

Manufacturing Operations Management (MOM) Software

Product Specific Maintenance Services Terms

These Manufacturing Operations Management (MOM) Software Product Specific Maintenance Services Terms (“MOM Maintenance Terms”) supplement the General SISW Maintenance Services Terms and apply solely to Products identified on the Order Form as “MOM.” These MOM Maintenance Terms, together with the General SISW Maintenance Services Terms, the EULA 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 MOM Terms:
 - (a) “Incident Report (IR)” means a Customer query related to MOM Software.
 - (b) “Targeted Response Time” means the targeted time between the receipt of the Incident Report via one of the agreed communication channels (e.g. Siemens GTAC Web Support, direct phone support, etc.) in accordance with these MOM Maintenance Terms and the first communication of a member of Siemens Technical Support with the Customer by e-mail, phone or web interaction, taking into account the availability periods for the contracted support service level (Bronze/Standard, Silver, or Gold).
 - (c) “Tiered Support” means the multiple-level Maintenance Services offered under these MOM Maintenance Terms.
 - (d) “Premium Support” means additional Maintenance Services available to Customer for a fixed fee.
2. **TIERED SUPPORT.** Customer will receive the Maintenance Services according to the Tiered Support level indicated on the applicable Order Form.
 - 2.1 **Bronze/Standard Support Services.**
 - (a) Online Support. Bronze/Standard Support Customers may create, manage and review Incident Reports online. Access to the Siemens Technical Support Website (www.siemens.com/gtac), including the Siemens Software knowledge base, and location of the closest proximity Siemens Technical Support Center and Documentation, is available twenty four hours per day/seven days per week (“24/7”).
 - (b) Telephone Support. Bronze/Standard Support Customers may contact the Siemens Technical Support Center in closest proximity to the applicable Location or Territory from 0800-1700 hours during normal business hours of the corresponding Siemens Technical Support Center. 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. Telephone 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 MOM Software. These designated technical contacts will be the primary contacts at the Customer’s premises who will contact SISW for Maintenance Services. In addition, one Customer technical contact must be involved at the time SISW provides any Maintenance Services. Customer’s initial designated technical contacts may be changed from time to time upon written notice to SISW.
 - (d) Access and Data. SISW may provide Maintenance Services through remote connection upon request and in mutual agreement between Customer and SISW. Customer will provide SISW with secure remote access to Customer’s computer systems that are running the MOM Software. The access protocols and passwords to be used for this access will be determined by each party’s technical contacts from time to time. Upon SISW’s reasonable request, Customer will provide copies of Customer data in order to provide the Maintenance Services.
 - 2.2 **Silver Support Service.** Silver Support Customers will receive all of the benefits of Bronze/Standard Support plus the following additional benefit: Emergency/Critical Support Service. Emergency support will be available 24/5 (from Monday 00:00am to Friday 11:59pm) solely to address Critical priority situations in which Customer’s MOM Software production installation ceases to function entirely or causes a severe disruption to the Customer’s operations. The 24-hour support service hotline should only be used outside of normal business hours for the applicable Siemens Technical Support Center; Customer must contact the Siemens Technical Support Center directly during normal business hours.
 - 2.3 **Gold Support Service.** Gold Support Customers will receive all of the benefits of Silver Support plus the following additional benefits:
 - (a) Emergency/Critical Support Service. Emergency support will be available 24/7 solely to address Critical priority situations in which Customer’s MOM Software production installation ceases to function entirely or causes a severe disruption to the Customer’s operations. The 24-hour support service hotline should only be used outside of normal business hours for the applicable Siemens Technical Support Center; Customer must contact the Siemens Technical Support Center directly during normal business hours.
 - (b) Pre-arranged weekend/holiday support. Pre-arranged weekend support for High and/or Medium priority calls is permitted for implementation or upgrade go-live situations, limited to two (2) times per year per Location.

3. **PREMIUM SUPPORT.** MOM Software Customers may elect to purchase the following additional Premium Support Services:

- (a) **Customer Success Manager.** The Customer Success Manager (CSM) will act as a dedicated support resource to manage Maintenance Services, communications, engagement effectiveness, and periodic reporting across MOM Software Products under Maintenance Services.
- (b) **Designated Support Engineer.** SISW will assign a Designated Support Engineer (DSE) for the purpose of coordinating technical resolution of MOM Software Incident Reports.

4. **OTHER PROVISIONS.**

4.1 **Priority and Escalation.** SISW will use commercially reasonable efforts to provide prompt Maintenance Services on a first come/first served basis. Incident Reports are automatically escalated to the appropriate resources within SISW based on severity and complexity. Customer will classify each Incident Report according to the following priority classes and according to the impact(s) to its business. If a priority class is not defined by Customer, it is by default considered to be “General”. Final incident classification will be at the sole discretion of SISW. Priority Classes:

- **Critical**
This priority is reserved exclusively for incidents in which the Customer’s production system is down or the Customer intends to initially start his production system very soon and this issue will prevent the production system to start operations. Targeted Response Time for Critical incidents is 4 hours for Bronze/Standard Support, 2 hours for Silver and 1 hour for Gold Support tiers.
- **High**
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 hours for all support tiers.
- **Medium/General**
A functionality error has occurred but processing can still continue, or a non-business critical function is not performing properly. Targeted Response Time for Medium/General priority incidents is 2 days for all support tiers.
- **Low**
Request for service or information or a problem of minor impact has been identified. Targeted Response Time for Low priority incidents is 5 days for all support tiers.

4.2 **Extended and End of Life Maintenance Services.** SISW will make Extended Maintenance Services generally available for MOM Products for a period of 24 months after the expiration of mainstream support. End of Life Maintenance Services are restricted to commercially reasonable efforts only; no Target Response Time shall apply to End of Life Incidents.