

SolidAssist & SolidAssist Premium | Service Level Agreement

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

1.0. Definitions.

- **"Help Desk"**: SolidCAD's team of certified software experts responsible for receiving all incoming requests for support from clients, creating and closing tickets and providing technical support services as well as escalating support requests to SolidCAD's Professional Services Team.
- **"SolidAssist"**: SolidCAD's branded offering of front-line technical support service, available within the terms and limitations detailed in this document.
- **"SolidAssist Premium"**: is identical to SolidAssist, but provides support for a wider range of software titles as outlined in Schedule A.
- **"Professional Services"**: Beyond support, SolidCAD provides a wide range of high-value services including assessments, implementation, training, mentoring, software development and consulting. These services are generally referred to as "Professional Services".
- **"Professional Services Team"**: SolidCAD's team of subject matter experts responsible for delivering professional services.
- **"Software"**: Any reference to software in this agreement is limited to the schedule of software titles included in Schedule A.

2.0. SolidAssist & SolidAssist Premium - Description of Service.

Technical support services aim to minimize client disruptions caused by software issues or data-related problems. Support is offered remotely via phone, email, or remote connection and includes diagnosis, troubleshooting, and guidance. While clients are responsible for implementing solutions, agents may choose to assist directly at their discretion.

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 subscribes to the software on an active contract where SolidCAD listed as the reseller or agent 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: SolidAssist does not include on-site technical support. Further, we do not provide remedies for problems related to network infrastructure, hardware or internet connectivity. Remedies do not include instructions for proper use, best practices, mentoring, model health checks, training, or how-to guidance. These additional layers of assistance may be available as a paid service 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. Upon receipt of a support request email, our system will email confirmation back to the client including a ticket number in the order they are received. At this point, the email thread becomes the means of facilitating communications between the client and the agent. The client can reply at any time to add more information to the ticket, while the agent may send links, instructions, technical documentation, and attachments to be used in solving the problem. If the issue is not easily solvable through email, the agent will request a meeting to connect by telephone or MS Teams, subject to availability and case load.

3.0 SolidAssist Regular Business Hours.

- SolidAssist services are available between 9:00 a.m. EST and 4:30pm PST, Monday through Friday, excluding holidays.
- 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.
- 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 email, telephone or inquiry forms on our website. The recommended method to submit requests via email since a ticket is created automatically and queued in the order they are received.

Email: support@solidcad.ca

Telephone: Canada Toll Free: 877-438-2231, or 905-474-1499

Web: <https://www.solidcad.ca/solidassist-technical-support/>

5.0. Response Time, Escalation and Resolution. For each new case created, help desk agents will review and determine urgency and severity levels, taking ownership of cases or re-assigning them to individuals with specialized areas of expertise as necessary. SolidCAD will use all commercially reasonable efforts to provide an acceptable resolution, workaround, or a plan for the provision of a resolution or acceptable workaround. At any point during a support case, the help desk agent can decide whether the request remains eligible for SolidAssist services or whether it needs to be handled as a request for professional services.

- **5.1. Response Time:** all incoming email support requests result in the creation of a support ticket automatically with confirmation by reply email within 10 minutes. Help desk agents will work on cases in order they are received, typically within 4 business hours, subject to case volume and number of agents available. Historically, more than 70% of new cases are responded to within less than 1 hour.
- **5.2. Escalation:** The Help Desk agents will use all available resources to provide remedy to the problem and at any point in time will determine whether the case requires

escalation to other specialized agents or members of the professional services team. Further, if the problem is related to a defect in the software, the agent may escalate the case to the software vendor on behalf of the client. In these situations, the time to resolution, priority and service level are subject to the terms of the software vendor. In cases where software fixes or response from a software vendor 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:** the 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 and SolidAssist Premium include coverage for the software titles outlines below, including the current version and up to three previous versions:

SolidAssist:

- AutoCAD Toolsets (Arch, Elec, MEP, Plant, Map)
- AutoCAD Civil 3D
- Autodesk 3DS Max/Design
- Autodesk Docs
- Autodesk Forma
- Autodesk Inventor
- Autodesk Inventor Professional
- Autodesk Navisworks (Manage & Simulate)
- Autodesk Revit (Arch MEP, Structure)
- Autodesk Vault Basic
- Autodesk Construction Cloud Products
- Autodesk MAKE Products
- Bluebeam
- SolidCivil Ontario & Quebec Toolkits

SolidAssist Premium:

- Autodesk Infraworks
- Autodesk Recap Pro
- Autodesk Factory Design & FlexSIM
- Autodesk Vault Pro
- Autodesk Fusion Manage PLM
- Autodesk Fusion Operations
- Lumion
- Accruent Meridian

*Note: Licensing and activation issues for Autodesk Collections are included with SolidAssist despite some of the included software products are only supported under SolidAssist Premium.