

Hosting Services

Service Level Agreement for SMB Solution

1. This Service Level Agreement for SMB Solution (also referred to as “Centric SMB”) (“SLA”) is part of Customer’s most recent Master SMB Subscription and Services Agreement (in each case including any amendments, addenda, or order forms thereto) signed between the parties (the “Agreement”). Centric Software shall provide Hosting Services for SMB Solution in accordance with this SLA. Centric Software reserves the right to subcontract with qualified third persons for part or all of the Hosting Services.

2. Definitions. Terms not defined herein shall have the same meaning ascribed to them in the Agreement.

“**Availability**” or “**Available**” means the ability for the Customer to be logged onto the production environment of the Centric SMB Hosting Services.

“**Downtime**” means the time that the Hosting Services are not Available.

“**Planned Suspension**” means suspension for maintenance purposes such as applying patches, service packs, upgrades, software migrations, backups, indexing or other necessary planned activities to ensure the continued performance, security and reliability of the Hosting Services.

“**Emergency Suspension**” means emergency service interruptions which may happen at any time to fix a critical problem which poses an imminent threat to the integrity, confidentiality or availability of the Hosting Services, the software application and/or Customer Data. Examples of Emergency Suspension may include, without limitation:

- Unauthorized access or intrusion attempts into the Hosting Services infrastructure,
- Attacks on the SMB Solution (including a denial-of-service attack),
- Malware compromising the security of the SMB Solution
- Customer’s use of Hosting Services in a way which disrupts the use of the SMB Solution or creates a security risk to Centric Software or to any Centric Software customer, or
- Any other activity or event that poses a significant risk to the security or stability of the SMB Solution.

“**Excusable Downtime**” means:

- Planned Suspension,
- Emergency Suspension,
- Outages caused by the failure of public network, communications components, or factors outside of Centric Software’s reasonable control,
- Downtime related to issues in the software application, for which support is provided under Exhibit A (Maintenance Services Terms and Conditions) of the Agreement,
- Unauthorized use or misuse by Customer’s Users or anyone using any of the Users’ passwords,
- Force Majeure events as described in the Agreement,
- Failure of Customer’s equipment or third-party computer hardware, software, or network infrastructure,
- Failure of Customer to purchase additional storage when advised by Centric Software following a review of hardware configuration, and
- Any interruption which is the result of Customer’s request.

3. Third Party Software. In connection with the Hosting Services, Centric Software provides certain third-party software to Customer (including, but not limited to, licenses for Windows Server and SQL Server database and related software and CrowdStrike), and such software is licensed to Centric Software directly or through its Affiliates. Centric Software grants Customer a personal, non-exclusive, non-transferable license for the Subscription Term to use such software in object code form only, on the hardware upon which it is installed, for the sole purpose of enabling Customer to use the SMB Solution. Customer acknowledges and agrees that title to all such software remains with Centric Software and/or Centric Software’s suppliers, if any, that the content and design of such software are valuable trade secrets.
4. Migration/Updates. Centric Software shall update the SMB Solution from time to time upon its sole discretion. Customer acknowledges and agrees that updates may require data migration. Centric Software shall be responsible where an update requires data migration of any Customer Data for the SMB Solution; provided, however, that Customer shall be required to pay Centric Software for data migration services where: (i) Customer is not using SMB Solution in conformance with the Documentation, (ii) Customer’s configuration does not align with Centric Software’s checklist for supported free migration (even where Customer utilized the Consulting Services resulting in such) and customized migration would be required, or (iii) Centric Software reasonably determination. Customer acknowledges and agrees that the migrations/updates are mandatory. Where Customer does not wish to migrate/upgrade the SMB Solution (or pay for data migration services where applicable), the parties will discuss in good faith switching Customer to another Centric PLM offering.

5. Temporary Suspension. Centric Software may temporarily suspend access to the SMB Solution for Planned Suspension or Emergency Suspension purposes. Centric Software shall endeavour to schedule suspensions during general off-peak hours to minimize disruption to Customers operations whenever possible. Planned Suspension takes place during the planned maintenance window. Typically, planned maintenance windows for the Hosting Services production environment take place once a month at the weekend and for Hosting Services non-production environments once a month during a weekday outside of the Customer's working hours. Emergency Suspension may take place without notice, however, where possible, Centric Software shall use reasonable commercial efforts to provide advance warning. Centric Software shall use reasonable efforts to minimize the duration of any temporary suspension.
6. Centric Software reserves and Customer grants to Centric Software the right to use and store aggregated and anonymized information about Customer's traffic, use cookies to store User session information, access codes and application settings to ease site navigation processes for the purposes of providing the Hosting Services hereunder.
7. Hosting Services description. SMB Solution Hosting Services include only the following:

