



ITC INFOTECH (ITCI) SOFTWARE LICENSING BASIS DxP S-Series

Scope of this Document

This document sets out the licensing basis and restrictions for each of ITCI's Licensed Products. In most cases, this document is incorporated into the legal documents governing the Customer's use of software licensed from ITCI (collectively the "License Agreement"). In the event of inconsistency between this document and the ITCI quote pursuant to which the Customer purchased the licenses (the "Quote"), the Quote shall govern. For example, this document may identify that a product is licensed in a particular way, but if the product name on the Quote specifies a different licensing basis, the Quote shall govern. ITCI may update this document from time to time, but each purchase made by the Customer will be governed by the most current version of this document in effect at the time of the purchase.

DESCRIPTION OF COMMON LICENSING BASES

"Per Instance" (PI): For Per Instance products, one license is required for each instance of a system using the applicable product.

"Registered User" (RU): Registered User products may only be used by a single individual without regard to how often the person uses the license. A license is required for every such individual, regardless of whether the individual is accessing the Licensed Product directly or via an intermediate application. Shared passwords or log-in accounts are not permitted unless the licensing basis for the particular product below specifies to the contrary. The Customer may add and/or substitute from time to time new Registered Users as long as the aggregate number of Registered Users does not exceed at any point in time the number of licenses in effect at such time for that particular product and, provided further, that if a person who was previously a Registered User returns to Registered User status, a new license fee must be paid to ITCI at ITCI's then current rates unless the licensing basis for the particular product below specifies to the contrary.

"Site License" (S): Products licensed on a "Site License" basis require a license for each Customer location at which such product will be used.



LICENSE RESTRICTIONS COMMON TO MULTIPLE PRODUCTS

Subscriptions: A “Subscription” is a on-premises License type that includes a License for a term as specified in the product name, Quote, order agreement or other order documentation, and/or the invoice, and such License includes Support Services during such License Term at no additional fee.

Virtualization Technologies: For DxP S-Series Software ITCI’s policy follows the PTC rules for virtualization. Although in some cases it may be possible through the use of virtualization technologies to circumvent the license control mechanisms that PTC employs in order to enforce the above licensing schemes, or to circumvent the intent of such licensing schemes, such practices violate the Customer’s License Agreement with PTC. Without limiting the foregoing, Customers may not install or access Designated Computer licenses (also sometimes referred to as “node locked licenses”) on or through virtualization technologies.

Third Party Terms: ITCI’s DxP S-Series products are based on PTC Windchill products which it extends using the available API and may contain technology from third parties.

GEOGRAPHICAL RESTRICTIONS ON INSTALLATION AND/OR USE OF PTC PRODUCTS

Restriction on Installation Location. All of ITCI’s products are restricted such that they may only be installed in the country of purchase (referred to in the License Agreement as the “Designated Country”). Where Customer desires to change the country of installation, Customer is required to notify ITCI and, where the list prices for such licenses are higher in the proposed new country of installation, uplift fees are required based on the difference.

LICENSING BASIS TABLE

Part Number	Licensed Product Name	Licensing Basis
DXP-S1000D-SFT	DXP S1000D for Windchill	Registered User (based on PTC Windchill license)
DXP-S2000M-SFT	DXP S2000M for Windchill	Registered User (based on PTC Windchill license)
DXP-S3000L-SFT	DXP LSA for Windchill	Registered User (based on PTC Windchill license)
DXP-SVIEW-SFT	DXP S-Series Viewer	Registered User (based on PTC Windchill license)

LICENSE SUPPORT

License Support. License Support is applicable to standard software listed in the Licensing Basis Table. Support is available through the Support email software.support@itcinfotech.com and on the Support webpage: www.itcinfotech.com/dxp-services/s-series.

LICENSE MAINTENANCE

Maintenance activities are included in the subscription fee.

