

Technical Support Policy

Predix Platform Services

You may receive technical support services from GE (“us” or “we”) for the Predix platform in three ways, as described below.

DEFINITIONS: The following terms as used in this Technical Support Policy have the corresponding definitions.

Incident. An Incident is a single support issue related to the Predix platform services, which cannot be broken down into subordinate parts. A single Incident may require several communications for Resolution.

Resolution. An Incident will be deemed “Resolved” when the system is returned to full operational status, which may include providing Workarounds, patches, fixes or other modifications to the Predix platform services. Successful implementation of a Workaround will lower the Severity Level of an Incident; however, such Incident will not be “Resolved” until a permanent solution is identified.

Priority. Priority levels are defined below in the “Incident Response Policy” section.

Third Party Services. Generally, GE’s Standard Support and Premium Support Plans exclude support for Third Party Content, such as third party applications and microservices. If specified in the description of the Third Party Content, you may be able to obtain technical support by contacting the provider directly.

As a limited exception to the above, GE may provide technical support, in accordance with this Technical Support Policy and the selected Technical Support plans, for Supported Third Party Content, as mentioned in the tile description. GE reserves the right to add or remove Supported Third Party Content at any time. GE may change or discontinue support for any Supported Third Party Content by updating this Technical Support Policy.

Additionally, if a ticket is opened and the root cause analysis determines there is a defect in a Third Party Service, then GE is not obligated to provide a fix. GE will provide a “warm hand-off” of the ticket to the third party service provider.

Workaround. A Workaround is any solution to an Incident that does not involve changing the source code of the Predix platform services, including using an alternate process/approach/method to successfully accomplish the task while bypassing the problem, or installation changes including upgrading to a newer version of the Predix platform services incorporating a fix or upgrading the

operating system, version, or service pack related to the Predix platform services. A Workaround is deemed a temporary Resolution to the Incident, but may not be suitable for permanent use.

Additional details regarding response and Resolution to a reported Incident may be available online (see <http://Predix.IO>).

Tier	Community Support	Standard Support	Premium Support
Access to	KnowledgeBase, resources, documentation	KnowledgeBase, resources, documentation	KnowledgeBase, resources, documentation
Support channel	Community forums	Community forums, online ticketing system	Community forums, online ticketing system, phone
System notifications	Yes	Yes	Yes
Response time	No response time commitment	Online ticket response < 1 hour for critical tickets. Business hours only.	Online ticket response < 1 hour for critical tickets. 24/7 except GE Digital holidays.
Escalation line	Not available	Not available	24/7 phone help
Assigned users who have ability to open tickets	Not applicable	Up to 5 per contract	Up to 10 per contract
	Included with Predix account	Priced as an add-on to monthly consumption with a minimum per-month fee	Priced as an add-on to monthly consumption with a minimum per-month fee
		Default option for enterprise contracts	

The Standard Support plan is included in the initial trial subscription. When the trial subscription expires, the plan will automatically be downgraded to the Community Support plan unless the user has subscribed to a different plan.

Each plan requires commitment to a specific plan term. The user may not change or cancel a Standard or Premium Platform Support plan prior to the expiration of the plan term (except if the user terminates a Predix platform account, if permitted by agreement with us). The Standard and Premium Platform Support plans will auto-renew for additional plan terms of the same duration, unless the user gives us at least ninety (90) days prior written notice.

For enterprise plans, a maximum of 5 or 10 users per account will be provided access to our Support Ticket System, and for individual plans, one user per account will be provided support, unless otherwise agreed in the user agreement with us.

Standard and Premium Platform Support subscribers can open tickets on the Support Ticket System via predix.io.

For assistance, click the Support link in predix.io:

- **Support web portal:** <https://predix.io/support>
- **Escalation hotline:** +1 844 6-PREDIX (1 844-677-3349) for premium customers only. A unique identification number will be required.

GE's Technical Support will evaluate Incidents based on the Severity of the issue identified by the support user. GE can amend the Severity determination based on the definition and consultation with the support user.

INCIDENT RESPONSE POLICY

For Standard and Premium Platform Support users, we will respond via phone or email to each new Incident based on the Severity definitions below. GE agrees to meet the below commitment for 90% of time.

Priority	Definition	Time to Respond ¹
P1	Mission-critical systems are down, organization is directly impacted, including inability to connect to the Predix platform services, or critical function does not operate. No Workaround available.	Standard: < 60 minutes (12x5), Premium: < 60 Minutes (24x7)
P2	Major functionality is severely impaired, business-critical or common operations fail occasionally or are disrupted, including a subset of users negatively impacted, causing an extreme degradation in productivity.	Standard: < 1 day (12x5), Premium: < 4 hours (12x5),
P3	Partial loss or reduction in service, non-critical system impacted, customer impact does not rise to S1 or	1 day (12x5)

	S2 level.	
P4	Low-impact problems, minor inconvenience or disruption, or documentation issues	3 days (12x5)

¹ Time to Respond is the time to acknowledge or respond to an Incident via the Support Ticket System. It is not the Resolution time.

Hours of Operation

Regional business hours (weekdays):

North America: 7am-7pm PT (UTC-08:00)

APAC: 7am-7pm SGT (UTC+08:00)

EMEA: 7am-7pm CET (UTC+1:00)

After hours and GE Digital holidays

After hours support is reserved for “production down” P1 issues. We require that you contact us via phone, not email or web, if you have a P1 Incident after hours. Priority 1 issues require that you will be available to help us diagnose issues during the 24x7 period, otherwise the issues may be downgraded to S2.

Support Resolution

GE’s policy is to close an Incident when an appropriate Resolution or acceptable work-around has been provided.

No Uptime Guarantees

GE does not guarantee any level of uptime or availability, and GE will not have any liability or obligation for service credits or otherwise for any downtime or service interruptions.

Sign up for Designated Support Engineers

Designated Support Engineers are available to customers who purchase additional support at the Standard or Premium level. A Designated Support engineer is a senior engineer, who has expert knowledge of the Predix platform and Predix-powered apps. Designated Support Engineers typically work a shift schedule chosen by the customer.

A Shared Support Engineers team is also available to provide coverage if a Designated Support Engineer is not on shift.

Services include:

- Customer-specific problem resolution
- Support-request tracking and review
- Status calls
- Escalation contact
- Communication of platform changes

- Performance monitoring/analysis of surges
- Activity reporting/trend analysis
- Best practices guidance
- Strategic roadmap discussion
- Customized support schedules (10, 20, or 40 hrs. per wk.)