| SMB Solution Hosting Services | | | | |
|---|------------------------|-------------------------------|------------------------------|----------------------------|
| <u>Internet Connection:</u> a minimum of 100 MBps connection through multiple vendors for redundancy/failover | | | | |
| <u>Monitoring:</u> | | | | |
| <ul style="list-style-type: none"> • Servers and network are monitored 7x24 • Events detected are automatically forwarded to on-site and/or on-call support staff immediately • Multiple, geographically dispersed monitoring systems for redundancy | | | | |
| <u>Hardware Availability & Monitoring:</u> | | | | |
| <ul style="list-style-type: none"> • Hosting Services hardware availability, monitoring, and repair of hardware failures is provided 7x24. | | | | |
| <u>Activities:</u> | | | | |
| <p>The activities below shall be provided by Centric Software regardless of who is the hosting provider. Unless otherwise stated below, the activities below are only provided during the SMB Solution support coverage hours indicated in Exhibit A. Services requested by Customer outside of these hours shall be billed on a time & materials basis.</p> <ul style="list-style-type: none"> • Monitoring Centric PLM application; • Configuring, adjusting and restarting Hosting Services as necessary; • Applying Centric PLM configurations; • Applying Centric PLM patches; • Applying Centric PLM modules; • RDBMS Management: Daily re-indexing of database for system optimization; • Coordinated application backup; • Application reset/ restart as needed; and • Separate, secure storage of backups within the same availability zone. • Centric PLM migrations included per the Agreement, automated and free of charge annually, provided configuration is limited to SMB modules and functionality. | | | | |
| <u>Software application and Customer Data Backups:</u> | | | | |
| SMB Solution includes data backups as described below, but does not include any disaster recovery or failover services. | | | | |
| <p>An application outage can be caused by man or nature but the results of any outage is the potential loss Customer Data. Should the Customer Data stored by the SMB Solution be lost, or damaged for whatever reason, a backup copy of the Customer Data allows the application to be recovered to a given point in time.</p> <p>The SMB Solution has multiple components requiring periodic backup. As part of the Hosting Services, the backup process and associated schedule for each of the components is detailed in the tables below:</p> | | | | |
| Production Back Up process: | | | | |
| Component | Point in Time Recovery | Point in time Recovery period | Daily Backup (full snapshot) | Backup Cycle Retention (d) |
| Database | Y | 15 days | Y | 35 |
| Filevault | N | N/A | Y | 35 |
| WebAccess | N | N/A | Y | 35 |
| HSE DB | Y | 15 days | Y | 35 |
| CL DB | N | N/A | Y | 35 |
| QRA DB | Y | 15 days | Y | 35 |
| Process Mgmt | N | N/A | Y | 35 |
| C8 Distribution Hub | N | N/A | Y | 35 |
| Document Generator | Y | 15 days | Y | 35 |
| Archival Server | Y | 15 days | Y | 35 |

'Point in Time' recovery allows a database to be restored to a specific point in time up to 15 days prior to the last transaction. Last transaction is within ten minutes of a database failure/loss.

Non-Production Back-up Process:

| Component | Point in Time Recovery | Point in time Recovery period | Daily Backup (full snapshot) | Backup Cycle Retention (d) |
|----------------------------|------------------------|-------------------------------|------------------------------|----------------------------|
| Database | N | N/A | Y | 15 |
| Filevault | N | N/A | Y | 15 |
| WebAccess | N | N/A | Y | 15 |
| Centric PLM add-on Modules | N | N/A | Y | 15 |

RTO – Recovery Time Objective:

Centric Software’s target is to return the Hosting Services to full operation within eight (8) “hours” (whereby “hours” refers to the SMB Solution support coverage hours indicated in Exhibit A).

RPO – Recovery Point Objective:

When a failure occurs that requires recovery of lost or damaged Customer Data, Centric Software’s target is to recover to the latest point in time dictated by the backup process detailed above, up to a maximum of 24 “hours” (whereby “hours” refers to the SMB Solution support coverage hours indicated in Exhibit A).

Hardware & Virtual Servers:

- Hardware configuration pursuant to Centric Software’s recommended sizing based on initial projected usage.
- Virtual Server(s) configured with hardened OS, Web Server, Application Server, Database Server and sized to meet anticipated usage profile of the Customer.
- Centric Software will monitor Customer’s usage of data storage and other parameters determining sizing and reserves the right to modify if it deems necessary to avoid Hosting Services interruption and/or performance issues. Customer hereby agrees to pay overage fees for any additional storage required (File Vault or Database Storage). Unless otherwise agreed by the parties, Centric Software reserves the right to automatically issue an invoice, where such fees do not exceed 4,000 USD (or in local currency equivalent), for the-then current Subscription Term at Centric Software’s then-current list price.
- The table below represents the current hardware configurations and limits for the SMB Solution which may be updated from time to time. In some cases, depending on Customer’s use case in order to avoid performance issues and/or interruption of Hosting Services, Centric Software reserves the right to require Customer to upgrade its infrastructure sizing regardless of User count and Database Size indicated below, which Customer hereby agrees to.
- Additionally, upon each Subscription Term renewal, Centric Software will review hardware configuration usage and modify sizing, if necessary. Customer hereby agrees to pay any additional fees based on Customer’s actual usage of the Hosting Services, based on the then-current applicable price list.
- Customer further acknowledges that failure to purchase any additional storage or failure to upgrade infrastructure, in each case as advised by Centric Software, may lead to Hosting Services interruption and/or performance issues.

Production Environment:

| Service Provided | Max User Count | Database Files Disk Size Max (GB) | FileVault Files Disk Size Max (GB) |
|------------------|----------------|-----------------------------------|------------------------------------|
| Centric SMB | 10-19 | 15 | 100 |
| Centric SMB | 20-30 | 25 | 250 |

Non-Production Environment:

| Service Provided | Max User Count | Database Files Disk Size Max (GB) | FileVault Files Disk Size Max (GB) |
|------------------|----------------|-----------------------------------|------------------------------------|
| Centric SMB | 10-19 | 15 | 100 |
| Centric SMB | 20-30 | 25 | 50 |

Hosting Services Availability:

Centric Software's commitment is to provide Availability of the SMB Solution, excluding Excusable Downtime, for a minimum of the "Service Availability Target" percentage in the table below, measured on a quarterly basis.

Hosting Services

| Service Locations | Service Availability | Failure Hours Covered | Service Availability Target |
|-------------------|----------------------|---|-----------------------------|
| Global locations | 7 x 24 | As per SMB Solution support coverage hours indicated in Exhibit A | 99.25% |