

SolidAssist Service Level Agreement

This Service Level Agreement ("**SLA**") defines the scope and limitations of technical support services ("**SolidAssist**") which SolidCAD shall provide to the client in accordance with the schedule of supported software applications found

for receiving all incoming in appendix A ("**Software**").

1.0. Definitions.

- 1.1. "Help Desk": SolidCAD's team of certified Autodesk product experts responsible requests for SolidAssist from clients, creating and closing tickets and providing technical support services or escalating support requests to SolidCAD's Professional Services Team.
- 1.2. "SolidAssist": SolidCAD's branded offering of front-line Technical Support Services, available within the terms and limitations detailed in this document.
- 1.3. "Professional Services": Beyond SolidAssist, SolidCAD provides additional levels of support as well as a comprehensive offering of implementation, training and customization services which are generally referred to as "Professional Services".
- 1.4. "Professional Services Team": SolidCAD's team of subject matter experts responsible for delivering implementation, training and support services for the software.
- 1.5 "Software": Any reference to software in this agreement is limited to the schedule of software titles included in Schedule A, see last page.

2.0. SolidAssist - Description of Service: SolidCAD will provide reasonable customer service including telephone, email and/or remote support for the purpose of alleviating the client from interruption or downtime related to software malfunction or problems associated with data created by the software.

- 2.1. Coverage; SolidCAD will provide "SolidAssist" support services for problem determination and troubleshooting related to the installation, activation or operation of software assuming all of the following conditions are met;
 - The problem is related to the software in an environment that meets the hardware recommendations suggested by the manufacturer
 - The client maintains or subscribes the software on an active contract where SolidCAD listed as the reseller of record.
 - The client is compliant with their end-user license agreement associated with the software
 - The help desk agent acknowledges the problem as a candidate for SolidAssist on the basis that it can be resolved remotely via telephone and internet. In addition, the help desk will use their best discretion in evaluating whether an issue falls under SolidAssist or whether it needs to be handled as a professional service fulfilled by SolidCAD's Professional Services Team.
- 2.2. Exclusions. In situations where on-site assistance is required to provide remedy for technical problems such as server or data management issues, assistance with network deployments or where a client requires instruction, best practice, mentoring, model health checks or custom training, SolidCAD will fulfill these service requests through our Professional Services Team.
- 2.3. Fulfillment: SolidCAD will employ a Help Desk during regular business hours to receive support requests and provide clients with options for solving problems related to the software. Requests for workflow consultation, lunch 'n learns, media requests and other needs not related to technical support will be escalated to the services manager who will address each client's need individually.

3.0 SolidAssist Regular Business Hours.

- 3.1. SolidAssist services are available between 9:00 a.m. EST and 4:30pm PST, Monday through Friday, excluding holidays.
- 3.2. Clients who require SolidAssist services beyond regular business hours are encouraged to submit their request via email or by leaving a voicemail with our Help Desk. When business resumes, messages are handled in the order they are received.
- 3.3. There are times when members of the Help Desk or our Professional Services Team will respond to messages outside of our regular business hours depending on their availability and severity of the issue. Response outside regular business hours is not guaranteed and is not a defined term of service within this SLA and is entirely at the discretion of the individual.

4.0 Methods of Obtaining SolidAssist Services. Clients who wish to obtain SolidAssist services may contact SolidCAD via telephone, email or our website. Since open cases may be transferred between different members of our Professional Services Team, clients are encouraged to contact the Help Desk for status updates as opposed to the specific individual with whom they were in direct contact with last.

- 4.1. Telephone: Canada Toll Free; 877-438-2231
- 4.2. Email: support@solidcad.ca
- 4.3. Web: www.solidcad.ca/solidassist

5.0. Response Time, Escalation and Resolution. The Help Desk is the starting point where all support requests are received. Once details are gathered, the help desk agent will use their discretion to determine whether the request is eligible for SolidAssist services or whether it needs to be handled as a request for professional services. If eligible, a new case is created and the agent will begin diagnosing, research and will offer a variety of avenues to resolve the problem. will allocate resources to resolve reported problems based on the software product involved, severity level and availability of members or our Professional Services Team who possess skills in the software product involved. While we do not offer a guarantee, SolidCAD will use commercially reasonable efforts to provide an acceptable resolution, workaround, or a plan for the provision of a resolution or acceptable workaround.

- 5.1. Response Time; SolidAssist Help Desk will make every reasonable attempt to respond to incoming calls within 4 business hours. Historically, more than 50% of incoming SolidAssist telephone calls are answered directly by the Help Desk resulting in immediate response. When clients are required to leave a voice message or choose to send support requests via email will typically have a response within 2 business hours with priority in order they are received. Once a case is created, the client will receive an email to confirm the issue is logged and in process.
- 5.2. Escalation; The Help Desk will use all available resources to provide remedy to the problem and will determine whether the case requires escalation to the Professional Services Team. If the problem appears related to a defect in the software, escalation to Autodesk may be recommended. In these situations the time to resolution, priority and service level are subject to the terms of Autodesk's technical support services. Worth noting, cases submitted to Autodesk by SolidCAD are given higher priority than cases initially submitted to Autodesk by the client. In cases where software fixes or response from Autodesk is not available, SolidCAD will make reasonable efforts to provide work-around solution or a plan for provision of a work-around where possible.
- 5.3. Resolution; In response to the problem reported, the client will receive, as appropriate, one of the following resolutions: an existing correction, a new correction, a viable workaround, or a plan on how the problem will be addressed. Although considerable effort is spent to find a practical solution in every case, SolidCAD does not offer a guarantee to solve every problem encountered.

6.0. Client Obligations.

- 6.1. Remote Access; for the purpose of problem determination and analysis, client will provide, as necessary and at client's discretion, remote access capabilities to allow SolidCAD to trouble-shoot the problem within the client's environment as an effective means to expedite resolution time.
- 6.2. Supporting Data; client will provide reasonable supporting data to aid in the identification of the problem. SolidCAD will maintain confidentiality of client data and will destroy all copies of data upon case resolution.
- 6.3. Installation; unless otherwise requested by client as part of a paid support incident, the client is responsible for installing any error correction, update or upgrade required to provide resolution.
- 6.4. Testing; to accommodate the process of problem identification, the client may be asked to perform unique testing procedures in efforts to eliminate possible causes.

Appendix A. List of Supported Software. SolidAssist is available for the following software, including the current version and up to three previous versions:

- AutoCAD
- AutoCAD Architecture
- AutoCAD Civil 3D
- AutoCAD Electrical
- AutoCAD Map 3D
- AutoCAD Mechanical
- AutoCAD MEP
- AutoCAD P&ID
- AutoCAD Plant 3D
- AutoCAD Raster Design
- Autodesk 3DS Max/Design
- Autodesk BIM 360
- Autodesk InRoads
- Autodesk Inventor
- Autodesk Inventor Professional
- Autodesk Navisworks Manage
- Autodesk Navisworks Simulate
- Autodesk Revit
- Autodesk Revit MEP
- Autodesk Revit Structure
- Autodesk Vault, Vault Workgroup, Vault Pro
- All Industry Collections and former "Design Suites"
- BlueCielo
- Lumion
- Bluebeam