



SIEMENS

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Siemens Digital Industries Software

Maintenance,
enhancements
and support

Global policy

[siemens.com/software](https://www.siemens.com/software)

Dear Siemens Digital Industries Software Customer and Partner,

As part of our ongoing commitment to provide the maximum value of your software purchase, Siemens Digital Industries Software is pleased to announce a comprehensive set of policies around the support and enhancement of your software. We know that our software is critical to your ongoing business operations and therefore it is equally critical that we provide you ongoing support and enhancements, so you can realize the full value of your investment.

The Siemens Maintenance Enhancement & Support policies are designed to provide clear guidelines for you to maintain your software up to date with the latest improvements. In addition, should you ever have any questions while using our software, we offer support either directly from Siemens or from one of our valued Siemens Solution Partners.

Please take a few minutes to read our guidelines and policies to ensure you keep your ME&S benefits current. At Siemens we have a guiding principle of “Never letting a customer fail”. Our team stands ready to fulfill that commitment.

Sincerely,

Siemens Digital Industries Software



Table of contents

Purpose	4
Policy	4
ME&S benefits	4
Tiered premier support options	5
Initial ME&S offering	5
ME&S renewal	6
Coterminous	6
Late renewal	6
Delaying initial purchase of ME&S	7
Cancellations	7



Purpose

The purpose of this document is to communicate Siemens Digital Industries Software's Maintenance, Enhancements and Support (ME&S) Policies to our Channel Partners and

Customers. For this policy document, a partner is considered a customer. These policies are effective on Oct 1, 2017.

Policy

This policy established guidelines for the following areas:

- Initial ME&S Offering
- ME&S Renewal
- Quoting and Notifying Customers/Partners

- Cotermious
- Late Renewal
- Delaying Initial Purchase of Support
- Cancellations

ME&S benefits

Customers who are current on ME&S will receive the following benefits:

- Siemens help desk support (GTAC)
- Enhancements/Upgrades
- Software patches
- License trade-ins and transfers
- Web support services
- Software downloads
- Hardware maintenance and calibration services



Tiered premier support options

Siemens Digital Industries Software has tiered premier support available for most of our perpetual licensed products. These options offer additional support entitlements such as after-hour support, weekend support, direct access to the customer care for

business urgent issues and a support cloud environment for collaborative troubleshooting on an out-of-the-box setup. For more information, please contact your maintenance sales representative.

Initial ME&S offering

Initial ME&S agreement is offered with all initial license purchases. The ME&S length is a minimum of 12 months for new customers. For existing customers, the length of initial ME&S may co-terminate with existing ME&S expiration date, at customer discretion. The

customer is obligated to purchase a minimum of 12 months of ME&S.

Future ME&S renewals are in 12 month increments unless canceled in writing at least 30 days prior to expiration date.



ME&S renewal

Siemens Digital Industries Software will prepare renewal notifications and deliver them to our customers/partners prior to

expiry date. Renewals are for a minimum of 12 months and will include the on-time renewal amount.

Coterminous

Coterminous is a process available to customers that own multiple licenses with different ME&S expiry dates. Coterminous allows the

customer to prorate the term of one or more of their ME&S contracts to establish a single renewal rate date for multiple licenses.

Late renewal

Customers should renew their ME&S agreement prior to the expiry date. If a customer has allowed their ME&S agreement to lapse, the customer's renewal will be charged from the date of the expiration of their ME&S agreement. Additionally, the customer will be subject to a reinstatement fee of twenty-five

percent (25%) of the total ME&S owed for the period between the date of expiration of their prior ME&S agreement and the effective date of the reinstatement. The start of the new ME&S agreement will be backdated to the original ME&S agreement's expiration date.



Delaying initial purchase of ME&S

For customers that purchase a new license without an Initial ME&S Contract, there is a 90 day grace period within which the customer may purchase a new ME&S contract without incurring any fees or penalties. The new contract will be backdated to the delivery date of the original license.

For customers purchasing Initial ME&S Contract after the 90 day grace period had expired, a twenty-five percent (25%) reinstatement fee will apply on all back ME&S from the date of the delivery of the original license. No ME&S support is available during the grace period.

Cancellations

Customers can cancel ME&S contracts by submission of written request at least 30 days prior to the expiration of their ME&S agreement.

Partial cancellation of licenses is not allowed.

Customers who fail to renew their ME&S contracts within a 36 month period past the expiration date will not be eligible for ME&S reactivation. Only new license purchase is possible at this point.

About Siemens Digital Industries Software

Siemens Digital Industries Software is driving transformation to enable a digital enterprise where engineering, manufacturing and electronics design meet tomorrow. Our solutions help companies of all sizes create and leverage digital twins that provide organizations with new insights, opportunities and levels of automation to drive innovation. For more information on Siemens Digital Industries Software products and services, visit [siemens.com/software](https://www.siemens.com/software) or follow us on [LinkedIn](#), [Twitter](#), [Facebook](#) and [Instagram](#). Siemens Digital Industries Software – Where today meets tomorrow.

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