

SUPPORT SCHEDULE AND SERVICE LEVEL FOR PYXIS CASH MANAGEMENT, CLOUD EDITION

This Support Schedule is part of the Agreement for Cloud Services between STRATESYS and Customer.

1. DEFINITIONS

- 1.1. "**Go-Live**" marks the point in time from when, after set-up of the Cloud Services for Customer, the Cloud Services can be used by Customer for processing real data in live operation mode and for running Customer's internal business operations in accordance with its agreement for such Cloud Services.
- 1.2. "**Local Business Hours**" means 9 a.m. (09:00) to 7 p.m. (19:00) Monday to Thursday, 9 a.m. (09:00) to 3 p.m. (15:00) on Friday, excluding local holidays, in accordance with Central European Time.
- 1.3. "**STRATESYS's Customer Support Website**" means STRATESYS's customer facing support website (see: <https://support.stratesys-ts.com/agent>).

2. SCOPE OF SUPPORT AND SUCCESS OFFERINGS

2.1. General

2.1.1. STRATESYS offers the following:

- a) Pyxis, Cloud Edition Support: Foundational engagement support as part of the Cloud Service with focus on customer interaction and defect resolution.
- b) Pyxis, Cloud Edition Support is included in the subscription fees for the Cloud Service stated in the Order Form unless alternative support terms are agreed.

2.1.2. Beginning on the effective date of Customer's agreement for the Cloud Service, Customer may contact STRATESYS's support organization as the primary point of contact for support services.

2.1.3. Customer Interaction: STRATESYS provides initial contact for Customer Contacts through the STRATESYS page: <https://support.stratesys-ts.com/agent>) or via e-mail to support.pyxiscm@stratesys-ts.com

2.2. Mission Critical Support

Feature	
24x5 mission critical support for P1 and P2 cases (English/Spanish only)	Global case handling by STRATESYS for issues related to support, including Service Level Agreements for Initial Response, Ongoing Communications and Corrective Action Targets (as set forth in Section 3 below).
Non-mission critical support for P3 and P4 cases (English only)	Available during Local Business Hours(as set forth in Section 3 below).

Feature	
Customer Support Center	Support center that customers may contact for general support related inquiries through the contact channels described in Section 2.1.3.
Global support backbone	STRATESYS's knowledge database and extranet where STRATESYS makes available content and services to customers only. This includes STRATESYS's Customer Support Website.
End-to-end supportability	Support for cases that occur in integrated business scenarios consisting of STRATESYS Cloud Services or both STRATESYS Cloud Services and STRATESYS Software with a valid STRATESYS support agreement.

2.3. Learning and Empowerment

Feature	
Release update information	Generally available documented summaries, webinars and videos provided by STRATESYS to inform and instruct customers on new product release changes. Self-service through web.

2.4. Collaboration

Feature	
Support via chat	Available during business hours in Spanish language for non-Mission Critical Support issues, where available for the Cloud Service.
Feature	
Support via web and platform for social business collaboration	Access to STRATESYS's Customer Support Website, including social media-based empowerment and collaboration, with peers and STRATESYS experts.

2.5. Innovation and Value Realization

Feature	
Proactive checks proposed by STRATESYS	Support services, providing recommendations for the specific customer situation. Such services are delivered remotely upon Customer request.
Product roadmaps	Self-service through web.

3. CUSTOMER RESPONSE LEVELS

3.1. STRATESYS responds to submitted support cases as described in the table below.

Priority Definition		Response Level
P1	Very High A case should be categorized with the priority "very high" if the problem is indicative of a bug in the solution and it has very serious consequences for normal business processes or IT processes related to core business processes. Urgent work cannot be performed. This is generally caused by the following circumstances: a) a productive service is completely down; b) the imminent system Go-Live or upgrade of a production system cannot be completed; c) the customer's core business processes are seriously affected A workaround is not available for each circumstance. The case requires immediate processing because the malfunction may cause serious losses	Initial Response: Within 1 hour of case submission. Ongoing Communication: Unless otherwise communicated by STRATESYS, once every hour. Corrective Action Target: STRATESYS to provide for cases either a resolution; or workaround; or action plan within 4 hours.

Priority Definition		Response Level
P2	High A case should be categorized with the priority "high" if normal business processes are seriously affected. Necessary tasks cannot be performed. This is caused by incorrect or inoperable functions in the by STRATESYS solution that are required immediately. The case is to be processed as quickly as possible because a continuing malfunction can seriously disrupt the entire productive business flow.	Initial Response: Within 4 hours of case submission for STRATESYS Pyxis Support, cloud edition customers. Ongoing Communication: Unless otherwise communicated by STRATESYS, once every 6 hours.
P3	Medium A case should be categorized with the priority "medium" if normal business processes are affected. The problem is caused by a defect in the STRATESYS solution.	Initial Response: Within 1 business day of case submission for STRATESYS Pyxis Support, cloud edition customers Ongoing Communication: Unless otherwise communicated by STRATESYS, once every 3 business days for non-defect Issues and 10 business days for product defect issues. A non-defect issue is a reported support case that does not involve a defect in the applicable Cloud Service and does not require engineering, development or operations personnel to resolve.
P4	Low A case should be categorized with the priority "low" if the problem has little or no effect on normal business processes. The problem is caused by incorrect or inoperable functions in the STRATESYS service that are not required daily or are rarely used.	Initial Response: Within 2 business days of case submission for STRATESYS Pyxis Support, cloud editions. Ongoing Communication: Unless otherwise communicated by STRATESYS, once every week.

