

Planview Remote Advisory Service EU

SOW Instructions and Program Notes

1. Complete the highlighted SOW fields and the signature block. If you do not know the date of the Master Customer Agreement, leave it blank and Planview will fill in that information upon receipt and prior to transmitting back the fully executed SOW.
2. In Section II A, enter the total number of Remote Advisory Service blocks you wish to purchase and multiply that by the appropriate Remote Advisory Service block rate.
3. Email the completed SOW to pvc-bizopsusa@planview.com, Attention: Veronica Rodriguez.
4. To submit and accurately process your requests for service, use the Remote Advisory Service Request Form available Planview Customer Success Center at the following link <https://success.planview.com/?cid=RAS>. You can also request a balance of current Remote Advisory Service hours from this link as well.
5. Target Remote Advisory Service Response/Delivery Times: Within four (4) business hours for the initial Remote Advisory Service acknowledgement, within sixteen (16) business hours for Planview Subject Matter Expert (SME) assignment and contact for scheduling of Remote Advisory Service session, and within ten (10) business days to conduct the Remote Advisory Service session between Planview SME and Customer.
6. The ten (10) business day target period to conduct the Remote Advisory Service session requires mutual schedule availability between the assigned Planview SME and Customer personnel so it can extend when mutual schedules conflict. Some topics are complex and may have fewer SMEs to address which may necessitate more lead time to assign and schedule a Remote Advisory Service session. Customer will be notified in this case. Some topics or Customer needs may not be suitable for delivery via the Remote Advisory Service Program and in these instances Planview will alert the Customer and provide appropriate alternatives.
7. For premium Platinum Service and Support clients, any included Platinum Remote Advisory Service hours run concurrent with and apply to the Platinum subscription period and expire at the end of the Platinum subscription term. New Remote Advisory Service block hours are credited upon commencement of a renewed/paid annual Platinum subscription period.

Statement of Work

[ADMIN ONLY: _____ - RA SVC]

I. Planview, Inc. ("Planview") and _____ ("Customer") agree as follows: Company Name

This Remote Advisory Service SOW is governed by the provisions of the Master Customer Agreement between Planview and Customer dated _____ (the "Agreement"). Capitalized terms not otherwise defined in this SOW have the meanings given in the Agreement.

II. Service

A) Service Description; Charges

Customer desires to receive, and Planview will provide Customer with, remote advisory consulting services for Planview products under the then-current Planview Remote Advisory Service program (the "Services") as selected below.

# of 8 Hour Blocks of Remote Advisory Services Purchased	X Remote Advisory Service 8 Hour Block Rate	= Total SOW Fee
_____ # of 8 Hour Blocks	€2,000 Standard Rate	_____ € Amount

Planview will invoice Customer for Total SOW Fee, Customer agrees to pay the Total SOW Fee for such Services, and payment will be due within thirty (30) days of receipt of invoice. All other terms are in accordance with the Agreement.

B) Period of Assignment; Location of Services

Customer authorizes Planview to deliver work as requested by Customer via the then-current Remote Advisory Service program and continue until the Services described above are complete or no more time remains in this SOW. Customer

is responsible for ensuring that Customer requests for Remote Advisory Service are authorized. Time is deducted from Customer Remote Advisory Service balance (15 minute increments) and the balance must be used within twelve (12) months from the date hereof or balance expires. Remote Advisory Services are performed remotely.

C) Miscellaneous

All terms and conditions of this SOW are agreed to by authorized officers of the parties, whose signatures are set forth below, effective as of _____ :

Date

If a Purchase Order (PO) is required by your company, please provide the PO number and attach the PO if possible when returning this SOW. _____

PO Number

AGREED TO:

AGREED TO:

**Planview GmbH
Software & Consulting**

*Gartenstrasse 67
76135 Karlsruhe
Germany*

Company Name

Address

City, State, Zip

BY:

BY:

Authorized Signature

Authorized Signature

Print Name

Print Name

Title

Title

Date

Date

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