



Addendum for Artificial Intelligence (AI) Features in PTC Products

This Addendum for Artificial Intelligence (AI) Features in PTC Products (“Addendum”) supplements the PTC Customer Agreement and/or the PTC Master Software as a Service Agreement, as applicable (collectively referred to as the “Agreement”). This applies solely to the extent that the Licensed Product(s) and/or Services (both as defined in the Agreement) ordered by Customer include artificial intelligence (AI) systems, models and technologies (“AI Features”) and governs Customer’s access to and use of such AI Features. All capitalized terms used herein shall have the meanings assigned to them in the Agreement, unless expressly redefined in this Addendum.

1. Legal Right to Provide AI Features: PTC represents to Customer that it has the legal right to lawfully offer and provide the AI Features included in its Licensed Product(s) and Services.

2. Artificial Intelligence: AI Features in the Licensed Products and Services may include an engineered or machine-based system that can, for a given set of objectives, generate outputs such as predictions, recommendations, or decisions influencing real or virtual environments (“Outputs”). AI Features are designed to operate with varying levels of autonomy. AI Features are provided to support Customer under the Customer’s supervision by helping to advise (e.g., provide instant access to knowledge), assist (e.g., support users by completing steps within workflows), and/or automate tasks (e.g., execute entire workflows). Additional information on the AI features is available at [PTC Legal Agreements | PTC](#).

3. Compliance with Applicable Laws and Governance: PTC confirms that it has implemented measures reasonably designed to support compliance with applicable laws and regulations that are relevant to the AI Features, including those governing data protection, privacy, and AI technologies. Customer acknowledges that the legal and regulatory framework governing the use of AI Features is subject to change, and agrees that, in the event any change in law, judicial or regulatory interpretation, or modification or discontinuation of third-party service terms prevents PTC from providing, or Customer from using, any AI Feature in compliance with applicable requirements, PTC may restrict, suspend, or permanently discontinue such AI Features. Additionally, PTC’s compliance obligations shall not extend to Customer’s specific use case or specific deployment of the AI Features. Customer acknowledges and agrees that it will use the AI Features in accordance with applicable laws and regulations. Further, PTC maintains a documented AI governance and risk management program informed by the NIST AI Risk Management Framework (RMF) key principles for trustworthy AI, including principles relating to fairness, bias, and security and safety, associated with or arising from the AI Features.

4. Data Segregation: PTC AI Features do not commingle Customer Data with data from other customers or with PTC’s internal data. “Customer Data” has the meaning set forth in the PTC Cybersecurity and Data Privacy Addendum (DPA).

5. AI Training and Customer Consent:

(a) No Training on Customer Data. PTC will not use Customer Data to train, retrain, fine-tune, or otherwise improve any generally available

artificial intelligence or machine learning models, including large language models.

(b) Permitted Use of Usage Data and Metadata. Notwithstanding the foregoing, PTC may collect and use technical usage data, telemetry, logs, metrics, and metadata generated through the operation and use of the Licensed Products and Services (collectively, “Usage Data”) for purposes of operating, maintaining, supporting, securing, and improving the functionality, performance, reliability, and usability of the Licensed Products, Services, and AI Features, including training or refining AI models, provided that such Usage Data is anonymized, aggregated, or otherwise de-identified so that it does not identify Customer or any individual and does not expose Customer Data.

(c) No Customer Consent Required for De-Identified Usage Data. Customer acknowledges and agrees that PTC’s collection and use of anonymized or aggregated Usage Data as described in this Section does not require Customer’s additional consent and does not constitute use of Customer Data for AI training.

(d) Support and Troubleshooting. To the extent Customer voluntarily submits Customer Data to PTC in connection with support requests, error resolution, or troubleshooting, PTC may use such data solely as necessary to provide support, diagnose issues, and remediate defects, subject to PTC’s confidentiality obligations under the Agreement.

6. Third-Party AI Models: Customer acknowledges and agrees that certain AI Features may incorporate third-party AI models, which may be accessed or integrated by PTC through APIs or other mechanisms (“Third-Party AI Models”). PTC confirms that, to the extent such Third-Party AI Models are deployed within its Licensed Product(s) and/or Services, PTC acts as a deployer of such functionalities. PTC retains the right to add, remove, or substitute Third-Party AI Models, including in response to changes in law, regulatory guidance, contractual obligations, or technical feasibility. To the extent applicable, Customer shall comply with the Third-Party AI Models flow-down terms (if any) made available within the documentation or otherwise. Any indemnities, warranties, or assurances offered by third-party AI model providers, if any, are separate from this Agreement and apply only between such providers and PTC.

