

**Dassault Systèmes**  
**Customer Support Service**



WW Customer Support  
PLM Solutions  
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**SUPPORT SERVICE POLICIES**  
**FOR LICENSED PROGRAMS**

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Customer Support Service  
- Support Policies for Licensee-**

**Version 2.2  
Brand Direct**

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## Definitions

**Agreement** means the license agreement pursuant to which Licensee ordered Licensed Program(s).

**Company** or **DS** means Dassault Systèmes SAS, a French company with its registered office at 10, rue Marcel Dassault, 78140 Velizy-Villacoublay, France.

**Correction** means a solution provided to Licensees through the change of software or documentation. It is, delivered through a new Release, a Documentation amendment or Maintenance Delivery or a media as available.

**CRITSIT** means CRITICAL SITUATION. The CRITSIT process is an escalation process, part of the official Support processes for a Defect Service Request that is escalated to DS Group Company management attention to accelerate the certification and closure of the Service Request. The Licensee is in pre-production, production or in deployment phases (production perspective) and the significant impact of the Defect on Licensee's activity requires faster resolution.

**Defect** (or "Error") means a material malfunction in the performance of a Licensed Program, as performance is described in its Documentation, and which is reported in accordance with the applicable support policy and reproducible by DS.

**Documentation** means, at any time, the current user documentation in any form or media as made available by DS for use in connection with Licensed Program(s).

**DS Group Company** means Dassault Systèmes or any DS Subsidiary.

**DS Subsidiary** means any company in which Dassault Systèmes, directly or indirectly, (i) owns more than 50% of the outstanding equity or ownership interest, or (ii) has the power to designate the managing authority.

**DS Support Team**, composed of technical experts, can comprise several organizations within DS Group Company depending upon the type of Service Request issued by the Licensee. The DS Support Team is responsible, among other things, for receiving, filtering, handling all Service Requests relative to Dassault Systèmes Licensed Programs.

**DS Research and Development** is the organization covering all brands, Licensed Programs in charge of developing new Dassault Systèmes Licensed Programs and providing Maintenance Delivery (Defect correction).

**Extended Support Phase** means, for a given Release, the period starting at the end of the Full Support Phase of such Release, if applicable, and ending at a date indicated by DS to Licensee at the Extended Support subscription date. Information regarding the duration of Extended Support Phase for a given Release is available at [www.3ds.com/support/support-policies/lifecycle-policy/](http://www.3ds.com/support/support-policies/lifecycle-policy/).

**Full Support Phase** means, for a given Release, the period starting when such Release becomes generally available and ending at a date to be determined by DS with respect to each Release. Information regarding the duration of Full Support Phase for a given Release is available at [www.3ds.com/support/support-policies/lifecycle-policy/](http://www.3ds.com/support/support-policies/lifecycle-policy/).

**Initial Response Time** means the amount of time elapsed between the initial Service Request submitted by Licensee to DS Support Team, and the initial response to Licensee by DS Support Team, in connection with such Service Request. It corresponds to the first feedback to a Licensee with the first steps of troubleshooting and incident determination.

**Licensed Program** means (i) any data processing program belonging exclusively to DS or its licensors, for which a license is ordered by and provided to Licensee pursuant to the Agreement, consisting of a series of instructions or databases in machine readable form, (ii) associated Documentation, (iii) Maintenance Delivery and (iv) Releases.



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Licensed Programs do not include new versions of a Licensed Program, including any successor product which significantly differs in architecture, user interface or mode of delivery.

**Licensee**, also designated by the term “**You**”, “**Your**”, means any legal entity, which is licensed Licensed Program(s) pursuant to the Agreement.

**LPT** means the Licensed Program Terms which are specific terms relating to a Release and published at [www.3ds.com/terms/lpt](http://www.3ds.com/terms/lpt).

**Maintenance Delivery** means a periodic delivery of a Licensed Program which mainly includes the correction of Error(s) for a given Release, if and when made generally available to the market.

**Non-Defect** means any incident encountered in relation with use of any Licensed Program and which is not qualified as a Defect. For avoidance of doubt, it shall not include: training on Licensed Program, support regarding any customized versions of Licensed Program, development of new Licensed Program or methodologies, enhancement requests, information about future Licensed Program Releases, enhancement requests and the development of in-depth methodologies (i.e. detailed API consulting). Support for the development of customization and/or new applications using the Dassault Systèmes CAA platform tools can be arranged under a separate agreement.

