

Dassault Systèmes
Customer Support Service



WW Customer Support
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CUSTOMER SUPPORT SERVICE POLICIES
FOR DS ONLINE SERVICES

Date: June 27th, 2011



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Customer Support Online Service
- Support Policies for Customer -

Version 1.2

Definitions

Agreement means the Dassault Systèmes End User License Agreement pursuant to which Customer ordered Online Service(s).

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

Correction means a solution provided to Customers through the change of software or documentation.

Confidential means the level of official classification for documents restricted and below secret; available only to persons authorized to see documents so classified.

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 Customer is in pre-production, production or in deployment phases (production perspective) and the significant impact of the Defect on Customer's activity requires faster resolution.

Customer, also designated by the term "**You**", "**Your**", means any legal entity, which benefits from the Online Services pursuant to the Agreement.

Defect (or "**Error**") means a material malfunction in the performance of a Online Service, 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 Online Service(s).

DS Group Company means Dassault Systèmes, a French "société anonyme" or any entity 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 Customer. The DS Support Team is responsible, among other things, for receiving, filtering, handling all Service Requests relative to Dassault Systèmes Online Services.

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

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

Online Service(s) means any data processing program for which a license is provided to Customer as part of the Online Service(s), consisting of a series of instructions or databases in machine readable form.

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

Non-Defect means any incident encountered in relation with use of any Online Service and which is not qualified as a Defect. For avoidance of doubt, it shall not include: training on Online Service, support regarding any customized versions of Online Service,



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development of new Online Service or methodologies, enhancement requests, information about future Online Service 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.

Online Service(s) means any subscription service for the online access to, and use of, Online Service(s) and other related services, as ordered by Customer pursuant to a Quote. Online Service(s) may also include certain Online Service(s) for which partial on-premise installation may be required. The Online Service(s) shall include the provision to Customer of a data sharing environment.

Problem means any incident Defect or Non-Defect encountered with use of any Online Service

Quote means the final commercial proposal containing a quote for Online Service(s) made to Customer by DS, which may result from the choice of Online Service(s) on DS online web store.

Release means a periodic update of the same version of an Online Service 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 Customer 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 and/or other support services as defined in these Support Policies.

SST means the Specific Service Terms which are specific terms relating to a DS Online Services and published at www.3ds.com/terms/sst.

Workaround means a change in the way of using Online Services followed procedures or data in order to avoid Defect without substantially impairing use of the Online Service.



1 At a Glance

These Support Policies describe the Support Service applicable to Online Service(s) ordered by Customer pursuant to the Agreement and are detailed at <http://www.3ds.com/terms/support-policies> and include periodic updates made available during the Support Period.

A DS Group Company will provide Support Services according to the terms of the Agreement. Support Service is delivered subject to up-to-date payment by Customer of all applicable charges due pursuant to the Agreement.

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/contact-us/>

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

The Support Services package available for the Online Service(s) during the period of the Agreement, if so specified for the applicable DS Online Services available at www.3ds.com/terms/sst is **ADVANTAGE**.

3 Detailed Portfolio description

3.1 *Customer know-how enablement*

You may access a set of social support tools available online to assist You in learning, sharing and asking for support. In addition You could find all information related to the Online Service(s) by accessing to tips, product information, knowledge base (when available), iQuestions, content (such as tutorials, models, pictures, etc.). This Support Service is available 24 hours per day, 7 days per week (subject to temporary unavailability for system maintenance).

3.2 *Ask a question to Your dedicated DS Online Service's community?*

You may go online and ask Your question to the community dedicated to Your service via iQuestions. This Support Service is available 24 hours per day, 7 days per week (subject to temporary unavailability for system maintenance). Community members which can be DS or external members may provide You with an answer.

3.3 *Submit Your Problem to DS*

4.2.1 Prerequisite to contact the DS Support Team

You shall designate two (2) authorized contacts, who shall be duly trained in using the Online Services.

4.2.2 How declare Your authorized contact

- If you purchase Your DS Online Service directly from DS, You can grant a Support role in the DSx Client or contact your local Customer Support Center
- If you purchase Your DS Online Service through a DS VAR, You have to contact them in order that Your Partner grants Your authorized contacts



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A list of the DS Customer Support Centers locations is available at the following address:
<http://www.3ds.com/support/customer-support-centers>

4.2.3 How to submit a Problem to DS

Your two (2) authorized contacts may go online in the community dedicated to Your service and report a Problem. An automatic Service Request is created. This Support Service is available 24 hours per day, 7 days per week (subject to temporary unavailability for system maintenance).

