

# COMOS Software

## Product Specific Maintenance Services Terms

These COMOS Software Product Specific Maintenance Services Terms (“COMOS Maintenance Terms”) supplement the General SISW Maintenance Services Terms and apply solely to Products identified on the Order Form as “COMOS.” These COMOS Maintenance Terms also contain some provisions which apply exclusively to COMOS-Bentley Software, as identified in the respective Order Form. These COMOS Maintenance Terms, together with the General SISW Maintenance Services Terms, the EULA and other applicable Supplemental Terms, form the agreement between the parties (“Agreement”). Capitalized terms used herein have the meaning as defined in the Agreement.

1. **Software Maintenance Services.** Maintenance Services for COMOS Software include the replacement of hardware delivered by SISW with COMOS Software, e.g. a dongle. Maintenance Services do not include services for customizations of the COMOS Software.
2. **New Releases.** COMOS Software consists of major and minor versions, service packs, updates and patches. The first digit represents the number of the major version. The second digit (behind the point) represents the minor version. The third digit (behind the second point) represents the service pack. The fourth digit (behind the third point) represents the update. The fifth digit (behind the fourth point) represents the patch. (i.e. 10.1.3.2.0 in which 10 = the major version, 1 = the minor version, 3 = service pack, 2 = update and 0 = patch number). Major version, minor version and service packs may contain extended functionality and may contain bug fixes. Updates and patches may contain bug fixes.
3. **Maintenance for Prior Versions.** For COMOS Software, the current version and the two preceding minor versions will be supported. For COMOS-Bentley Software, only the current version and the immediately preceding version are supported. COMOS-Bentley versions consist of officially released Bentley Software which contains enhanced functionality.
4. **Error Correction.** To be eligible for Error correction, the reported incident must be reproducible in a neutral COMOS system environment, meaning a pre-installed COMOS system environment including third party software as described in the Documentation.
5. **Telephone Support.** In addition to the technical support described in the General SISW Maintenance Terms, a Call Center is available 24 hours a day, 7 days a week for bug-reporting and registration purposes. Information about COMOS Software hotline support hours for regional COMOS support hubs is provided at the following link: [http://www.plm.automation.siemens.com/en\\_us/support/gtac/index.shtml](http://www.plm.automation.siemens.com/en_us/support/gtac/index.shtml).
6. **Initial and Renewal Fees.** The maintenance fee for COMOS Software is payable in annual increments at the beginning of every calendar year in advance. For the year in which the license is purchased and Maintenance Services commence the maintenance fee will be pro-rated to cover the period of time from the commencement of the services until December 31st of that year.