**Release** means a periodic update of the same version of a Licensed Program if and when made generally available to the market.

**Service Request** means a single entry in the DS Support tool (subject to temporary unavailability for system maintenance), submitted for a single incident, by Licensee and validated and registered by DS Support Team. The Service Request number identifies the incident using a unique identifier as follows: SRnnnnnnnn [“n” is a digit].

**Support Policies** means the present document.

**Support Service** means the maintenance, enhancement and/or other support services as defined in these Support Policies.

**Sustaining Support Phase** means, for a given Release, the period starting at the end of the Extended Support Phase of such Release, if applicable, and ending at a date indicated by DS to Licensee at the Sustaining Support subscription date.

**Workaround** means a change in the way of using Licensed Programs followed procedures or data in order to avoid Defect without substantially impairing use of the Licensed Program.



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## 1 At a Glance

These Support Policies describe the Support Service applicable to Licensed Program(s) ordered by Licensee pursuant to the Agreement.

If Your license agreement is not an Agreement entered into with Dassault Systèmes, please refer to the support websites related to the applicable Licensed Program. You may find these websites at [www.3ds.com/support/brand-specific-access/](http://www.3ds.com/support/brand-specific-access/)

DS Group Company or any third party which may be designated by DS Group Company, as applicable, will provide Support Service according to the terms of the Agreement. Support Service is delivered subject to continuous payment by Licensee of all applicable charges payable pursuant to the Agreement or any additional support services contract subscribed by Licensee.

Support Service is available exclusively for the supported Releases of Licensed Programs.

The DS Support Team will make reasonable effort to provide high quality Support Service and comply with these Support Policies.

The DS Support Team welcomes Your suggestions and comments, which can be posted at the following address: <http://www.3ds.com/support/contact-us/>

## 2 What is the level of Support Service available under Your Agreement?

### 2.1 Overview

Support Services are described at [www.3ds.com/support](http://www.3ds.com/support).

Subject to the conclusion of related agreement and payment by Licensee of all applicable charges, the Support Services packages available for the Licensed Programs during the Full Support Phase are either:

- **SECURE**, the level of support as a basis
- or
- **ADVANTAGE** if available in the channel serving You and if so specified for the applicable Licensed Program in [www.3ds.com/ProductPortfolio](http://www.3ds.com/ProductPortfolio).

At the end of the Full Support Phase, You may be able to purchase optional Support Services as defined hereunder.



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## 2.2 Detailed Portfolio Description

### 2.2.1 SECURE

You have made a significant investment in Licensed Program to lead Your organization to success. You need support that helps protect and enhance Your investment.

The SECURE package is the fundamental level of support available to help You maximize Your PLM investment.

The SECURE package includes the following Support Services:

#### *Service Request management*

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- Defect Management

You can go online to submit Your incidents (only incidents related to material malfunction in Licensed Program), check their status, manage Your support account and create a single view of all of Your incidents and share it with everyone in Your company. This online service is available 24 hours per day, 7 days per week (subject to temporary unavailability for system maintenance).

- Maintenance Escalation Procedure

- If You encounter a severe incident with Licensed Program, Your Service Request is raised to management-level attention, accelerating certification and resolution time, according to the CRITSIT process as defined in section 5.4 hereunder.

#### *Customer know-how enablement*

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- Self Support Web tools

Allow access to online self-services for a wealth of support tools and Licensed Program information. This online service is available 24 hours per day; 7 days per week at the following address <http://www.3ds.com/support/> (subject to temporary unavailability for system maintenance).

#### *Distribution and download*

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- On demand media ordering and Electronic Download

On demand media ordering and electronic download will provide Your company with the latest Licensed Program Releases and Maintenance Delivery.

### 2.2.2 ADVANTAGE

You want to foster product innovation with the Licensed Programs. You need support that helps You leverage Your expertise.

The ADVANTAGE package is the level of support to help You optimize user productivity.



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The ADVANTAGE package includes the following Support Services:

*Distribution & download*

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- On demand media ordering and Electronic Download

On demand media ordering and electronic download will provide Your company with the latest Licensed Program Releases and Maintenance Delivery.

