



YOUR RENEWAL TIMELINE



KEY DATES IN YOUR TERM

During your license term, there are a couple of important dates we would like you to be aware of to ensure you have a smooth renewal experience - without fear of missing deadlines and risking an interruption of service.

PTC subscriptions are sold for **1, 2, 3 or 4 year terms**, which **auto-renew for an additional term**. Despite the “auto-renewal” language used in your contract, your company may require you to issue a purchase order (PO) and reference this on your invoice for prompt payment. You may want to plan some lead time for getting confirmation on those details from your internal stakeholders.

Recommended Review

We recommend this especially for new subscribers to a product or product family. Your Renewal Advisor will check in to see if you have been using all available adoption tools, and if you are aware of all resources available to you. Your Renewal Advisor will be your expert guide within the PTC ecosystem.

DAY 1

You will receive your confirmation letter and welcome email, along with your invoice.

A FEW MONTHS IN

Your Renewal Advisor will reach out to schedule time with you to review your subscription experience to date.

120 DAYS PRIOR

TO YOUR RENEWAL DATE

We will send you a reminder that your renewal is due in 120 days and what action is required.

60 DAYS PRIOR

TO YOUR RENEWAL DATE

We will send you a reminder that your renewal is due in 60 days and what action is required.

60 DAYS PRIOR

TO TERM END (depending on contract)

We have been striving to ensure you are enjoying the value of your PTC product. However, should you need to cancel a subscription, you need to do so in writing. Most PTC customers have a 60-day cancellation period. If you work with a partner, please review your contract to determine your cancellation rights.

ANNIVERSARY DATE

Upon expiration your subscription will be extended for another term. Your licenses will be either automatically extended to you, or made available to you on your web account on ptc.com. This will ensure you have continued access to latest releases and product enhancements. You can also choose a multi-year contract allowing you to lock in today's price for several years and protect yourself from annual price increases. Your Renewal Advisor will be happy to provide more details.



June: LiveWorx

Every summer (usually in June), **LiveWorx** is being held in Boston, MA. It's the most respected Digital Transformation Conference and a great opportunity to discover the latest trends in IIoT, AR/MR/VR, AI & Robotics, digital engineering and other disruptive technologies, all in one place. What's more, it provides insight into the PTC roadmap and many hands-on workshops and trainings to for your PTC software. Of course, many of our Renewal Advisors attend as well, so why not arrange an in-person meeting?

CONTACT US

Our Renewal Advisors are here to help you get the most value from your PTC subscription. Please don't hesitate to contact us with any questions around your contract, renewal or additional needs. Fill out this [form](#) and we will call you back!

GIVE FEEDBACK

Is this information helpful for you? Do you have any feedback on your engagement with your Renewal Advisor? **We would like to hear from you!**

Customer Success Bulletin

The PTC Customer Success team publishes a monthly, web-based newsletter for all current PTC subscribers. This will update you on new tools, tutorials and give guidance around available PTC services and offers. We recommend you subscribe so you won't miss any useful news and information!



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