

TECHNICAL SUPPORT TERMS

This document outlines the scope and terms of technical support provided by Rand Simulation to its current customers and are only offered to customers that: are on active maintenance (Technical Enhancements and Customer Support), have an evaluation license of Ansys software and/or have an active subscription of an Ansys product.

I. SUPPORT HOURS

Monday through Friday, 8:00 AM EDT to 6:00 PM EDT

Support will not be available on the following U.S. holidays: New Year's Day, President's Day, Good Friday, Memorial Day, Labor Day, Thanksgiving Day, the day after Thanksgiving Day, Christmas Eve, and Christmas Day.

All support requests received outside of the active window specified will be added to the support queue for the next business day.

II. COMMUNICATION

All requests for technical support must be submitted through the Rand Simulation "Submit a Case" page: <https://www.randsim.com/contact/submit-a-case>

Any requests for technical support made through email or telephone communication to Rand Simulation account managers or engineers will be redirected to the submission page above. All proceeding communication will be carried out via email, phone, or web meeting at the discretion of the customer and the Rand Simulation case owner/support engineer.

III. SCOPE OF TECHNICAL SUPPORT

Rand Simulation will offer technical support for the current release of Ansys products, as well as the two previous versions of those products. This support covers issues resulting in the inoperability of Ansys software, or for issues regarding anomalous behavior or those preventing model preprocessing, solving, or postprocessing of results in keeping with typical use of Ansys software. These include:

A. INSTALLATION

Installation support will only be provided for systems that meet all hardware and platform requirements outlined by Ansys: <https://www.ansys.com/solutions/solutions-by-role/it-professionals/platform-support>. The customer must provide all applicable information regarding antivirus, anti-malware, or endpoint security software effecting any system supported by Rand Simulation, as well as the ability to modify the "white-list" for such software or any applicable firewall restrictions.

B. LICENSING

Rand Simulation will aid in licensing related issues of all supported Ansys products. Again, the customer must provide all applicable information regarding antivirus, anti-malware, or endpoint security software effecting any system supported by Rand Simulation, as well as the ability to modify firewall restrictions.

C. ANSYS SOFTWARE UTILIZATION

Rand Simulation will provide guidance or insight to issues that affect or limit the successful setup of simulation models using supported Ansys software to the extent that the user's goals are consistent with the capabilities of that software. Issues related to proper use of Ansys software may involve the following:

- Root cause identification for mesh failures, and techniques for mitigation
- Geometric defects or geometry corruption
- Root cause of convergence or model instability issues
- Missing, inaccessible, or malfunctioning user-interface components
- Information related to software error messages, including solver errors or warnings
- Unusual software behavior or malfunctioning software
- Limitations of software capability as they pertain to the simulation being attempted
- Evaluation of potential user-error and suggestions for proper use
- Workarounds for known software defects
- Identification of new potential defects or bugs
- Results display or graphics-related issues
- Receiving requests of software feature-enhancements

D. RAND SIMULATION PRODUCTS

Technical support extends to products developed by Rand Simulation including:

- ACT Extensions, scripts, or other tools generated by or in collaboration with Rand Simulation.
- Online resources administered by Rand Simulation

IV. ISSUES OR REQUESTS NOT COVERED BY SUPPORT

Rand Simulation is not obligated to provide support for any of the items listed in this section. The case owner assigned by Rand Simulation may choose to temporarily broaden the scope of support provided to include the items at his or her discretion. However, any exception made to the support policy outlined in this document will be considered temporary and will not set the precedent for any subsequent support cases.

