

# Hexagon Asset Lifecycle Intelligence Software Maintenance Support Policy

## 1.0. Definitions

Capitalized terms not defined herein shall have the meaning(s) set forth in the Hexagon's Asset Lifecycle Intelligence Division ("Hexagon") Software Maintenance Support Agreement or Software as a Service Agreement, as applicable.

"Business Day" means a day when a business is typically open and conducts normal operations. Hexagon observed holidays are not considered Business Days.

"Case" is a single, reproducible issue, problem, or symptom, a request for assistance, or a question fully and accurately logged with Hexagon (via Smart Community or a Hexagon support phone number) that is related to the Software Product.

"Critical Case Support" is defined as the delivery of Software Maintenance Support for critical production service unusable (1-Critical) situations as defined in Section 4.0-b below.

"Designated Contact(s)" means a Customer's contact(s) who has/have a thorough understanding of the applicable Hexagon Software Product, along with the relevant technical knowledge, required to assist in troubleshooting and the timely resolution of Cases. The Customer receives a Case number for the request filed.

"EAM Products" means the Software Products that have "EAM" in the title.

"J5 Products" means the Software Products that have "J5" in the title.

"Jovix Products" means the Software Products that have "Jovix" in the title.

"PAS Products" means Software Products that are a "Connection" license type.

"Product(s)" means as applicable Software Products and Third Party Software.

"Smart Community" means the website in which Cases may be submitted to Hexagon.

"Target" means a desired goal.

"Resolution", unless otherwise defined herein, means an answer that resolves a Case. This could mean a (i) system configuration change, (ii) change in an operational process, (iii) commercially reasonable workaround, (iv) a software patch release, (v) submission of information, (vi) the provision of steps that, upon completion, will lower the severity level of the case and/or design approach; and/or (vii) any other response by Hexagon that resolves the Case requested.

## 2.0. Support Availability

Unless a Case under Critical Case Support (see Section 3.0 herein), Software Maintenance Support will be provided to the Customer during the hours of 8:00 a.m. to 5:00 p.m. during Business Days of Customer's local time zone. Software Maintenance Support will include and be limited to the following for all Products listed on the Quote:

- (a) Unlimited support (standard business hours).
- (b) 24 x 7 access to Solution Knowledge Base, an on-line self-help tool.
- (c) The ability to perform Web queries, submit updates, and obtain status of Cases (as defined below) 24 x 7.
- (d) Software Upgrades, fixes and service packs and how to obtain them, if available.
- (e) Critical Case Support as described in Section 3.0 herein.

### 3.0. Critical Case Support

Critical Case Support is support for Critical Cases (as defined in Section 4.0) for Software Products available 24 hours a day, 365 days a year including Hexagon recognized holidays. Critical Case Support is only available for the following Software Products: EAM Products, Jovix Products, J5 Products, PAS Products, Accelerator KMS, SDx, and HxGN Inservice. Resolution for Cases under Critical Case Support will be provided until the applicable Software Product is operational, a commercially reasonable workaround is in place, and/or the case severity can be lowered.

All other Case priorities shall be subject to the standard Business Hours as defined in 2.0 above.

### 4.0. General Smart Community Procedures:

- (a) **Support Cases (“Case(s)”)**: A Designated Contact of Customer submits a Case into Smart Community or calls a Hexagon support number giving a description of the problem. The Customer receives a Case number for the request filed.
- (b) The following shall be required for each Case filed: (a) applicable Product name, (b) estimated severity level of the Case, (c) details of the Case, including error messages and error reproduction steps, if any, applicable screen shots and output examples if logging online, and (d) description of the Case impact and frequency.
- (c) **Case Priority**: Customer Case submissions to Hexagon are used to set priority of the Case into one of four priorities: 1-Critical, 2-High, 3-Medium, and 4-Low.
  - 1-Critical**: The entire production system is completely inoperable. No users can access and/or utilize the production system. There is no possible workaround.
  - 2 – High**: Multiple users are unable to access and/or utilize the production system, a primary function is completely inoperable or not working as documented, or application performance is degraded such that production operations are effectively blocked. There is no possible workaround.
  - 3 – Medium**: Single user unable to launch applications or requires assistance with login, password or account lockout. Primary function is not working as documented but has a workaround. Secondary function is not working. Customer requests a change to software function.
  - 4 – Low**: User request for clarification or minor issue/request. Request for change to environment.
- (d) **Case Initiation and Assignment**: When Customer submits the Case to Hexagon, it triggers a notification to be sent immediately to a Hexagon Support Manager. A Hexagon Support Agent will be assigned to the Case and the Hexagon Support Agent will collaborate with the Customer to determine a resolution of the Case. If Hexagon determines that the resolution of the Case requires a correction to the Product, the issue will be recorded with a priority state in the development requirement database.
- (e) **Resolution**: Case resolution is often an iterative process that is dependent upon many variables. At times determination of root cause and resolution of a Case requires collaboration and troubleshooting by various teams within Hexagon and the Customer. The nature of this process makes providing specific target resolution times difficult. As Hexagon progresses through the troubleshooting process to resolve the issue, Hexagon works to provide regular updates and strives to allow Customer to continue doing business.
- (f) **Status of Case**: Customer may check the status of a Case via Smart Community at any time.
- (g) **Web Queries**: Customer may obtain information on known problems and available fixes and workarounds via Smart Community.
- (h) **Escalation**: Most Cases are best resolved through Hexagon’s standard operating procedures. If a Customer believes a Case requires a higher level of attention, Customer may self-escalate the Case through Smart Community by using the “Escalate to Management” feature on the Case. As part of this process, Hexagon

