SIEMENS

Specific Terms for SIMATIC Software Platform as a Service (Jan 2021)

**1.	Scope and Definitions**

1.1.	These Specific Terms for SIMATIC Software Platform as a Service are part of the Digital Service Agreement for cloud-based Life Cycle Services for Process Automation ("**DSA**") and set out additional terms and conditions for your use of the SIMATIC Software Platform as a Service ("**SIPaaS**"), as stipulated in the Order Form. The provision of SIPaaS constitutes "Services" within the meaning of the DSA.

1.2.	Definitions. Capitalized terms shall have the meaning given to them in this document, or elsewhere in the DSA.

**2.	Support Services**

2.1.	**Contacting Technical Support**

Beginning on the date of the agreement of an Order Form between you and us for a Service, you may contact our Technical Support organization as primary point of contact for support in relation to such Service.

Contact:

Siemens AG, Nürnberg-Moorenbrunn

Technical Support for Industry

Gleiwitzer Str. 555

90475 Nürnberg, Germany

Support inquiries through:
http://www.siemens.de/automation/support-request

2.2.	**Scope of Technical Support**:

2.2.1.	Subject to availability, we offer you Support-Services via a service hotline Monday to Friday, 8am to 5:00pm (CET, CEST), excluding national and local holidays in Germany. Support-Services are available to you per e-mail or remotely as described in the Order Form. The following types of technical issues or incidents are excluded from the scope of the Support Services: the root cause behind the incident is not a malfunction, but rather a missing functionality ("**Development Request**") or the incident is ascribed to a consulting request ("**How-To**").

The Technical Support is available in English and German.

To receive support services hereunder, you shall reasonably cooperate with our Support to resolve support incidents and shall have adequate technical expertise and knowledge of their configuration of the Services to provide relevant information to enable our Support to reproduce, troubleshoot and resolve the experienced error such as, by way of an example, instance name, username, form name and screenshot. Such support services may require that we get access to Your Content (in which case, you are required to issue temporary Credentials to us to permit that access).

We will not assume any obligation with respect to nor responsibility for such Support-Services, including lawfulness, completeness, correctness and timeliness of the provided Support-Services.

**3.	Changes to the Specific Terms for Life Cycle Management Services**

Clause 2.4 of the DSA shall apply accordingly for any changes to the Specific Terms for SIPaaS.

**4.	Use of Services**

4.1.	**Definitions**

4.1.1	"**Authorized Named User**" means employees within your organization that are named by you to get access to the Services.

4.1.2	„Territory" means the territory specified in the Order Form.

4.2.	**Use Rights:**

4.2.1	Only Authorized Named Users may use the SIPaaS virtual appliance.

4.2.2	Additional terms regarding the Use Rights

In addition to the stipulations contained in Section 3.1 of the DSA the following shall apply:

i.	You must not cause or permit disclosure, display, access, or use of the Services by anyone other than Authorized Named User.

ii.	You may not access and/or use the Services outside the Territory.

iii.	You are solely responsible for providing a license for the SIMATIC software which you have to configure according to your needs.

iv.	You remain solely responsible for the configuration of your own equipment and software, including compatibility of any additional equipment or software with Platform and the Hosted Application.

v.	If SIPaaS is provided free of charge according to the Order Form, Section 14 of the DSA applies.

**5.	Technical Requirements**

Customer needs to ensure that the Microsoft Remote Desktop Connection App is installed and can connect to sipaas.siemens-info.com on Port 443.

**6.	Export Control**

Export Control Regulation. The Services described in these Supplemental Terms are classified as AL = N and ECCN= 5D992, unless expressly set out otherwise herein.