

## MASTERCAM CONNECT SERVICE LEVEL POLICY

This Service Level Policy (SLP) outlines the terms for Technical Support<sup>1</sup> provided directly by Mastercam through Mastercam CONNECT. It defines the Incident Response Times, Technical Support availability, and procedures for Software Updates related to Mastercam desktop software products.

This SLP applies exclusively to Technical Support provided by Mastercam directly to Partners (Channel, OEM, other Partnerships), and customers who have an active Mastercam CONNECT agreement. It does not apply to end users supported solely through Channel Partners or third-party providers.

Technical Support covered under this SLP applies only to the current and immediately preceding version of Mastercam software. Versions older than the previous release are not eligible for Technical Support under this SLP.

The Incident Response Times<sup>2</sup> and Incident Resolution Times<sup>3</sup> defined herein are designed to minimize disruption and promote timely issue resolution.

### Service Commitments

Mastercam is committed to providing high-quality Technical Support for its software products. Mastercam will strive to ensure:

- Prompt and professional Technical Support during the Support Hours set forth in the Support Availability column below.
- Timely responses to technical issues, service requests, and incident reports based on their severity, ensuring minimal disruption to business operations.

### Technical Support Priority Levels

Mastercam classifies Incidents<sup>4</sup> by priority levels as follows:

Priority	Classification	Description	Example(s)
P1	Urgent	Urgent incidents severely impact the software's ability to function, affecting multiple users or critical features.	The software is completely unusable for all users or fails to launch across multiple computers in a production

<sup>1</sup>“Technical Support” means addressing normal inquiries relating to the latest version of the Software or the immediately preceding version, including any Incident, in accordance with the Service Level Policy. Technical Support does not include training, on-site support or development, engineering or manufacturing consultancy services.

<sup>2</sup> “Incident Response Time” means the time it takes for Mastercam to Respond to an Incident.

<sup>3</sup> “Incident Resolution Time” means the target time allotted for a particular priority level as set out in the SLP that it takes for Mastercam to Resolve an Incident.

<sup>4</sup> “Incident” means any problem, malfunction, unexpected behavior, or general inquiry related to the software that is categorized based on priority levels P1, P2, P3 and P4 as set out in this SLP. An Incident may or may not be a Bug or Defect.

			environment, halting operations.
P2	Critical	Critical incidents significantly degrade functionality or performance, but partial operation is still possible.	<p>Key functionality, such as the inability to generate toolpaths for specific machines, is unavailable for multiple users.</p> <p>License access for a single-user client is not working, while other user licenses function without issue.</p>
P3	Medium	Non-essential functionality is impaired or degraded. Medium-priority issues cause some loss of functionality, but operations can continue with some limitations.	Users are unable to access non-critical features, such as model simulations or visualizations. For example, simulation tools used to verify toolpaths before machining may not be functioning for some users, but they can still program and generate G-Code.
P4	Low	Minor issues that have minimal impact on business operations.	<p>Minor bugs or visual inconsistencies that do not impede core functionalities. For instance, a cosmetic UI issue where certain dialog boxes or buttons display incorrectly, but all features of the software remain fully accessible and operational.</p> <p>User training assistance and general how-to questions.</p> <p>Licensing status inquiries that do not affect immediate operations.</p>

## Incident Response Times and Incident Resolution Times

Mastercam is committed to the following Incident Response Times and Incident Resolution Times, within the local time zone of the authorized user of the Mastercam license, for general Technical Support inquiries and issues, excluding software Bugs<sup>5</sup> or Defects<sup>6</sup>.

Priority	*Support Hours	Support Geography	Incident Response Time <sup>7</sup>	Incident Resolution Time <sup>8</sup>
P1	8:00 AM – 5:00 PM	Global	2 hours	8 hours
P2	8:00 AM – 5:00 PM	Global	8 hours	24 hours
P3	8:00 AM – 5:00 PM	Global	24 hours	48 hours
P4	8:00 AM – 5:00 PM	Global	48 hours	2 weeks

\* United Kingdom support hours are from 9:00 AM – 5:00 PM.

Incident Response Times and Incident Resolution Times are during the defined Support Hours and will include phone and online support.

## Incident Resolution and Communication

After a Response, Mastercam will provide regular status updates to the customer's designated technical contact based on the complexity of the issue and Incident Resolution Time.