asks that Customer accurately provide escalation reason, business impact, number of people impacted, timelines, etc. This detail can help Hexagon properly determine the level of urgency required regarding the escalation. If Customer would like a Hexagon Support Manager to call, Customer can indicate that in the escalation request as well. Once escalated, the applicable Hexagon Support Manager and Hexagon Support Agent are notified of the escalation, so they can take appropriate action.

The use of escalations is reserved for issues that truly merit a higher degree of attention. It is not intended for issues that are effectively addressed with Hexagon standard operating procedures.

- (i) **Customer Satisfaction:** Smart Community provides a Customer Satisfaction Survey that Customer may use to provide ratings regarding its satisfaction as to the level of service. Should Customer be dissatisfied as to the level of service it is receiving in the resolution of a Case, Customer will be contacted by a member of Hexagon’s Support Management team to discuss a resolution.
- (j) **Product Change Request:** Customer may request product Change Requests for consideration by Hexagon via Ideas portal link provided in Smart Community.

**5.0. Service Level Objectives:**

The below are the Service Level Objectives for Hexagon Software Maintenance Support. They are Targets only and may vary depending on the Software Product, the issue, and the cooperation of the Customer to troubleshoot the issue.

SERVICE LEVEL OBJECTIVES (SLO) MATRIX				
CLIENT PROBLEM REPORTING	PRIORITY	INITIAL RESPONSE TARGET	UPDATE TARGET FREQUENCY	RESOLUTION TARGET
Licensee submits Support Case	Critical	Within 1 hours	Daily or Licensee initiated	Worked continually until resolution achieved
	High	Within 4 hours	Daily or Licensee initiated until resolution or a bug has been documented***	Future SW* Update, Licensee may request expedited delivery to be granted on approval**
	Medium	Within 1 business day	Every 7 days or Licensee initiated until resolution or a bug has been documented	Future SW Update
	Low	Within 2 business days	Not applicable	Future SW Update or at the discretion of Licensor

\*“SW” means Product.

\*\*Approval for expedited resolution for High priority Cases is governed by the appropriate Hexagon Change Control Board (CCB). Hexagon CCB can approve Critical and High priority Cases for expedited resolution based on impact to licensee and risk of expediting software changes in production SW releases.

\*\*\*Bug status can be tracked in Smart Community for each Case under the “Development Item Information”

For clarification:

- Initial Response as used in the SLO Matrix is defined as contact with Customer to discuss the issue. The response Target hours of support are as defined in section 2.0 “Support Availability” and section 3.0 “Critical Case Support.”
- The Target timeframes listed above are dependent on receiving all information from the Customer surrounding the Customer’s requests for support before the Targets timeframes can begin.
- The Initial Response Targets shown in the tables above are the target time to make an initial response back to the user on the specific ticket. In addition, the Update Targets will not, in any circumstances, be interpreted to imply a commitment to Resolution timing.

#### **6.0. Lifecycle Policy:**

Hexagon provides a consistent and reliable lifecycle policy across its product portfolio (“Product Lifecycle Policy”) for Customers who purchase Software Maintenance Support from Hexagon. The purpose of the Product Lifecycle Policy is to assist Customers and partners in planning their IT roadmaps based on product support timelines. The Product Lifecycle Policy covers Software Products that are developed and made generally available by Hexagon as commercial off-the-shelf products.

The current Product Lifecycle Policy for each Software Product and version is available on the Hexagon compatibility matrix web site at <https://compatibilitymatrix.hexagonali.com/>.

This is a summary of the Hexagon Software Maintenance Support process. This policy may change from time to time in Hexagon’s sole discretion. No change by Hexagon shall materially depreciate the Software Maintenance Support provided by Hexagon.