
SOFTWARE SUPPORT AGREEMENT

CUSTOMER SUPPORT

Our aim is to provide you with the resources and the technical assistance necessary to maximise your business functionality.

To achieve this we will provide you with:

- access to a suitably trained and qualified technical support representative as quickly as possible,
- the latest version of software to the applications you are using,
- a suitable upgrade plan depending on the level of support purchased,
- updates of any known problems and a suitable solution action plan wherever possible,
- a central logging and tracking system and response goal for all customers.

SUPPORT TIMETABLE

A support contract is a schedule detailing all licences and support purchased on software and or applicable hardware.

- The schedule is set up as soon as you purchase a license and, as the first license is bought with one years' support, the renewal date will be one year later. The support will start on the day the licences are installed, but renewal dates can be changed to bring them in line with current support contracts, or changed to a date that will suit your business.
- Any additional licences can be added to an existing schedule, so that you always have one active bill of materials.
- A renewal quote is sent to you every year, 90 days prior to the expiry date.
- A purchase order or confirmation of renewal should be sent to CSI as soon as possible or at least within 30 days of the end of the contract. This allows time for us to reorder from our partners (CoCreate) and then for an invoice to be sent to you before the end of the current contract. You are then covered for a further year as detailed in the support policy detailed above.
- Any number of quotes can be provided for hypothetical cases and each with different source numbers for easy recognition. You can ask for quotes to change the contract dates and amend license and support numbers to suit business needs.
- A dedicated support contract team is on hand to answer any questions you may have regarding your contract and to work with you to provide the best solution for your business.

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TECHNICAL SUPPORT POLICY

Our support contract includes telephone, web and email support by a dedicated technical support team.

Who is Covered?	What is included?
<p>Customers who purchase a Support Maintenance Plan will be supported on two versions prior to the latest release in line with PTC.</p> <p>Customers are responsible for ensuring that their software is regularly upgraded to a supportable version.</p> <p>Customers who are unable to upgrade should read Customer Responsibilities below.</p>	<ul style="list-style-type: none"> ▪ Unlimited telephone support with trained personnel (09.00 to 17.00 GMT Monday to Friday) ▪ Telephone response goal within four business hours ▪ Support Call Logging ▪ Support Call Tracking ▪ Escalation Plan for support calls ▪ OneSpace net enhanced online support collaboration ▪ Annual Support start and expiry date ▪ An itemised list of all supported Software* ▪ An itemised list of all supported Hardware ▪ Administration of Customer Contacts ▪ Product upgrade media** ▪ Suitable upgrade plan, depending on level of support purchased*** ▪ One annual workshop following the release of an upgrade release. This will be held at CSI Headquarters on a date decided by CSI. ▪ Standard, proactive email notifications ▪ Online problem status ▪ User forums/groups

* No products other than those listed on your schedule are covered by this arrangement.

** Upgrade installations can be included with the support contract at a cost dependant on the site and are performed by CSI. CSI will actively support two previous versions prior to the current release in line with PTC.

***Additional assistance for the installation of products will be charged at consultancy rates.

IMPORTANT NOTE: Data recovery is not covered regardless of the cause of loss (for example, disk failure). Customers requiring an engineer to perform data recovery or system rebuild following a system failure will be charged at a consultancy rate.

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CUSTOMER RESPONSIBILITIES

- To provide access and use of all information and facilities determined necessary to provide this level of support
- Responsible for maintaining a procedure for reconstruction of lost or corrupted files: typically performing backups.
- To follow routine operator procedures as specified in the operating manuals for the products in use.
- The customer is responsible for the safeguarding of propriety confidential and classified information
- To regularly upgrade software, at least once every two years, and to be aware that CSI will only apply defect fixes, enhancements and critical fixes to a supported version. For the current supported version, please refer to the table shown at www.designdatamanager.com/DDM_Matrix/index.html
- Partners must ensure that their customers are regularly informed of the upgrades and take action to ensure that they are upgraded to a supported version.

CSI RESPONSIBILITIES

- To adhere to the technical support policy as detailed above.
- To allocate a dedicated account manager to each customer with regular contact calls to be made at least twice a year. Your account manager will actively work with you to ensure that you have the right software for your business and advice on upgrading and associated costs each year.
- To provide and develop technology functionality for the current version of CSI products in line with the PTC (CoCreate) released version. This ensures that customers are working with compatible data and that we are issuing fixes in line with PTC.
- To provide critical fixes to the last two versions, only if notified by the user that they have experienced the defect and a support call has been raised as such.
- To provide support for customers on earlier releases who are not in a position to upgrade by storing legacy code for older versions. We will not fix defects in this code unless support contracts determine as shown below.

PDM Integrator

- For customers who use PDM Integrator and are unable to upgrade to a supported version, CSI will continue to support versions however will only do so using the agreed guidelines as follows:

Investigate issues that arise.

