CUSTOMER SUPPORT SERVICES POLICIES
FOR DASSAULT SYSTEMES CONSUMERS ONLINE SERVICES

1. At a Glance

These Support Policies describe the Support Services applicable to Consumers Online Services ordered under business website of Dassault Systèmes by Customer pursuant to the Agreement and are detailed at https://www.3ds.com/terms/consumers.

2. Definitions

Agreement means the agreement pursuant to which Customer ordered DS Offerings and associated Support Services.

Configuration means a defined set of specified versions or version ranges of Platforms allowing the Licensed Program, part of the Online Services for which On-premise installation may be required, to run. Configurations are categorized by DS as follows:

- **Certified Configuration** means a set of Qualified and/or Validated Platforms (as defined in the Documentation) for which DS Group Company has performed a set of relevant automated and/or manual test cases.
- **Derived Configurations** means a Certified Configuration with some different features for which DS Group Company has not performed any automated and/or manual test cases at any level on this Derived Configuration. Such additional features can be for example:
  - for hardware:
    - different clock speed
    - different cache size
    - inferior number of cores
    - different lithography
    - different disk
    - different network subsystems
    - different texture memory configurations
  - for software: Windows maintenance upgrade (only if hardware support exists, and if such level of Windows has been determined as Qualified, Validated or Compatible Platform in the applicable Documentation)

  For the avoidance of doubt, a change in the chipset, a superior number of cores, and/or a major Windows version change does not qualify a Configuration as a Derived Configuration.
- **Not Listed Configurations** means any Configuration not included in the Certified Configuration category and/ or in the Derived Configuration category. For such a Not Listed Configuration, no information is available and no consideration has been given as to whether the Licensed Program, part of the Online Services for which On-premise installation may be required, will or will not run properly on such a Configuration.

Consumers means any Customer who is a natural person and who enters into a legal transaction in ordering Online Services (i) for a purpose that cannot be attributed to that person's trade, business or profession or (ii) when Customer applicable law qualifies him as a Consumer.
Documentation means, at any time, the current user documentation in any form or media as made available by DS Group Company for use in connection with DS Offerings.

DS means the DS Group Company which concluded the Agreement with Customer.

Licensed Program means (i) any data processing program for which a license is ordered by and provided to Customer pursuant to a Transaction Document and/or provided to Customer as part of the Online Services, consisting of a series of instructions or databases in machine readable form, (ii) associated Documentation, (iii) corrective patches and (iv) Releases to which Customer is entitled. A Licensed Program does not include new versions of a Licensed Program including any successor product which significantly differs in architecture, user interface or mode of delivery.

Online Services means online access to, and use of, Licensed Program and other related services, as may be updated by DS from time to time and ordered by Customer pursuant to a Transaction Document. Online Services may also include certain Licensed Program for which On-premise installation may be required.

Planned Services Interruption means the period of time necessary to interrupt the Online Services in order to perform scheduled preventive or corrective maintenance, as well as backups.

Platform is a third party hardware architecture and/or a third party software framework which allows Licensed Program, part of the Online Services for which On-premise installation is required, to run. Platforms can include one or several of the following hardware and/or software components: hardware architecture, operating system (including national language parameter settings), programming languages and frameworks, runtime libraries, application servers, database, other middleware. Platforms are documented as the prerequisites for the installation and execution in the Documentation or listed in the Program Directories as documented on https://www.3ds.com/support. A Platform is Qualified, Validated, Compatible, Incompatible or Not Listed.

- **Qualified** – **Qualified Platform** means a Platform for which DS has performed a set of extensive test cases. Each Qualified Platform is tested for each Release and Maintenance Delivery related to the Licensed Programs, part of the Online Services for which On-premise installation is required and for which the Platform is documented by DS as Qualified.
- **Validated** – **Validated Platform** means a Platform for which DS has performed a set of basic test cases.
- **Compatible** – **Compatible Platform** means a Platform for which, based upon DS study or relying upon Platform vendor compatibility rules or support policy, there is no known technical reason why Licensed Programs will not run on such a Compatible Platform.
- **Incompatible** – **Incompatible Platform** means a Platform for which DS has confirmed that Licensed Program(s), part of the Online Services for which On-premise installation is required will not properly operate on it.
- **Not Listed Platform** – If a Platform is not listed in one of the above categories, no information is available and no consideration has been given as to whether Licensed Program(s), part of the Online Services for which On-premise installation is required, will or will not work on such Platform.

Release means a periodic update of the same version of a DS Offering if and when made generally available to the market.