A. TRAINING

Rand Simulation provides tailored training options as paid services. Rand Simulation will not be expected to provide training in any capacity as a function of software support. This can include, but is not limited to, the following:

- Workflow or "How To" training in the use of the software

- Comprehensive explanation of underlying theory of analysis methods
- Selection of materials, material properties, or material models
- Software capabilities or application toward a specific use outside of published documentation on those subjects

B. CONSULTING SERVICES

Rand Simulation provides paid simulation consulting services and does not offer these services as part of the technical support extended to customers. Services not covered by technical support can include, but are not limited to, the following:

- Geometry cleanup or modification
- Meshing or other preprocessing functions
- Use of Rand Simulation computing resources
- Interpretation of results data
- Collection, conditioning, or reporting of results data
- Data handling or management services
- Consulting on strategy or approach toward simulation projects undertaken by customers
- Serving as a resource for offloading any simulation related tasks deemed too tedious, time-consuming, or difficult to complete in-house, or ones for which the customer's current software or users are incapable of completing

C. NETWORK OR HARDWARE ISSUES

Rand Simulation will not provide support for issues stemming from customer computer hardware or issues related to network connectivity. Any such issue should be referred to internal IT or technical support. These can include, but are not limited to, the following:

- Firewalls for which exceptions cannot be made by the point of contact for support
- Hardware that is not supported by Ansys software (see installation section)

D. COMPUTING ENVIRONMENT ISSUES

Rand Simulation will not provide support for issues stemming from the customer's computing environment. These can include, but are not limited to, the following:

- Programs which interfere with the installation or use of Ansys products (e.g. antivirus or anti-malware programs)
- Operating systems that are not supported by Ansys software
- Registry or environmental variable issues that cannot be addressed by the point of contact for support
- Issues stemming from any file that the support point of contact does not have access or permissions to

E. LEGACY SOFTWARE/THIRD-PARTY SOFTWARE/ACT EXTENSIONS

Rand Simulation will not support any third-party software used by the customer independent of, or in conjunction with Ansys or Rand Simulation software. Rand Simulation only supports ACT

extensions that have been developed internally by or in collaboration with Rand Simulation. ACT extensions developed by Ansys or any other third-party are not supported.

Legacy products that have been discontinued by Ansys will no longer be supported. Support cases involving older versions of the software may still be addressed, though the Rand Simulation technical representative may not be able to open any pertinent files.

F. ANSYS ACCOUNTS

Customer accounts administered by Ansys will not be supported directly by Rand Simulation. These include the following:

- Ansys Customer Portal
- Ansys Learning Hub
- Ansys Account Portal
- Ansys Discovery Portal
- Ansys Cloud Portal
- Ansys Elastic Licensing Portal

Although handled directly by Ansys, instructions for contacting Ansys to resolve these account issues are located at <https://www.randsim.com/contact/submit-a-case>. If further assistance is needed beyond those instructions, please contact your Rand Simulation Account Manager.

V. EXCEPTIONS AND GRACE CALLS

The support representative from Rand Simulation has the discretion to address or satisfy requests that are not outlined in Section III of this document. Decisions regarding support exceptions or grace calls will be at the discretion of Rand Simulation and will not guarantee any similar further expansion of support coverage. Any dispute over the categorization of support requests can result in a collective review of the request by Rand Simulation and the customer, however Rand retains the right to refuse any request that falls outside the terms of this document.

VI. ELIGIBILITY

Support coverage is only guaranteed to customers with active TECS or on an active subscription or to individuals, such as outside IT personnel, representing those customers. Customers who are using an evaluation license of an Ansys product are also eligible for support. Any support request made by or on behalf of a currently supported customer must include contact information for the individual making the request, and the name of the company they are submitting a case on behalf of. Any support request omitting the requisite contact and company information may result in delays to the support process.

VII. ACCEPTANCE AND NOTIFICATION

Submitting a technical support case as outlined in Section II represents the Customer's acknowledgement and expression of acceptance to the terms outlined herein. However, if not in agreement with such terms or further clarification is needed on any definitions, Customers should contact their Rand Simulation Account Manager for dispute resolution. Otherwise, the appropriate

Rand Simulation Account Manager will be notified of customers committing numerous violations of any terms outlined herein or refusing to comply with these policies, and suspension of support services may result depending on the frequency and severity of the violations.