SIEMENS

PSS®SINCAL Maintenance and Support Plan

(September 2026)

The following services are covered with PSS®SINCAL Maintenance and Support (M&S):

Prerequisites: A valid entitlement to use the latest available PSS®SINCAL version is required for eligibility for PSS®SINCAL M&S.

Product Support: Standard support tickets are to be submitted by the Customer to Siemens in writing via the Customer Support Form, see link below. Please ensure provision of high-quality data and information to improve the support experience and reaction times.

Our support is available during official working hours from Monday until Friday (08:00 AM – 04:00 PM, GMT+01)

This service includes consultation and assistance for the analysis, identification, diagnosis, and remediation or workaround of software errors affecting the licensed PSS®SINCAL.

You can also use our chatbot 24/7; it is integrated into My Service Experience and allows you to resolve issues on your own and find solutions more quickly.
My Service Experience: www.siemens.com/Support-Gridsoftware

Software Release Management: This encompasses the provision of software updates (for versions under software maintenance) and upgrades (to latest major release), including associated documentation, as they are generally made available for the PSS®SINCAL.

Elimination of errors: This refers to the correction of non-conformities with the specifications outlined in the official product documentation for PSS®SINCAL.

- Elimination of errors is contingent upon the error being reproducible and present in the current supported version of the PSS®SINCAL. Furthermore, the customer must provide all necessary documentation and diagnostic information to facilitate error analysis and resolution. Elimination of errors may take the form of a direct program patch, a temporary workaround, or may, at Siemens' sole discretion, be incorporated into a subsequent software release or patch.
- Siemens will apply commercially reasonable efforts using qualified and experienced personnel to rectify reported errors. However, complete resolution of all reported errors cannot be guaranteed. This provision does not prejudice any rights of the customer under the governing software license agreement.

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Siemens Aktiengesellschaft: Chairman of the Supervisory Board: Jim Hagemann Snabe;
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Registered offices: Berlin and Munich, Germany; Commercial registries: Berlin-Charlottenburg, HRB 12300, Munich, HRB 6684
WEEE-Reg.-No. DE 23691322

- For customer-initiated modifications to the database schema of PSS®SINCAL or other adaptations, Siemens' support services shall be limited to issues arising from the standard, documented interfaces and program-specific processing routines provided within the PSS®SINCAL product.

Note: Please note that according to the terms of the software maintenance contract, the new program versions provided are intended exclusively for operation on physical machines. The use of these program versions on virtual machines is only permitted if a valid term license is in place. We would like to point out that using the perpetual software on a virtual machine without the appropriate licensing constitutes a violation of the terms of use. To ensure that you are using the software legally, we therefore ask you to acquire a term license if you intend to operate the software on a virtual machine.

Renewal offers for annual SINCAL Maintenance & Support (M&S) are valid for up to 120 days after the contract start date, specified in the renewal offer. Reinstatement of M&S for a perpetual license that has been out of M&S is subject to a technology upgrade fee plus the applicable M&S fee for the following year(s).

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