Service Provider means a third party to which DS delegates the first level of the Support Services.

Support Policies means the present document.

Support Services means the range of services by which DS and/or a DS authorized Service Provider provides assistance to Customers, as defined in these Support Policies.

Defined terms can be used in a singular or plural form.

3. Consumers Support Services Description

Support services provided to Consumers under his Agreement is a specific level of support. Customer access only peer to peer users' community. For avoidance of doubt, this specific support level does not include support services dedicated to **3D**EXPERIENCE Online Services as described in the general section of the Support Policies for Dassault Systèmes Offerings at https://www.3ds.com/terms/support-policies.

Peer to peer users' community may contain:
- Blogs: DS's publication related to DS Offerings news, tips, success stories, best practices;
- iQuestion feature which consists of:
  - Ability for Customer to ask a question to all community members;
  - Ability for community members, who can be DS or non-DS members, to provide Customer with an answer;
  - Sending of a notification when answer is provided;
  - Ability to validate and capitalize the best answer provided.

4. Roles and Responsibilities

Consumer

It is Customer responsibility to check compatibility of its environment with **3D**EXPERIENCE Online Services with the cloud eligibility checker tool available on https://www.3ds.com/support.

Before asking a question to the community members, it is Customer's responsibility to ensure the following steps are taken:
- Ensure that the DS Offerings are not under Planned Service Interruption;
- Consult technical documents and iQuestions to search for a potential solution;
- Install the required On-premise Licensed Programs as part of the Online Services, if applicable;

If a solution cannot be found, Customer can ask a question to community members.

Information related to support services access are documented at https://www.3ds.com/support in a dedicated FAQ.

DS Support Team
A DS champion acts as a community manager. He/she may:
- Manage community administration and animation
- Answer user's questions and share knowledge (best practices, tips, what's new)

5. Platform and Configuration

The Platform and Configuration policies for Licensed Program, part of the Online Services for which On-premise installation may be required are the following unless otherwise described in the Online Services specific Documentation.

Support Services on Platforms & Configurations

Licensed Program, part of the Online Services for which On-premise installation may be required that are running on Qualified Platform, Validated Platform or Certified Configurations are supported in accordance with these DS Support Policies.
- For each Qualified Platform and Certified Configuration, a lab machine is configured and capable of running Online Service, enabling DS Support Team to address a Service Request specific to such Qualified Platform or Certified Configuration.
- For certain Validated Platforms DS Group Company may also have a lab machine configured and capable of running Online Service enabling DS Support Team to address a Service Request specific to such Validated Platform. When a Service Request is submitted, DS is making its commercially reasonable efforts to set up a lab machine as specified above for the Validated Platform on which the concerned Online Services are running.

Licensed Program, part of the Online Services for which On-premise installation may be required that are running on certain Validated Platforms, Compatible Platforms or Derived Configurations are supported in accordance with these Support Policies provided that all Services Requests can be reproduced and addressed by DS on a Qualified Platform or Certified Configuration. For certain Validated Platforms, Compatible Platforms or Derived Configuration, there will be no lab machine configured and capable of running Licensed Program enabling DS to address a Service Request specific to such Platform or Configuration.

For Licensed Program, part of the Online Services for which On-premise installation may be required, running on Not Listed Configuration, Incompatible and Not Listed Platform, Support Services are not provided by DS.

To support Licensed Program, part of the Online Services for which On-premise installation may be required on a Certified Configuration or to solve some Cases identified on Certified Configuration, a new driver may need to be installed. In that case, DS explicitly recommends installing this new driver, although it has not been validated on this Certified Configuration.

Support Service Performances related to Platforms & Configurations

The performance of these Support Services is conditioned upon the third party vendor maintenance and support policy (including but not limited to the lifecycle policy of the third party vendor) for the Platform or Configuration.
If maintenance and/or support for a given Platform or Configuration are either modified, or are no more offering bug fixing, or are no longer publicly available from its third-party vendor, DS reserves the right, at its own discretion, without being held responsible of any damages whatsoever:
- to revise the categorization of the Platform for the Licensed Program, part of the Online Services for which On-premise installation may be required, and/or Releases, or
- to end Support Services for the corresponding Online Services and/or Releases.

In any case, DS has no obligation and no responsibility to provide Support Services on third party Platforms and/or Configurations. Customer remains solely and fully responsible
- For the choice, deployment and use of any Platform or Configuration and
- To maintain continuous support arrangements, relationship and contacts with third party providers of any elements of a Platform or Configuration to manage Cases related to third party provider's products.