3.2. The following types of cases are excluded from customer response levels as described above:

- a) cases regarding a release, version or functionalities of Cloud Services developed specially for Customer (including those developed by STRATESYS Custom Development or by STRATESYS subsidiaries or individual content services);

- b) the root cause behind the case is not a malfunction but missing functionality (development request);
- c) the case is a consulting or how-to request.

4. CUSTOMER RESPONSIBILITIES

4.1. Customer Contact

4.1.1. Customer shall designate at least 2 and up to 5 qualified contact persons per Cloud Service (each a **"Customer Contact"**). Customer Contacts include designated support contact, authorized support contact, key user, application administrator or system administrators whose roles within specific Cloud Services are authorized to contact.

4.1.2. The Customer Contact is responsible for managing all business-related tasks of the Cloud Service related to Customer's business, such as:

- a) support end users and manage their cases. This includes searching for known solutions in available documentation and liaising with STRATESYS in the event of new problems;
- b) distribution of business tasks across users (if available);
- c) manage and monitor connections to Customer's third-party systems (if available);
- d) support the adoption of the Cloud Service.

4.2. Contact Details

Customer will provide contact details (in particular, e-mail address and telephone number) by which the Customer Contact or the authorized representative of the Customer Contact can be contacted at any time. Customer will update its Customer Contacts for a Cloud Service through STRATESYS's Customer Support Website. Only authorized Customer Contacts may contact STRATESYS's support organization.

4.3. Cooperation

Customer Contact shall reasonably cooperate with STRATESYS to resolve support cases, and will have adequate technical expertise and knowledge of its configuration of the Cloud Services to provide relevant information to enable STRATESYS to reproduce, troubleshoot and resolve the experienced error.

SERVICE LEVEL AGREEMENT FOR PYXIS CASH MANAGEMENT, CLOUD EDITION

1 DEFINITIONS

- 1.1. **"Credit"** means 2% of the Monthly Subscription Fees for the affected subscription-based Cloud Service or the monthly Cloud Credits (as defined in the Order Form) consumed for the affected consumption-based Cloud Service, for each 1% below the System Availability SLA, not to exceed

100% of the fees paid or Cloud Credit consumed by the Customer for the relevant Month for the affected Cloud Service.

- 1.2. **“Downtime”** means the Total Minutes in the Month during which the production version of the Cloud Service is not available, except for Excluded Downtimes.
- 1.3. **“Excluded Downtime”** means the Total Minutes in the Month attributable to a Maintenance Window; or any Major Upgrade Window for which the Customer has been notified at least 5 business days in advance; or unavailability caused by factors outside of STRATESYS reasonable control, such as unpredictable and unforeseeable events that could not have been avoided even if reasonable care had been exercised.
- 1.4. **“Maintenance Window”** means the weekly maintenance windows for the Cloud Service (solution, platform or infrastructure). STRATESYS may update the Maintenance Window from time to time in accordance with the Agreement.
- 1.5. **“Major Upgrade Window”** means the extended upgrade maintenance windows for the Cloud Service (solution, platform or infrastructure). STRATESYS may update the Major Upgrade Window from time to time in accordance with the Agreement.
- 1.6. **“Month”** means a calendar month.
- 1.7. **“Monthly Subscription Fees”** means the monthly (or 1/12 of the annual fee) subscription fees paid for the applicable Cloud Service which did not meet the System Availability SLA.
- 1.8. **“System Availability Percentage”** is calculated and defined as follows:
$$\left(\frac{\text{Total Minutes in the Month} - \text{Excluded Downtime} - \text{Downtime}}{\text{Total Minutes in the Month} - \text{Excluded Downtime}} \right) * 100$$
- 1.9. **“System Availability SLA”** means a 99.3% System Availability Percentage during each Month for the production version of the Cloud Service.
- 1.10. **“Total Minutes in the Month”** are measured 24 hours at 7 days per week during a Month.
- 1.11. **“UTC”** means Coordinated Universal Time standard is the start time for the applicable Maintenance Window and Major Upgrade Window.

2. SYSTEM AVAILABILITY SLA AND CREDITS

2.1. Credit

If STRATESYS fails to meet the System Availability SLA for a particular Month, Customer may claim a Credit, which Customer may apply to a future invoice for the Cloud Service that did not meet the System Availability SLA (subject to Sections 2.1.1 and 2.1.2 below).

- 2.1.1. Claims for a Credit must be made in good faith and through a documented submission of a support case within 30 business days after the end of the relevant Month in which STRATESYS did not meet the System Availability SLA for the Cloud Service.

2.1.2. Customers who have not subscribed to the Cloud Service directly from SAP Store must claim the Credit from STRATESYS.

2.2. System Availability Report

Customer may request by email to STRATESYS a monthly report describing the System Availability Percentage for the Cloud Service.

3. CHANGES TO WINDOWS

3.1. STRATESYS shall provide Customer 1 month's advance notice before changing its Maintenance and Major Upgrade Windows (unless such change is a reduction in the duration of the applicable Maintenance or Major Upgrade Windows).