



2026 Annual PSS®E Software Standard Utility Maintenance and Support Plan

Overview

Siemens Aktiengesellschaft is pleased to offer an optional annual software maintenance plan to all licensed users of our PSS®E software.

In order to qualify for software maintenance, you must have a valid PSS®E Perpetual Lease or Limited Use License Agreement.

Perpetual Licenses are based on Physical Machine deployment with access up to 32 cores/logical processors.

It is Siemens policy to develop updated versions of the PSS®E software which take advantage of improvements in its host computers, incorporate progressive improvements in program sections, and adding new program sections, which offer new capabilities.

You can obtain software maintenance from Siemens by payment of an annual maintenance fee, which will be billed yearly covering a single calendar year from January 1 through December 31. By payment of this fee you accept the terms of service listed in this document.

For your PSS®E base and optional sections for which you are licensed, payment entitles you to the following during the calendar year for which you have paid:

- All new software releases
- Updates and patches to the currently supported versions.
- Maintenance, generation, and transfer of software license files up to the number licensed.
- Access to the "users-only" area of our Customer Portal.
- Access to the regional User Group Meetings (UGM) free of charge.
- A reasonable amount of support in the installation and operation of the program for the currently supported versions of the program. Support requests are accepted via web, telephone or email. Requests for excessive support, engineering, or application assistance are not included in the annual maintenance fee but may be purchased from Siemens at an hourly rate.

In case assistance of unsupported versions of the program is needed, please contact Siemens for associated fees.

Nonpayment of Annual PSS®E Maintenance and Support will require repurchase of the software.

Additional software purchases are available to clients under active maintenance and support. These include but are not limited to new program sections, additional copies, and lock exchanges.

Your use of any software updates received under this Maintenance and Support Plan is covered by the terms of the original software license agreement. The software warranty is extended to cover the calendar year for which you have paid. Maintenance and support for updates will only be provided during the paid support period.

IMPORTANT NOTICES:

Nonpayment of Annual PSS®E Maintenance and Support will require repurchase of the software.

Version Updates:

- PSS®E V35 series has reached end of life with the release of 35.6.4 and is no longer supported.
- PSS®E V36 series will enter maintenance mode with the planned release of V37 in 2026. No new features will be implemented. V36 will be supported in a limited manner including only select security fixes and bug corrections for up to six months after the release of the current major version.
- PSS®E V37 series will be the current major version that is supported upon release.

What is Included in the Maintenance and Support Plan?

This section describes the items which are included in the Standard Maintenance and Support Plan.

Product Maintenance

- All new software releases
- Updates and patches to the currently supported versions of the program
- Access to the "users-only" area of our Customer Portal

Product Support

- Access to the regional User Group Meetings (UGM) free of charge.
- Support in the installation and operation of the program for the currently supported versions of the software. For unsupported versions, Siemens may at its sole discretion provide limited technical support in the installation and operation of the Software. Support requests are accepted via web, telephone or email. Requests for excessive support, engineering, or application assistance are not included in the annual maintenance fee but may be purchased from Siemens at an hourly rate.
- Access to online support forums.

Standard Product Support Terms

- Labor Hours
Maximum of 40 hours per year.
- Minimum Labor Charge per Service Request
One half (1/2) hour.
- Time of Service
08:00 to 17:00 Eastern Standard Time (or corresponding Daylight Savings Time) in the United States.
- Days of Service
Service is available Monday through Friday except for Siemens holidays (list is available upon request).

Submitting Support Requests

Routine service requests are to be submitted by the Customer to Siemens in writing via the Customer Support Form, see link below. As a backup, service requests may be submitted via email or phone but may lead to longer response time.

Web: www.usa.siemens.com/psse-support

Email: pti.support.energy@siemens.com

Phone: +1 518-395-5075

What is not included in the Maintenance and Support Plan?

This section describes the items which are not included in the Maintenance and Support Plan, but which may be purchased as separate services.

Older Versions of Software

An older version of the software is defined as a version which precedes the most current major version. When a new major version is released, the previous current major version enters maintenance mode – this means no new features will be implemented, only security fixes and program corrections will be covered for a limited period of time until end of life. All older major versions are in legacy mode – with no new updates of any kind.

Contact Siemens to discuss purchasing options available for support of older versions.

