



# Vuforia SaaS Offerings Service Description

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*Effective starting: January 3, 2023*

Your use of Vuforia SaaS offerings is subject to the terms of the [PTC Master SaaS Agreement](#) (the “**Agreement**”) as well as the following additional terms. Any capitalized terms used but not defined below have the meanings in the Agreement.

## Introduction

There are multiple Vuforia SaaS offerings, which are described below.

## Back Ups and Disaster Recovery

PTC maintains a comprehensive data backup policy to support Business Continuity and Disaster Recovery best practices. Full system backups are taken on a daily basis, and stored in geo-redundant locations. Production system backups are maintained for 30 days. Non-production backups are maintained for 7 days.

In the event of a wide-scale service outage, PTC will work with impacted Customers to determine if the Disaster Recovery protocol should be implemented. If needed, the Recovery Point Objective (RPO) for production systems is 24 hours, and the Recovery Time Objective (RTO) for production systems is 5 days. Non-production systems will be restored as quickly as possible after all production systems are fully restored.

## Security and Data Privacy

Information about the security program for this Service is located at PTC’s [Trust Center](#).

Information about data that is collected as part of the Service is located at [www.ptc.com/en/documents/policies](http://www.ptc.com/en/documents/policies).

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## Vuforia Chalk SaaS Offering

### Introduction

Vuforia Chalk SaaS is a cloud-based service that enables users to mark-up live views to highlight details or multi-step instructions through the Vuforia Chalk application on mobile computing devices. The Vuforia Chalk SaaS Offering is available in three packages.

### Vuforia Chalk Standard

A Registered User is an individual user who has been invited by the Customer administrator (“Customer Chalk Admin”) to initiate Vuforia Chalk sessions (“Sessions”). Each Vuforia Chalk Standard package includes a number of Registered Users as specified on the Quote. Additional Registered User licenses can be purchased separately.

### Vuforia Chalk Premium

Each Vuforia Chalk Premium package includes Standard Registered Users and Host Users as specified on the Quote. This package entitles the Customer to designate Standard Registered Users as Host Users. A “Host User” is a Registered User who has been designated by the Customer Chalk Admin with the ability to start Sessions with end-users of the Vuforia Chalk application (“Guests”). The Customer Chalk Admin may add and/or substitute from time to time new Host Users as long as the aggregate number of Host Users does not exceed at any point in time the number of subscriptions in effect at such time. Host User privileges may not be shared or used by anyone other than the Registered User assigned to be a Host User.

## Vuforia Chalk Platinum

Each Vuforia Chalk Platinum Package includes the number of Host Users specified on the Quote. As part of this package, Customer is entitled to a one-time set-up, configuration, and publication of one (1) branded app (per license) of PTC's Vuforia mobile Chalk app ("Branded App"). Subject to completion of Customer's responsibilities set forth below, PTC will manage the setup, build, and publication of the Branded App to the Android and Apple app stores. The Branded App must contain an attribution that the Branded App is "Powered by Vuforia" which is visible to the end-user. PTC does not guarantee if or when the Branded App will be accepted by the app stores. If the Branded App is rejected, PTC will work with the Customer to rectify any issue within PTC's control and resubmit the Branded App for review by the app stores. Upon expiration or termination of the term, PTC will remove the Branded App from the applicable app stores.

### Allowable Configurations & Customer Responsibilities

The Branded App can be configured to include Customer's color scheme, logo, and company name. Customer will be required to (i) complete any intake forms required by PTC in order to setup and build the Branded App, and (ii) provide all required graphical and marketing assets. Customer shall not remove any proprietary notices included in the Vuforia Chalk mobile application

Each of the above packages provides access to the Vuforia Chalk Admin Center web application (defined below) and the Vuforia Chalk mobile application (which is required to be downloaded from a mobile app store). Any additional terms required to be agreed to by users at the time the Chalk application is downloaded shall not apply and instead will be governed by the Agreement and this Offering Service Description.

### Administration of Vuforia Chalk SaaS Offering

Customer Admin(s) may add, deactivate or delete a Registered User's account via the Vuforia Chalk Admin Center (the "Admin Center"). Customer is responsible for maintaining the confidentiality of passwords and admin accounts, and managing access to and use of Admin accounts. PTC's responsibilities do not extend to the internal management or administration of the Services for Customer. A Registered User account may be managed only by the Customer Admin and used by a single Registered User. The Customer shall be responsible for the acts and omissions of its Registered Users and Guests in connection with their use of the Services.

### Data Export

Upon approaching the end of the applicable term, Customer may or request that PTC extract Data available for export. Otherwise, Data will be deleted from the Service after expiration or termination of the applicable term.

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## Vuforia Expert Capture & Instruct SaaS Offering

### Introduction

The Vuforia Expert Capture & Instruct SaaS Offerings are multi-tenant offerings contracted on a Registered User basis. These offerings are used to capture or create procedures, that may include photos, audio, video, 3-D CAD, and on certain devices, spatial data for location awareness. There are defined types of user profiles that may be purchased for each offering: Standard Registered User or Premium Registered User. Each of the packages provides access to the Vuforia Vantage mobile application (which is required to be downloaded from an app store).

### Offering Basis

Customers are required to assign Registered Users to license roles based on the type of user profile Customer has purchased. Each role grants the assigned Registered User access only to the capabilities entitled by that role as specified below. If a Customer exceeds the number of applicable Registered Users in effect at any point in time, Customer shall be required to purchase additional Registered Users license. Standard Registered Users may not use or access Premium Registered User capabilities. If such access or use occurs, Customer will be required to separately purchase Premium Registered User licenses. Any additional terms required to be agreed to by users at the time the Vantage application is downloaded shall not apply and instead will be governed by the Agreement and this Offering Service Description.