Your two (2) Authorized Contacts may also access by phone a local «Support Center» (in English, except when local language support is available) 8 hours (local time) per day from Monday to Friday (excluding major holidays, local time is defined as the time zone of the local «Support Center» providing support to You).

Before reporting a Problem, it is Your responsibility to ensure the following steps are taken:

- Connect to Your community associated to Your service to consult technical documents, iQuestions and the DS knowledge base to search for the answer.
- If the answer cannot be found, You shall provide following information to the DS Support Team when reporting a Problem:
 - Title of Your Problem
 - A simple step by step scenario that enables the DS Support Team to reproduce the incident;
 - Any error or diagnostic messages that appear
 - Your hardware (brand and model), operating system version, amount of RAM, and swap space;
 - The product/services in which the incident occurs
 - Any additional information required to analyze the Service Request.
 - 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; all information and data You submit will not be considered Confidential.

4.2.4 Who is Your phone support contact?

The DS Support Team is Your primary point of contact for any Service Request created from “report a Problem” form and related to Online Services.

A list of the DS Customer Support Centers locations is available at the following address:
<http://www.3ds.com/support/customer-support-centers>

4.2.5 How to track Your Problem?

Your two (2) authorized contacts can ask for the status visibility of their Defect and Non Defect Services Requests, through Your Customer Support Center, or in the Swym.3ds.com platform when available.



4.2.6 What is the DS Support Team role?

The DS Support Team:

- is Your primary contact;
- Collects Your incidents;
- Performs the preliminary investigation of the incident to check for duplicates and known incidents;
- Reproduces the incident;
- Provides answers, corrections or workarounds as appropriate or available;
- Updates the progress on the resolution of the incidents on a regular basis in the DS support web tool;
- Validates the resolution of the incidents and manage their closure;
- Includes answers, corrections or workarounds within the DS knowledge base;
- Communicates to the DS Research and Development organization the information collected during the analysis of the incident, including the reproduction results, if required for code analysis and Corrections;

4.2.7 Determine the level of urgency

When submitting a Problem to the DS Support Team, You should propose a qualification in the description of the Problem 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 Online Service and have severe/critical impacts on operations, and no Workaround exists.
- **High:** You are able to use the Online Service but operations are severely restricted by the incident. A Workaround exists.
- **Medium:** You can use the Online Service 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 Problem 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 Problem by DS Support Team.

4.2.8 Problem Closure Objectives

DS analyzes Your Problem to determine how it will be addressed according to the urgency level.

When the Service Request is qualified as a “Defect”, a Correction may be included in a future Release of the Online Service. Service Request closure could reflect deferred corrections with a closing code to designate plans for inclusion in a future Release.

For any Problem, 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 Problems.

4.2.9 Escalate the incident

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



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This mechanism is called CRITSIT. The CRITSIT process is an escalation process that can be activated by phone and/or web. CRITSIT is raised to the attention of management 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 the DS Support Team. The DS Support Team will qualify the situation and will, if applicable, follow the appropriate process.

A corrective maintenance action will take place only if all the following conditions are satisfied:

- You are in deployment and/or production phases;
- No Workaround has been found to the urgent Problem qualified as a Defect by the DS Support Team;
- CRITSIT shall be a Defect of the following types:
 - data corruption
 - data integrity
 - major crash
 - major regression
 - major incident in a standard methodology

4.2.10 Initial Response Time

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

- **Urgent** 2 business hours;
- **High** 4 business hours;
- **Medium** 8 business hours;
- **Low** 2 business days;

In addition to the Initial Response Time, the DS Support Team will use its commercially reasonable efforts to address Your Problem and provide You with a Correction.

4.2.11 Remote access

In some situation where the Problem could not be solved, DS may invite You to a remote session in order to reproduce Your problem in a collaborative mode.

4 Performance of Support Service

Performance of Support Service depends upon Your full cooperation, including, without limitation, providing at no charge to the DS Group Company, safe and timely access to Your computer systems, personnel (executives and staff), facilities, utilities, 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 ensure that data communicated to DS Group Company does not violate Your internal Confidential and secured information policies. 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.