*Customer know-how enablement*

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- Self Support Web tools

Allow access to online self-services for a wealth of support tools and Licensed Program information. This online service is available 24 hours per day, 7 days per week (subject to temporary unavailability for system maintenance).

*Service Request management*

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- Defect and Non Defect Management

You can go online to submit Your incidents, check their status, manage Your support account and create a single view of all of Your Service Requests and share it with everyone in Your company. This online service is available 24 hours per day, 7 days per week (subject to temporary unavailability for system maintenance).

Defect and Non Defect Management does not include: enhancement requests and the development of in-depth methodologies (for example, detailed API consulting). Support for the development of customization and/or new applications using Licensed Programs may be arranged under a separate agreement (e.g Developer Support offer).

- Maintenance Escalation Procedure

If You encounter a severe incident with Licensed Program, Your Service Request is raised to management-level attention, accelerating certification and resolution time according to the CRITSIT process as defined in section 5.4 hereunder.

- 8x5 Phone Support

The ADVANTAGE package allows You to access by phone a local «Support Center» (in English, except when local language support is available) from 9 am to 5 pm local time Monday through Friday (excluding major holidays, local time is defined as the time zone of the local «Support Center» providing support to You).

## **2.3 Optional Extended Support Phase Support Service**

At the end of the Full Support Phase, within a period to be determined by DS specifically for each Release, You may extend your SECURE or ADVANTAGE Support Service, as applicable, subject to Your payment of all applicable charges.

During the Extended Support Phase, the Service Request management is limited to the management of urgent Defects that are found in production and escalated via the CRITSIT process, as further described in Section 5.2 hereunder.



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## **2.4 *Optional Sustaining Support Phase Support Service***

At the end of the Extended Support Phase, within a period to be determined by DS specifically for each Release, You may extend your SECURE or ADVANTAGE Support Service, as applicable, subject to Your payment of all applicable charges.

During the Sustaining Support Phase, the Service Request management is limited to Non Defect management.

## **2.5 *How to purchase additional Support Services?***

To sign up for an additional Support Services package, as Extended Support Service or Sustaining Support Service, please contact Your sales representative at DS Group Company or fill in the web form available at the following address: <http://www.3ds.com/faq-contact/sales/>.

# **3 Who is Your contact for Support Service?**

The DS Support Team is Your primary point of contact for any Service Request related to Licensed Programs.

## **3.1 *Support process overview***

Depending on the regions and countries, the DS Support Team may be available locally in the local language and/or in English language. A list of the DS “Support Centers” locations is available at the following address: [www.3ds.com/support/customer-support-centers/](http://www.3ds.com/support/customer-support-centers/)

The DS Support Team is a worldwide multi-tiered organization, located in the Americas, Asia and Europe to help You meet Your reasonable expectations and provide You with responsive and proactive Support Service. When You contact the DS Support Team, a unique Service Request number is assigned to Your incident. This Service Request number is used for tracking the resolution process as it progresses. The DS Support Team will analyze the Service Request, and if possible, provide You with an applicable solution. However, when necessary, Service Request requiring more information than available at the first level of support will be transferred to the appropriate people within the DS Group Company support organization. Once the Service Request has been addressed, the DS Support Team will be responsible for delivering the response to You.



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### 3.2 DS Support Team role

The DS Support Team is in charge of the following:

- Be Your primary contact;
- Collect Your incidents;
- Perform the preliminary investigation of the incident to check for duplicates and known incidents;
- Reproduce the incident on Release level used by You;
- Provide answers, corrections or workarounds as appropriate or available;
- Update the progress on the resolution of the incidents on a regular basis in the DS Support web tool;
- Validate the resolution of the incidents and manage their closure with You;
- Capitalize the answers, corrections or workarounds within the DS knowledge base;
- If the DS Research and Development organization involvement is required for code analysis and corrections, the DS Support Team communicates to the DS Research and Development organization the information collected during the analysis of the incident, including the reproduction results.

## 4 How to contact the DS Support Team?

### 4.1 Prerequisite to contact the DS Support Team

You shall designate a maximum of two (2) employees as Your authorized contacts, who shall be duly trained in using the Licensed Programs, in order to submit Non Defect Services Requests.