Mastercam strives to meet the Incident Resolution Times, but Incident Resolution Times may vary depending on the complexity of the Incident.

While our Support team will work diligently to address Bugs and Defects as quickly as possible, these issues are subject to separate prioritization and resolution processes, and the resolution timelines may vary. No specific resolution time guarantees are applicable to Bugs and Defects. The Incident Resolution Times begin once Technical Support assigns a priority level and receives the required information from the customer.

---

<sup>5</sup> "Bug" means a flaw, error, or fault in the software that causes it to behave unexpectedly or incorrectly.

<sup>6</sup> "Defect" means a deviation from the expected requirements or specifications as set out in the Documentation.

<sup>7</sup> "Response" or "Respond" means to get back to the Customer within the target time allotted for a particular priority level as set out in this SLP to make initial contact with the customer after case assignment.

<sup>8</sup> "Resolve" or "Resolution" means Mastercam either (i) addresses an Incident, (ii) Responds to the customer with a timeline for Resolution of an Incident, which may include a plan for a Software Update or a Software Upgrade at a later date, or (iii) concludes that the Incident is not a Bug or Defect or cannot be Resolved within the Incident Response Time.

## **Escalation Procedure**

If an Incident is not Resolved within the expected timeframe or the customer is dissatisfied with the progress, they may escalate the case by referencing the case number and requesting escalation through the original support channel or by contacting the assigned support representative. The case will first be reviewed by a Support Lead or Supervisor, and if needed, escalated to Technical Support Management. For critical issues requiring further attention, escalation to a Mastercam Executive Sponsor or Customer Success Manager may be initiated through the same support channel with subject title "Escalation Request."

## **Support Availability**

Mastercam provides Technical Support during the following hours within the local time zone of the authorized user of the Mastercam license:

- Phone support for the United States (1.860.875.5006 or 1.800.228.2877) is available Monday through Friday, 8:00 AM to 5:00 PM, excluding United States Federal Holidays.
- Online cases may be submitted for all regions through myMastercam or the Salesforce Portal at any time, however online case responses will be provided Monday – Friday, 8:00 AM to 5:00 PM, during local support hours excluding United States Federal Holidays.
- Support for the United Kingdom (0121.504.5200) is available Monday through Friday, 9:00 AM to 5:00 PM Coordinated Universal Time (UTC), excluding United Kingdom Public Holidays.

## **Software Updates and Patches**

Mastercam provides regular updates to its desktop software products, including bug fixes, security patches, and feature enhancements. These updates are designed to improve performance, address issues, and maintain security without causing any downtime for the customer.

- **Scheduled Software Updates:** Mastercam will notify customers of significant Software Updates as they become available. Updates are typically designed for application without disrupting normal software usage.
- **Urgent Updates:** In rare cases, where a critical security or functionality issue must be addressed immediately, Mastercam will provide notice as soon as possible and work with customers to apply patches with minimal impact.

## **Customer Responsibilities**

To ensure timely support, customers must:

- Ensure all end users have received proper training on all areas of software usage.
- Provide accurate and detailed descriptions of the issues.
- Ensure that all hardware and environments are compliant with Mastercam's system requirements.
- Apply recommended patches and updates in a timely manner.

## **Exclusions**

Mastercam is not obligated to provide Technical Support under this SLP in the following cases:

- The customer does not have an active Mastercam CONNECT contract for the site where the license is being used.
- The software has been altered, damaged, or modified by the customer or third parties without authorization.
- Issues are caused by hardware malfunctions, customer negligence, or other causes beyond Mastercam's control.
- The customer uses unsupported hardware, operating environments, or outdated software configurations.
- The issue requires remedial training, on-site support, development, engineering or manufacturing consultancy services.

In addition to the exclusions above, the following should be noted:

- Technical Support applies only to the current and immediately preceding version of the software. All older versions are excluded.
- Software Updates, if any, will be applied to the current and immediately preceding version of the software. All older versions are excluded.
- Requests related to SDK, custom toolpath development or post processor modifications fall outside the scope of this SLP and may be handled through separate consulting services. Please contact Sales through the Salesforce Portal to discuss professional services requirements.

## **Amendment and Notice**

This SLP may be amended by Mastercam at its discretion. Mastercam will notify customers in writing at least thirty (30) days in advance of any changes.