### Vuforia Expert Capture

Role Type	Capabilities	Standard Registered User	Premium Registered User
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<b>Viewer</b>	<b>Viewers can view procedures created by others but are unable to create or edit any procedures.</b>		
	Access to Vuforia Vantage App & Desktop	✓	✓
	Access to Capture App* and Spatial Anchors	✓	✓
	Procedure Execution	✓	✓
<b>Author</b>	<b>Authors have all Viewer Capabilities plus the following:</b>		
	Upload Assets		✓
	Ability to add/edit Captures		✓
	Create and edit procedures		✓
<b>Manager/Admin</b>	<b>Managers have all Author Capabilities plus the following:</b>		
	Distribution and content management		✓
	Operations analytics dashboards (Insights)		✓
	Usage analytics dashboards		✓
	Add, manage and deleted users and determine access control		✓

### Vuforia Instruct

Role Type	Capabilities	Standard Registered User	Premium Registered User
<b>Viewer</b>	<b>Viewers can view procedures created by others but are unable to create or edit any procedures.</b>		
	Access to Vuforia Vantage App* & Desktop	✓	✓
	Procedure Execution	✓	✓
<b>Author</b>	<b>Authors have all Viewer Capabilities plus the following:</b>		
	Upload Assets		✓
	Add 3D CAD & 3D CAD Asset Management		✓
	Create and edit procedures		✓
<b>Manager/Admin</b>	<b>Managers have all Author Capabilities plus the following:</b>		
	Distribution and content management		✓
	Operations analytics dashboards (Insights)		✓
	Usage analytics dashboards		✓
	Add, manage and delete users and determine access control		✓

### Vuforia Work Instructions

Vuforia Work Instructions provides access to the capabilities of both Vuforia Expert Capture and Vuforia Instruct.

#### Data Export

Customer may export Procedures from the Procedure Editor anytime during the Service Term to Word or any other digital format that may become available. Otherwise, Data will be deleted from the Service after expiration or termination of the applicable term.

### Vuforia Studio Hosted Offering

There are different Vuforia Studio bundles: Starter, Basic, Premium, and Professional. Each bundle includes Vuforia Studio, the Experience Service (licensed on a Designated Server basis), and the Vuforia View Application with Bundle-specific features as set forth in the table below. Vuforia Studio licenses allow the Customer to access and use the ThingWorx platform for user administration and integration to third-party data sources in order to create Experiences (access does not include ThingWorx Flow); any additional use cases require purchase of a ThingWorx IoT platform edition. Users will be required to download the Vuforia View app from an

application store or PTC’s software download site. Any additional terms required to be agreed to by users at the time the Vuforia View application is downloaded shall not apply and instead such use will be governed by the Agreement and this Offering Service Description.

Definitions:

An “Experience” (also referred to as “EXP”) is a presentation of a mix of textual, numeric and 3D data that is presented to a user by the Vuforia View application. The Experience may include augmented reality interaction, 2D assets, 3D assets, and/or “live” data, from Things via ThingWorx. Examples of Experiences include, without limitation:

- A service experience to instruct a service technician how to perform a procedure
- A marketing experience to present capabilities of a product to consumers
- A monitoring experience to display live data streaming from a machine

A “View” is a single instance of opening an Experience. An Experience has a definite “entry point” which is invoked by a user action to select the Experience. This may be by selecting a “bookmarked” or “downloaded” experience, following a scan of a ThingMark, a designated QR code or a deep link. There is no definite “exit point” of the Experience to end the View, other than exiting Vuforia View or requesting another Experience.

A “Public View” is a View consumed in a production environment by a non-Registered User. Any Views consumed by the same user on the same device within the same 15-minute period will be counted as a single Public View. For example, if a Non-Registered user accesses an Experience on a device, that will count as one Public View, and the count will not be incremented again for the next 15 minutes, regardless of how many times the same Experience is accessed on that device within that timeframe.

Bundles

Each Vuforia Studio Bundle comes with the entitlements specified in the table below:

	Starter	Basic	Premium	Professional
<b>Registered Users (included, more may be purchased separately)</b>	20	100	200	1,000
<b>Annual Public Views (for non-Registered Users)</b>	2,500	5,000	10,000	50,000

Notes explaining the above table:

**Registered Users**

Customers may purchase additional Registered Users for Users who will author and/or consume Views. There is no limit on the number of Views that may be consumed by Registered Users. Registered User licenses are required for persons accessing or consuming the Experience who: (i) are employees or contractors of or otherwise engaged by the Customer and (ii) receive login accounts/passwords to the Customer’s Studio instance.

**Non-Registered Users**

Customers may purchase additional Public Views for consumption by individuals who are not Registered Users.

**User Identity Management**

Customer is responsible to configure on a non-production CAS (Central Authentication Server) their identity and access management integration and single sign on (SSO) experience, using the provided PingFederate service as the central authentication server (CAS).

**AR Vuforia Bundle SaaS Offering**

The AR Vuforia Bundle SaaS Offering includes the below list of products and associated quantities:

- 100 Vuforia Chalk Standard Registered Users
- 100 Vuforia Studio Registered Users
- 20 Premium and 80 Standard Registered Users for Vuforia Work Instructions
- 1 Creo Illustrate Essentials (on-premise subscription)