchased through the Siemens change order process.

5. Conditions and Limitations

All services must be utilized within the designated Subscription Period; any unused services will not carry forward to subsequent Subscription Periods. All services are delivered remotely unless otherwise expressly agreed in writing. Travel, on-site delivery, or custom services are excluded unless separately contracted. Services outside the defined scope require a change order or separate agreement.