SISW CUSTOMER SUPPORT FOR SERVICE OFFERINGS

This document (the "Support Annex") describes the technical support for Service Offerings that will be provided to Customer by Siemens Product Lifecycle Management Software Inc., also known as Siemens Industry Software (hereinafter referred to herein as "SISW"). Any terms not otherwise defined herein shall have the meanings set forth in the Cloud Services Agreement entered into between SISW and Customer.

SUPPORT OFFERINGS

SISW offers Premium Cloud Support and Standard Cloud Support. SISW support services are included in the subscription fees paid by Customer for a Service Offering.

SISW Premium Cloud Support and SISW Standard Cloud Support are not available, and are not provided, for all Service Offerings or for any third party services purchased through or provided by SISW. SISW Premium Cloud Support and SISW Standard Cloud Support are currently available for the following Service Offerings: Managed CAD, Industry Catalysts, Polarion, and Intosite. The Service Offering known as Omneo is available only with SISW Standard Cloud Support.

SISW account executives or SISW partners can assist in case of questions related to these support offerings.

The following table describes the services included in SISW Premium Cloud Support, cloud editions and SISW Standard Cloud Support. Further clarification of terms in the following table is provided in the section below entitled Defined Terms.

	SISW Standard Cloud Support	SISW Premium Cloud Support
Description	Basic level of Service Offering support provided to Customer with its purchase of a Service Offering subscription.	Enhanced level of Service Offering support that may be purchased by Customer as an add-on to its Service Offering subscription.
MISSION CRITICAL SUPPORT		
24x7 Mission Critical Phone Support for Severity 1 and Severity 2 issues		✓
24x5 Extended Phone Critical Support for Severity 1 and Severity 2 issues	✓	
Non-Mission Critical Support for Severity 3 and 4 issues	Monday to Friday 5 am to 5 pm (Local Time Zone), excluding local holidays	Monday to Friday 5 am to 5 pm (Local Time Zone), excluding local holidays
Web Support	✓	✓
End-to-end Supportability in hybrid SISW landscapes	✓	✓
Release Update Information	✓	✓
COLLABORATION		
Access to Solution Center	✓	✓
Support via web and platform for social business collaboration	✓	✓
Support via chat during business hours in English language for non-Mission Critical Support issues, as made available by SISW	✓	✓

LANGUAGES

SISW will provide multi-lingual, first-tier support in the following languages: English, Spanish, German, Italian, French, Dutch, Portuguese, Japanese, Korean, Mandarin, and Cantonese. Siemens will provide such multi-lingual first-tier support in designated countries from 8:00AM to 5:00PM local time. Outside of the 8:00AM to 5:00PM local time window, SISW may elect to provide first-tier support in a country or region solely in English.

CONTACTING SISW SUPPORT

Beginning on the effective date of the Cloud Services Agreement between SISW and Customer, Customer may contact SISW's support organization as primary point of contact for support services.

To contact SISW's support organization, the current preferred contact channels for SISW Premium Cloud Support are set forth at this location:

GTAC Global Support Telephone Numbers

CUSTOMER RESPONSE LEVELS

SISW responds to submitted support cases (also referred to as "case", "incident", or "issue") as described in the table below. The following types of incidents are excluded from customer response levels as described above: (i) incidents regarding a release, version and/or functionalities of a Service Offering developed specifically for Customer (including without limitation those developed by SISW custom development, SISW subsidiaries, and/or SISW subcontractors); (ii) the root cause behind the incident is not a malfunction, but rather a missing functionality ("development request") or the incident is ascribed to a consulting request ("how-to").

	SISW obligations	
Severity Definitions	**Initial Response:**	**Ongoing Communications**
•**Severity 1 - Critical** - An entire service is down. All users affected. Within 1 hour of incident occurring 24x7x365.	Within one hour of case being submitted.	Once every hour, unless otherwise communicated by SISW
•**Severity 2 - High** - Operation of the service is severely degraded, or major components of the services are not available. Significant user impact. Within 2 hours of incident occurring 24x7x365.	Within four hours of case being submitted.	Once every six hours, unless otherwise communicated by SISW
•**Severity 3 - Medium** - Some non-essential features of the service are impaired or subject to interruptions while most vital components of the service remain functional. Minimal user impact. Within 24 hours of incident occurring during business hours. (8am-6pm EST M-F).	Response only during business hours within 24 hours of incident report. (8am-6pm EST M-F)	Once every 3 days for incident reports and once every 10 days for problem reports, unless otherwise communicated by SISW
•**Severity 4 - Low** - Errors that are minor and clearly have little to or no impact on the normal operation of the service. No or minimal user impact. Within 1 business day of incident occurring during business hours. (8am-6pm EST M-F).	Within 1 business day of incident occurring during business hours. (8am-6pm EST M-F).	Not Applicable

CUSTOMER'S RESPONSIBILITIES

SISW allows customers to have two authorized points of contact (each, a "Customer Contact") per Service Offering. Only authorized Customer Contacts will receive customer notifications of upgrades and downtime requests.

Customer shall provide SISW contact details (such as e-mail address and telephone number) for its Customer Contacts, which shall be the means by which SISW will contact the authorized Customer Contacts. Customer may update its Customer Contacts for a Service Offering by contacting SISW telephone support. SISW may, from time to time, confirm with customers the correctness of information customers have provided as required herein.

To receive support services hereunder, Customer shall reasonably cooperate with SISW to resolve support incidents, and shall have adequate technical expertise and knowledge of their configuration of the Cloud Services to provide relevant information to enable SISW to reproduce, troubleshoot and resolve the experienced error such as, by way of an example, instance name, username, form name and screenshot.

DEFINED TERMS

Below are further explanations of the defined terms used above:

End-to-end Supportability	Support for incidents that occur in integrated business scenarios, where Customer's environment includes both Service Offerings and other SISW products with a valid support agreement.
Global Technical Access Center (GTAC)	A global unit within SISW's support organization that Customer may contact for general support related inquiries through the described contact channels.
Go-Live	Go-Live marks the point in time from which, after set-up of one or more Service Offerings for Customer, the Service Offering(s) may be used by Customer for processing real data in live operation mode and for running Customer's internal business operations in accordance with its Cloud Services Agreement.
Local Time Zone	The local time zone where Customer's headquarters is located.
Non-Defect Issue	A reported support case that does not involve a defect in the applicable Service Offering and does not require engineering or operations personnel to resolve.
Product Bundle	A combination of Service Offerings, if any, that Customer subscribes to as part of its order for Cloud Services.
Release Weekend Support	Customer success managers and the standard support leadership team will provide post-release Standard Cloud Support coverage for the weekend of a quarterly product release to address any post-release Severity 1 and Severity 2 incidents that occur in connection with the quarterly product release.
Release Update Information	Generally available documented summaries, webinars and videos provided by SISW to inform and instruct customers on new product release changes.
Solution Center	SISW's knowledge database and SISW's knowledge transfer extranet, on which SISW makes available content and services to customers and partners of SISW only. The Solution Center also includes the SISW Support Portal at https://support.industrysoftware.automation.com
Test Instance	An environment in which Customer may test new product versions and releases of SISW Service Offerings.