Creo SaaS Offerings Service Description

Effective starting: January 3, 2023

Your use of Creo 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 two Creo SaaS offerings: Creo AR Design Share and Creo Generative Design Extension (GDX). These offerings 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.

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.

Creo AR Design Share

Creo AR Design Share is a product that enables Creo users to publish models directly from Creo, Creo View, Windchill, or Creo Elements/Direct to a PTC-hosted server to be consumed as an Augmented Reality experience through the use of Vuforia View.

Product	Availability	Publishing Admins	Publishers	Published models allowed	Control
Creo AR Design Share – Personal	Free to every seat of Creo 4.0 M040+	1	1	10	• Only 10 models can be hosted on free experience server at one time • Once customer has published 10 models, models must be deleted in order to publish additional models.
Creo AR Design Share – Enterprise	For purchase with Creo 4.0 M040+	1	Unlimited	50	• Admin has full control over all account models, and can delete any models at any time • Publishers have full control over models they have published, and can delete any models they published at any time

					• Admin can add/delete any Publisher at any time • Access to published models can be restricted by the Admin/Publisher

Creo Generative Design Extension (GDX)

Introduction

This multi-tenant offering provides Customer access to the Generative Design Extension (GDX) in Creo Parametric. GDX is a cloud-based extension. To access GDX, the Customer must also have licenses for the Generative Topology Optimization (GTO) extension in Creo (purchased separately).

Solution Scope

GDX is available as a preconfigured, PTC-hosted package, including the following capabilities:
- Single user access per GDX package purchased
- Connection from the Creo client to the cloud
- Usage of cloud-based Generative Design solvers
- Storage allocation as specified below
- Standard Creo Support

Offering Basis

Purchase of GDX provides access to GDX for one Registered User per package purchased. Each package includes a number of credits (shared among all the users) for an account that can be used to run cloud-based solvers. The number of credits consumed depends on the amount and nature of computation completed on the cloud solvers. Customers can also purchase additional credits if they need more than what the GDX package provides. Use of more credits than purchased will result in overage fees.

Packages
There are two purchasable items for GDX:

- GDX package – includes access for one user and 20,000 credits for the entire account
- Credit add-on – Increases credit allotment for the account by the number of credits specified in the product description

Registered Users
Each GDX package purchased allows one Registered User to access the GDX functionality. Additional Registered Users can be added by purchasing additional GDX packages.

Credit Expiration/Overage
The credits (whether purchased separately or as part of the package) are specified on an annual basis and expire (if not used) on a contract-year basis. For example, without limitation, if the Customer has 120 credits and a three-year term, each contract year Customer may use up to 120 credits, but if Customer does not use the full allotment in a particular year, the unused credits will expire and will not roll over into the next contract year. In addition, if Customer exceeds its annual credit entitlement, PTC reserves the right to charge overage fees for the excess credit usage.

Security Measures
SoC-2 (Type 2) certification. PTC's ISO 27001 certification does not cover this offering and PTC's controls for this offering are not consistent with the ISO 27001:2013 framework.

Data Export
Upon approaching the end of the applicable Service Period, Customer may extract Data available for export in Creo Parametric format (*.prt) format. Otherwise, Data will be deleted from the Service after expiration or termination of the applicable Services term.