

CENIT AG General Terms and Conditions for Applications Support for Dassault Systèmes Products

1. Scope of Services

1.1. Applications Support

Applications support shall be provided to customers whose invoicing for ongoing license fees is handled by CENIT. These customers will receive free-of-charge applications support for installed products of the solutions CATIA, DELMIA, DYMOLA, ENOVIA / SMARTEAM, ENOVIA V6, 3D Live and 3D VIA Composer. There is no limit on the number of calls.

1.2. Phone and Online Support

Customers can contact the CENIT Support Center at any time via the Internet

<http://support.cenit.de>

by email

<mailto:online-support@cenit.de>

or by fax

+49 711 782544 - 4222

In addition, CENIT can be contacted directly by phone Monday to Friday between the hours of 8 a.m. and 6 p.m. on

+49 711 7825 - 3222

(except on German national public holidays). The usual communications options such as ISDN, ODETTE, Internet, email or conferencing are available for efficient online communication. For each problem notification (call), the customer will receive a unique process number. Only one problem can be reported per call. All calls shall receive standard priority and be processed within a reaction time of 4 hours. For calls received outside the above support times, the reaction time shall begin on the following support day. Certain complex problems may be solved more quickly and efficiently by way of an on-site service. Such on-site services are offered separately and arranged individually with the customer; they are subject to a charge (see Section 1.3 below).

1.3. Services not included

Services such as the installation of software, data conversion, extensive research activities,

modifications to systems or environments, CATIA model analyses, questions regarding infrastructure or installations, as well as support for other products not mentioned in Section 1.1 are not covered and must be arranged via a separate support agreement. CENIT assumes that the customer has received user training for the modules in operation and has gained some practical experience in using the respective applications. User training by the CENIT Support Center is not covered by these Terms and Conditions. CENIT reserves the right not to respond to frequently recurring questions that arise from a lack of training and, instead, to offer to provide training for which a charge will be made.

1.4. Naming of Contact Persons

The customer shall name two contact persons per customer location; these alone are authorized to make calls to the CENIT Hotline. All communication regarding reported problems will take place exclusively with these contact persons.

2. Remuneration

The services are provided free of charge provided that the requirements of Section 1.1 are met.

3. Duration and Termination

Customers are entitled to receive applications support for terminals and modules provided that they have fulfilled the requirements listed in Section 1.1. In the event of a termination of the license, the right to receive applications support shall be likewise terminated; no separate termination is required. Any divergent agreement must be in written form. In case of default in payment of ongoing license fees (ALC, YLC, QLC), CENIT shall be entitled to suspend the support.

These Terms and Conditions are subject to the CENIT Terms and Conditions for Deliveries and Services (www.cenit.de/agbs).

CENIT reserves the right to amend the Terms and Conditions for Deliveries and Services.