



DASSAULT SYSTEMES LICENSE KEY REQUEST FORM

Dear Customer,

To request your software license keys your DS Sales Contact or Distributor may submit a license key request on your behalf in DS ordering system.

For any key requests not going through your DS Sales Contact or Distributor, please return this request form to your DASSAULT SYSTEMES Key Management Center as indicated in the contact section at the end of this form.

For any questions about the process, please contact your DS Sales Contact, Distributor or Key Management Center.

Regarding LUM license keys

LUM support ended on December 31, 2013. LUM keys are limited to 6-month duration.

(1) LICENSEE/CUSTOMER INFORMATION

Please identify the Licensee of the products for which license keys are requested:

<i>Company name</i>	
<i>Customer Site ID</i>	
<i>Address</i>	
<i>City</i>	
<i>Country</i>	

(2) REQUESTOR INFORMATION

Please identify the requestor of the license keys:

<i>Distributor name (if applicable)</i>	
<i>Distributor Site ID (if applicable)</i>	
<i>Name of person completing this form</i>	
<i>Phone of person completing this form</i>	
<i>Email #1 (*)</i>	
<i>Email #2 (*)</i>	

(*) Please note that all license keys requested in this document will be sent to all email addresses indicated, however, please note that emergency license keys can only be sent to email addresses to which DASSAULT SYSTEMES has previously sent license keys.



(3) REASON FOR LICENSE KEY REQUEST

Please check the box that describes the reason for your license key request:

- Emergency license key – replacement of a license key after business hours of the applicable key management center
- License key for newly purchased license (*)
- Replacement or modification of an existing license key (*)

Reason for license key request

(*) Please note that your DS Sales Contact or Distributor may submit a license key request on your behalf in DS ordering system. For any key requests not going through your DS Sales Contact or Distributor, this form can be used.

If you are requesting the modification or replacement of a license key that has not yet expired, you confirm that:

- upon reception of the license key requested herein (or within 30 days after reception of a DSLS license key replacing a LUM license key), you will uninstall and permanently cease and desist to utilize the license key that it modifies or replaces
- and the license key requested herein will be installed in the same country and by the same legal entity as the Licensee identified above unless otherwise specified in the applicable agreement.



CONTACT INFORMATION OF DASSAULT SYSTEMES KEY MANAGEMENT CENTERS

- If Licensee is located in the **USA, Canada or Latin America**, please submit request to:

Email: ag.keys@3ds.com

Telephone: 1-781-810-3000 option 6, option 4 or 1-781-810-7400 option 4

The Americas KMC is located in Waltham, Massachusetts (USA) and is open for business from 9am to 5pm EST, Monday through Friday.

- If Licensee is located in **Asia-Pacific** please submit request to:

Email: ap.license-keys@3ds.com

Telephone: +81 3-4321-3507 (English or Japanese) or +65 6511-6229 (English or Chinese)

The Asia KMC is open for business from 9am to 5pm Japan Standard Time, Monday through Friday.

- If Licensee is located in **Europe, Middle East, Africa, Russia or India** (EMEAR), please submit request to:

Email: emea.finance.license-keys@3ds.com

The EMEAR KMC is located in Velizy-Villacoublay (France) and is open for business from 9am to 5pm CET, Monday through Friday.

All requests for **emergency license keys** (meaning replacement license keys that are needed **AFTER** business hours of the applicable DASSAULT SYSTEMES KMC indicated above) regardless of the geography in which Licensee is located should be submitted via email to: ds.emergencykeys@3ds.com Please note that emergency license keys have a maximum 7 day duration and can be issued only for licenses that are part of Licensee's installed base at the time of request.