Upon Your request, DS may authorize the appointment of additional authorized contacts, depending on the number of Licensed Program.

Before accessing the DS Support Team, it is Your responsibility to ensure the following steps are taken:

- You shall connect to [https://iam.3ds.com/self\\_service/login/service/websupport/](https://iam.3ds.com/self_service/login/service/websupport/) to consult technical documents and the DS knowledge base to search for the answer.
- If the answer cannot be found, the following information must be documented:
  - The environment in which the incident occurs, including the Licensed Program (for example, CATIA, DELMIA, ENOVIA VPM etc), module or mode (for example, Detail, Assembly, Part, Structural and Thermal Simulation, etc), and application menu selections;
  - Your hardware type and model, operating system version, amount of RAM, and swap space;
  - Any messages that appear in the message or start window;
  - Your Licensed Program Release, license version, and login;
  - A simple step by step scenario which enables the DS Support Team to reproduce the incident;
  - Any additional information required to analyze the Service Request.
- Prior to submission of a Defect to DS, You shall validate it on a Vanilla environment which is composed of out of the box computer software installation that is not customized from its delivered form - i.e. it is used without any customizations applied to it. The Performance of this validation aims to give DS the necessary elements to investigate your Defect. After such validation, You may submit a Defect to DS. When submitting, You will have to make sure that among the information sent to DS to analyze your Service Request, there will be no information You consider as confidential provided by You to DS, and that You do the clean-up of your information or data if necessary.



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### 4.2 *Submitting and Tracking Your Service Request*

You may be able to submit and track Your Service Requests via phone and/or web according to the terms and conditions applicable to the Support Services purchased.

The Support Service web site is available at the following address <http://www.3ds.com/support/>

The Support Service phone access is documented at the following address <http://www.3ds.com/support/customer-support-center-contact/>

Performance of Support Service depends upon Your full cooperation, including, without limitation, providing at no charge to DS Group Company, safe and timely access to Your computer systems, personnel (executives and staff), facilities, utilities, Licensed Programs, data and information reasonably necessary for the performance of Support Service.

You shall ensure that You have the appropriate licenses or rights, as may be applicable, from third parties licensors for third parties' software, third parties' data and information in order to allow performance of Support Service hereunder. You are responsible for the accuracy and completeness of the information and data You supply. You hereby grant a license to DS Group Company to use such information and data to perform the Support Service. You acknowledge and agree that performance of Support Service is dependent upon the accuracy and completeness of Your data. You shall maintain up to date current and complete back up of any and all data and/or programs and/or software and/or information that may be affected, altered, modified, corrupted, or otherwise impacted by performance of Support Service. You shall indemnify, defend and hold DS Group Company harmless from any action based on a claim that any materials, information or data provided by You infringes any third party's patent, copyright or trademark, or a misuse of any third party's confidential, proprietary or trade secret information.

You shall promptly verify Your Service Request resolution and validate the closure. If such action is requested by the DS Support Team, it should be provided within a certain timeframe, or the Service Request will be automatically closed after two notifications.

## 5 When will You receive the answer to Your Service Request?

### 5.1 *Understanding the level of urgency*

When You submit a Service Request to the DS Support Team, You propose a qualification in the Service Request according to the impact of the incident regarding Your day-to-day operation.

Four levels of urgency are available:

- **Urgent:** You are unable to use the Licensed Program and have severe/critical impacts on operations, and no Workaround exists.
- **High:** You are able to use the Licensed Program but operations are severely restricted by the incident. A Workaround exists.
- **Medium:** You can use the Licensed Program with some restrictions on one or several functions. These restrictions, however, do not have a severe impact on Your operations.
- **Low:** The incident causes little or no impact to Your operations, or a way to circumvent the incident has been found.

Once received by the DS Support Team, Your Service Request and related proposed qualification of its urgency level will be reviewed by the DS Support Team. You and DS Support Team may have some discussions before the final qualification of the Service Request by DS Support Team.



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### **5.2 Initial Response Time Objectives**

The DS Support Team will make commercially reasonable efforts to address Your Service Request based on its validated urgency level as follows. However, this does not constitute an obligation to correct or to solve any reported Service Requests.