Maintenance Activities

- **Corrective Maintenance:** ITCI will issue 2 releases of the DxP S-Series modules per year including bug fixes. Refer to the Issue Management process below for filing a case.
- **Adaptative Maintenance:** ITCI will issue 1 major release for adapting DxP S-Series modules to the latest PTC major release. This **major release** will be issued out within 3 months after the actual PTC release date. For adapting to **PTC CPS**, ITCI will issue out a patch within 3 weeks after the actual PTC release date.
- **Preventing Maintenance:** this is included in the above scheme.
- **Evolutive Maintenance:** DxP Modules keep on evolving incorporating enhancement suggested by customers (raised in the DxP S-Series Users Club instances) and to further adapt to the S-Series Specifications.

Issue Management Process

Note: Customers are responsible for managing the first and second lines of support through their own process. Incidents to be reported after proper qualification. After investigation and triage, Customers can either:

- 1) Close the case where applicable (internal resolution, workaround found)
- 2) Log a case at PTC Technical Support for PTC standard product issue
- 3) Open a ticket at DxP S-Series Maintenance for any problem related to a DxP S-Series module

In the last case, the workflow is the following:

- 1) Ticket creation by Customer, with evidence, context, impact, replicability...
- 2) Issue acknowledgement by DxP S-Series Maintenance team
- 3) First analysis feedback from DxP S-Series Maintenance team: eligibility, qualification
- 4) Workaround of final solution proposal from DxP S-Series Maintenance team
in case of hot fix required (severity 0):
- 5) Correction and Installation procedure delivered by DxP S-Series Maintenance team
Or (severity 1 to 3):
- 6) Correction and incorporation to the next release

Prerequisite: A single point of contact from Customers will be given a DxP Services account to have access to the incidents follow-up tool. He/she will be then authorized to log a case and check its status directly in the tool.

Service Level Target (SLT)

Service Level Target (SLT) on Issue Management is indicated in the table below (same target for all DxP S-Series modules).

Severity Level	Initial Response Time	Initial Incident Solving Time	Final Incident Solving Time	Initial Incident Solving Time for remaining Incidents
Severity 0 Blocking issue	1 (one) working hour (CET)	100% in 1 (one) working day	Next Release	N/A
Severity 1 Major issue		80% in 3 (three) working days		10 working days
Severity 2 Minor issue		As soon as possible	When available	N/A
Severity 3 General question / Low impact				

Initial Response Time: Refers to the time taken by DxP S-Series Maintenance team to contact the client and/or its beneficiaries acknowledging receipt of the Incident Report.

Initial Incident Solving Time: Refers to the interval of time between the DxP S-Series Maintenance team's acknowledgement or receipt of an Incident Report and the time when DxP S-Series Maintenance team provides a workaround solution or a corrective action to solve the incident or, for incident of Severity 3, identifies precisely the origin of the incident and records the appropriate corrective measure for inclusion in a future version.

Final Incident Solving Time: Refers to the time needed for DxP S-Series Maintenance team to provide a permanent solution to the incident.

PRODUCT COMPATIBILITY MATRIX

DxP S-Series products are built on PTC's suite of products. DxP S-Series modules follow the same version numbering as the PTC Windchill releases. DxP S-Series supported versions are the Windchill ones supported by PTC. ITCI will release a new compatible version for each new PTC Windchill release within the next 6 months after it is released by PTC and will maintain it until the corresponding PTC Windchill version is not supported anymore by PTC.

This table shows for each DxP S-Series product which are the required PTC products licenses.

Part Number	Licensed Product Name	Required PTC Licenses
DXP-S1000D-SFT	DXP S1000D for Windchill	Windchill Standard Author Windchill Service Information Windchill Service Parts
DXP-S2000M-SFT	DXP S2000M for Windchill	Windchill Standard Author Windchill Service Information Windchill Service Parts
DXP-S3000L-SFT	DXP LSA for Windchill	Windchill Standard Author Windchill Service Parts
DXP-SVIEW-SFT	DXP S-Series Viewer	PTC licenses for above installed products