7. Data Confidentiality and Exposure to AI Tools: PTC confirms that AI Features in its products do not expose Customer Data to publicly available or “open” AI Third-Party AI Models.

8. Ownership of Prompts and Outputs: Outputs are deemed to be Customer confidential information. Where Outputs are results of generative AI Features, any resulting Outputs consisting of IP are owned

by Customer. Customers retain ownership of their prompts input into any generative AI Features. Notwithstanding the foregoing: (i) ownership does not extend to any underlying PTC data (e.g., product documentation, guides) used in generating Outputs; (ii) use of AI Features does not confer ownership of the AI models, algorithms, or any proprietary technology provided by PTC; and (iii) Customer acknowledges that Outputs generated by AI Features may not be unique to Customer and may be similar to Outputs generated for other customers. Ownership of Outputs does not imply any representation, warranty, or indemnity by PTC with respect to infringement, legality, or regulatory compliance of such Outputs. Content generated by the AI Features may not be eligible for intellectual property protection under applicable law and no PTC indemnification under the Agreement covers claims of infringement related to the Output. Outputs may be used by PTC for product support, compliance with third-party model terms, and improvement of PTC's software features.

9. Customer Responsibility for Validation: PTC will use reasonable efforts to maintain the accuracy, reliability, robustness, resilience, and security of the AI Features during the term of the Agreement. Due to the nature of AI technology and the Outputs generated, no guarantee of correctness of content is provided. Customer acknowledges and agrees that: (a) it is solely responsible for human oversight to validate the accuracy, completeness, and suitability of any Outputs generated by AI Features, especially before using them in any business process or making decisions based on such Outputs; (b) inaccuracies in Outputs of AI Features shall not be deemed Errors and shall not give rise to any service credits, remedies, or support obligations under the Agreement; and (c) Outputs are not subject to the PTC indemnification provisions as set forth in the Agreement. AI Features and Outputs are provided as part of the Licensed Products and Services and without limiting the Agreement, PTC makes no warranty regarding the accuracy, completeness, non-infringement, or fitness of the AI Features or resultant Output for any particular purpose. To the fullest extent permitted under the Agreement, PTC shall have no liability for Customer's use of AI Features and/or Outputs or for any business, operational, or regulatory decisions made based on such AI Features/Outputs.

10. Suspension or Limitation of AI Features: PTC reserves the right to suspend or limit access to any AI Feature if Customer is in breach of this Addendum, or if required by law or regulation. PTC will provide notice to Customer as soon as reasonably practicable.

11. Policy Updates and Enforcement: This Addendum forms part of PTC's customer-facing policies governing AI Features and may be updated by PTC from time to time by posting a revised version. PTC will not make changes to this Addendum that are materially adverse to Customers without providing reasonable prior notice, except where changes are required by applicable law or binding regulatory guidance. For the avoidance of doubt, any such changes to this Addendum will not expand PTC's rights to use Customer Data for training, retraining, fine-tuning, or improving generally available AI models beyond what is expressly permitted herein. A Customer's violation of this Addendum shall be considered a material breach of the Agreement and may result in suspension or limitation of access to AI Features.

12. European AI Act Compliance: Customer acknowledges and agrees that PTC's products are not designed or intended to constitute High-Risk AI systems within the meaning of Regulation (EU) 2024/1689 EU ("EU AI Act"). Customer acknowledges that, depending on Customer's specific use of PTC's products, including any modification of their intended purpose, substantial alteration of their functionality, or incorporation of PTC's products into a regulated product or service (if any), Customer may create or deploy an AI system that qualifies as a High-Risk AI system under the EU AI Act. In such circumstances, Customer will be solely responsible for ensuring full compliance with all obligations applicable to providers and/or deployers of High-Risk AI systems, including but not limited to those set out in Article 25 (Responsibilities along the AI value chain) of the EU AI Act.

Except as expressly modified by this Addendum, all terms and conditions of the Agreement remain unchanged and in full force and effect. In the event of any conflict between this Addendum and the Agreement, the terms of this Addendum shall prevail solely with respect to the subject matter herein.