

# PLM, MOM and Polarion Software

## Product Specific Maintenance Services Terms

These Product Lifecycle Management Software Software Product Specific Maintenance Services Terms (“PLM Maintenance Terms”) supplement the General SISW Maintenance Services Terms and apply solely to Products identified on the Order Form as PLM-TC, PLM-NX, PLM-TCO, MOM or POLAR (“PLM Software”). These PLM Maintenance Terms, together with the General SISW Maintenance Services Terms, the End User License Agreement with Customer, 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 Bronze Support level will apply (a.k.a. “Standard Support”). Customer must purchase the same level of Maintenance Services for all supported Products within a portfolio (Teamcenter, NX, Tecnomatix, Polarion, Camstar, Simatic IT, MoM R&D Suite, Preactor each are considered a product portfolio).
- 2.1 **Bronze Support Services.** Bronze Support (a.k.a. “Standard Support”) includes the following benefits:
  - (a) Online Support. Bronze 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 Siemens Technical Support Centers, is available 24 hours per day, 7 days per week (“24/7”).
  - (b) Technical Support. Bronze Support Customers may contact the Siemens Technical Support Center 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 (2) Customer employees as named 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 **Silver Support.** Certain Software Products are eligible for Silver Support (a.k.a. “Premier Support”). Silver Support Customers will receive Bronze Support plus the following benefits:
  - (a) Critical Support Service. Support for Critical priorities will be available 24 hours per day, 5 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 Technical Support Center directly during normal business hours. For Critical priorities outside of normal business hours, contact information will be published on the Customer technical support webpage.
  - (b) For those Products identified in <http://media.plm.automation.siemens.com/gtac/Exclusion-productID-list.pdf>, support will be provided during normal business hours only, regardless of the priority of the Incident Report.
  - (c) Siemens Standard Support Cloud Access and Usage. Customer is eligible to access and use Siemens Standard Support Cloud upon request and consultation with SISW. Support Cloud specifications are detailed the Customer technical support page. Customer may use the environment for testing new features on standard Software, or for secured troubleshooting. This environment may be used for non-production use only and does not provide for data export. More complex cloud environments can be provided through Siemens Professional Services.

- (d) Customer Care Issue Management. A Customer Care Engineer will oversee the escalation of all requests with business urgency.

**2.3 Gold Support.** Certain SISW Software Products are eligible for Gold Support. Gold Support (a.k.a. “Premier Plus Support”). Customers will receive Bronze and Silver Support plus the following benefits:

- (a) Critical Support Service. Support for Critical priorities 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 Technical Support Center directly during normal business hours. For Critical priorities outside of normal business hours, contact information will be published on the Customer technical support webpage. For those Products identified in <http://media.plm.automation.siemens.com/gtac/Exclusion-productID-list.pdf>, support will be provided during normal business hours only, regardless of the priority of the Incident Report.
- (b) Go-Live support. Weekend or holiday support for Critical, High and Medium/General priorities is permitted for production implementation or upgrade go-live situations and limited to two (2) times per year per Location, provided that:
  - i. The request is made in writing at least two 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.

**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:

<b>Critical</b>	Customer’s Software production installation ceases to function entirely or causes a severe disruption to the Customer’s operations. Targeted Response Time for Critical incidents is 2 hours for Silver during weekdays only and 1 hour for Gold Support tiers (seven days a week).
<b>High</b>	This priority 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 for High priority incidents is 8 business hours for Silver and Gold support tiers.
<b>Medium/ General</b>	A functionality error has occurred but processing can still continue, or a non-business critical function is not performing properly.
<b>Low</b>	Request for service or information or a problem of minor impact has been identified.