Engineering Services and Training

While the Maintenance and Support Plan *does* cover installation and operation of the software product, the plan *does not* cover engineering services or training in the use of the software or in power systems engineering. Should the case be considered having moved beyond product support, into the realm of engineering or training, the customer will be notified. The customer may then choose to solicit a continuation of the case by submitting a Statement of Work or seek engineering services or training from Siemens. Otherwise, the case will be considered resolved and will be closed.

A template for such a Statement of Work is provided as Appendix A as to facilitate the process when and if the need arises.

Emergency or After Hours Work

Emergency services or work after hours may also be needed. Emergency services can be sought through the customer support channels, but agreement on terms will be needed.

Customers who wish to have pre-agreed terms for emergency services or after hours rates may contact Siemens.

After hours rates: If the Customer requires labor outside of the Siemens normal business hours of 8:00 to 17:00 Eastern Standard Time, hourly rates for that work is subject to a premium of 50% (time-and-a half). The base amount of service labor included with the service agreement is drawn down at a rate of 150% for labor provided "outside of business hours."

Emergency rates: Applied to situations requiring short notice, rescheduling of existing commitments, advisory assignments characterized by a series of short, intermittent, or unscheduled consultations, or other unusual mobilization efforts. This rate also applies to work specifically requested on weekends or holidays and to days in which staff participate in proceedings, whether or not as a witness. Emergency rates can vary from 120% to 200% of the standard rates. The actual value is determined by agreement prior to start of work.

Labor Rates

Labor rates are available upon request.

Statement of Work Template - if Required (Optional)

This appendix contains a template to serve as a guide for stating the work being requested that is not covered by standard support.

This document and attachments, collectively called the Statement of Work (SOW), are subject to the terms and conditions contained in the Master Service Agreement (_____) dated (_____) between Siemens Industry, Inc. and *Customer Formal Company Name* (Customer).

1. Summary of Work

In this section provide a brief overview that describes the purpose and scope of the work to be performed. One or two paragraphs will often be sufficient. If the SOW is the result of a Service Request, then provide a reference to the service request number. For larger projects such as system upgrades, attach proposal text and refer to that in this section. Do not list specific tasks here; instead list those in Section 4 below.

2. Work Management

List the responsible people for both Siemens and the Customer by name and describe their responsibilities. The following example text is recommended:

_____ is the designated Project Lead for Customer. Customer Project Lead is responsible for (a) making or causing to be made all decisions that Siemens may need from Customer, and (b) providing Siemens with all information, data, and support required to complete this project in a timely manner.

_____ is the designated Project Manager/Lead for Siemens. Siemens' Project Manager/Lead serves as liaison between Customer and Siemens, and is responsible to satisfactorily complete the project at the direction of the Customer Project Lead. Siemens' Project Manager/Lead may draw on other Siemens technical resources as required.

3. Payment Terms

Customer will reimburse Siemens for all expenses associated with performing duties to carry out the work according to the agreed terms including telecommunications usage charges for remote access to Customer's system. Charges will be according to standard labor type of the personnel providing service at hourly rates in effect when the service is provided.

5. Work Assignments

Siemens reserves the right to make any and all final decisions regarding assignment of specific employees and contractors (personnel), and to make necessary and reasonable assignment changes at any time while completing the work. Customer recognizes and acknowledges that specific Siemens personnel assigned may not be continuously available during the duration of the work and the Hours of Service.

6. Tasks

Task	Hours
1	_____
2	_____
3	_____
4	_____
Total Hours	

7. Deliverables

Describe the end result and/or intermediate milestones depending on the scope of the project.

Milestone	Date
<i>Code Complete</i>	
<i>Code Tested</i>	
<i>Code Transmitted</i>	
<i>Code Installed</i>	

Any purchase order issued for Statement of Work (SOW) services must reference this document. The scope, quality and all terms and conditions for these services are set out exclusively in the attached Terms and Conditions for Services of the Energy Management Division, issued February, 2016.

Signature	Date	Signature	Date
_____	_____	_____	_____
<i>Customer Name</i>		Siemens Aktiengesellschaft	
Name (Typed or Printed)		Name (Typed or Printed)	
_____	_____	_____	_____
Title		Title	
_____	_____	_____	_____
_____	_____	_____	_____