Qualify and attempt to re-produce the issue in the version they are using.

Qualify and attempt to re-produce the issue in the latest version

If issue is still apparent in latest version log a defect and fix in latest version

Notify customer of the availability of the fix for the later version.

Notify customer of any possible workarounds.

Provide usage support.

Provide upgrade codeword and code when they upgrade to later version.

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In cases where defect and enhancement support for an older version is required:

- An uplift charge of **20%** will be made on support contracts for customers who are using unsupported versions. This has been determined by the complexities and scale of the fixes and support required and will be added to support renewal contracts with effect **1st April 2009**.
 - Fixes on unsupported versions will be scheduled once discovered and a fix will aim to be delivered within 6 weeks.
 - The fix will be monitored and scheduled against the support contract.
 - CSI will not put all fixes in the older version. We will only implement a fix in the user version if the customer has experienced a particular problem.
 - CSI will not put all enhancements in this version. We will only implement an enhancement in the particular version if it addresses a particular request from the customer, and also only if practical to do so. This will be discussed at the time of initial consultation.
- To provide a matrix detailing the latest supported versions updated as each major release is identified.
 - - ***As soon as a customer is upgraded to a supported version – all uplift costs will be removed***

LOGGING SUPPORT CALLS

- All support calls should be logged via the support phone desk on 01635 43200; by e-mail using support@csi-europe.com or using the on line e -support (password issued on initial training or by contacting CSI direct). **Support calls should not be logged using an individual e-mail address.**
- You will be issued with a support call log number that should be kept and quoted if you need to contact the support team regarding the case.
- CSI will respond within 2 hours of the stage 1 logged call. This call will either be to provide you with a detailed response to your query, or to provide you with details of how the call will be taken forward. If you do not receive this call - please follow the escalation plan.

Please have your support log number if contacting CSI with regard to an existing logged call.

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ESCALATION PLAN FOR SUPPORT CALLS

STAGE 1

Please log your initial call by phone, email, online e - support. You will be issued with a support call log.

STAGE 2

CSI will respond within 2 hours of the stage 1 logged call.

STAGE 3

If no response has been received from CSI within 4 hours, please call the Support Hotline again. Please advise the support desk that a response has not been received and quote your support call number

STAGE 4

A CSI Engineer will respond within one hour of the Stage 3 call.

STAGE 5

If a response has still not been provided within 1 hour the Technical Director should be contacted by telephone

STAGE 6

The Technical Director will ensure that a response is given within half an hour of the Stage 5 call.

On Completion

If the initial call was not responded to within the specified 2 hours response time a full explanation will be provided.

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RETURN TO SUPPORT POLICY

Return to support can be activated at any time and can be used for any CoCreate and/or DDM licenses. If a support contract is renewed within one month of the expiry date, no additional costs are incurred; however; if the support contract is not renewed within one month of the expiry date, costs will be as follows:

PTC - CoCreate Products

CoCreate products charge 10% above the contract price for each elapsed month (not 10% of full contract price) the support has not been renewed. This is a charge that CoCreate have in place without exception.

CoCreate products that have never been on support will be charged an additional 10% on each month, calculated from the original purchase date.

Support for the following year must be included as well.

The annual cost of the support contract and the Return to Support fee will be invoiced at the time of ordering.

DDM

DDM products are charged at 10% above the contract price for each elapsed month support has not been renewed(not 10% of the full contract price).

DDM products that have never been on support will be charged an additional 10% on each month, calculated from the original purchase price

Support for the following year in both instances must be included as well.

Support can only be purchased for CoCreate or DDM licences and passwords must be valid. Support cannot be purchased without a license.

Licenses must not be re-distributed or transferred to another party without the written consent of CSI who in turn will need written consent from CoCreate for their products.

When transferring a license, the support must be purchased via the license receiver.

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TRAINING PROGRAMME PURCHASED THROUGH SUPPORT CONTRACT

Our support calls are monitored carefully and we pride ourselves on being able to answer any questions you may have quickly and efficiently. Not only does this help us to improve our software it also highlights particular training requirements. Our statistics have enabled us to spot that trained users are far less likely to spend time booking support calls and thus reducing down time.

We are all aware that we should keep our knowledge current but it is not always feasible or practical to attend yet another training course. We are therefore offering a series of workshops that can be purchased with your support contract at a reduced rate. The workshops are aimed at experienced users who may feel that the system has new functionalities they have not had a chance to view or use. Certainly users who are now using later versions than they originally purchased may be interested in these.

We offer a series of 6 days per annum, covering a variety of subjects on CoCreate and the latest software. They can be purchased as a package or as individual days and once purchased can be used by anyone in the company.

For further information on training, please visit the website or contact the office.