<b>Urgency level</b>	<b>Initial Response Time</b>
<b>Urgent</b>	2 business hours
<b>High</b>	4 business hours
<b>Medium</b>	8 business hours
<b>Low</b>	2 business days

### **5.3 Service Request Closure Objectives**

Maintenance Delivery provides You code corrections, which may include corrections of Your Defect.

DS analyzes the Service Request to determine how it will be addressed according to the urgency level.

- When the Service Request, qualified as a “Defect”, is determined to be of “urgent” level, a Maintenance Delivery may be created and delivered to You on submitted Release or a future Release according to a timeframe to be determined by DS Group Company. Service Request closure could reflect deferred corrections with a closing code to designate plans for inclusion in a future Release.
- When the Service Request, qualified as a “Defect”, is determined to be of “High”, “Medium” or “Low” level, DS Group Company may defer the Maintenance Delivery on a future Release. Service Request closure may reflect deferred corrections with a closing code to designate plans for inclusion in a future Release.

For any incidents, once Service Request is created, the appropriate DS Research and Development team makes the commercial reasonable efforts to close all the Service Requests qualified as Defect according to the urgency level within a timeframe to be determined by DS Group Company. However, this does not constitute an obligation to correct or to solve any reported incidents.



#### **5.4 Escalate the incident**

Only in case of critical situation as described below, the DS Support Team will provide You with a mechanism for escalating the incident.

This mechanism is called CRITSIT. The CRITSIT process is an escalation process which can be activated by phone and/or web via the access described in chapter 4.2. CRITSIT is raised to the management attention to accelerate certification and resolution time.

A critical situation (CRITSIT) is a severe incident for deployment and/or production phases. The major functionality does not work properly and no workable alternative is available.

When you consider that a situation may be qualified as CRITSIT, you submit the related request to DS Support Team. DS Support Team will qualify the situation and will, if applicable, follow the appropriate process.

The corrective Maintenance Delivery will be delivered only if all the following conditions are satisfied:

- You are in deployment and/or production phases
- No Workaround has been found to the urgent Service Request qualified as Defect by the DS Support Team;
- You have refused to use the Licensed Program Version or Release recommended by DS Support Team, which includes the correction;
- CRITSIT shall be a Defect of the following types:
  - data corruption
  - data integrity
  - major crash
  - major regression
  - major incident in a standard methodology
- The impact analysis has been performed by Your support organization, which concluded that correction delivery presents no major risk of Licensed Program destabilization.

The Initial Response Time objective for Service Request will correspond to the one described within chapter 5.2 for the level of urgency referenced “urgent”.

In addition to the Initial Response Time mentioned here above in chapter 5.2, the DS Support Team will use its commercially reasonable efforts to address Your Service Request and provide You with a corrective Maintenance Delivery.



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## **6 Reinstatement of Support Service**

Licensee may terminate Support Services for a Licensed Program ordered under a PLC/ALC or TBL/ALC pricing structure as defined in the LPT, subject to the following conditions: (i) Licensee notifies DS with at least thirty (30) days prior notice, and (ii) such termination shall apply to Support Services related to all licenses of said Licensed Program held by Licensee under any license agreement then in force between Licensee and DS and any other DS Group Company. In such case for all such licenses described in the preceding sentence: (x) Licensee shall have no further obligation to pay the Support Services fees related to the corresponding Licensed Program; (y) Licensee shall duly certify in writing to DS that all copies of all Releases of the Licensed Program other than those of the latest Release of the Licensed Program installed by Licensee, have been duly destroyed or returned to DS in their entirety; and (z) Support Services for such Licensed Program will terminate at the expiration of the thirty (30) days notice period. DS shall have no further obligation to provide any services or deliver any Release in support of any such licenses, except for providing license keys if necessary.

Licensee may reinstate Support Services, provided such reinstatement is activated for all licenses of a given Licensed Program held by Licensee under any license agreement then in force between Licensee and DS or any other DS Group Company, and Licensee pays all fees that would have been due in respect of Support Services from the date of termination of Support Services to the date of reinstatement of such Support Services, plus a reinstatement fee corresponding to fifty percent (50%) of such fees that would have been due in respect of Support Services from the date of termination of Support Services to the date of reinstatement of such Support Services.