FlexPLM SaaS Service Description

Your use of PTC's FlexPLM 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.

Allowable Configurations

The FlexPLM SaaS offerings support configuration, customization, and integration capabilities. In case of customizations and integrations, the Customer will be required to pay to PTC additional Extended SaaS Service (ESS) fees for deploying such customizations and integrations. Customer is responsible to provide PTC instructions on how to configure for single sign on (SSO) to the central authentication server (CAS). The PTC SaaS Engagement Guide identifies the configurations, customizations and integrations that are permitted. Configurations, customizations and integrations that are not identified in such document are not permitted.

Version Support

The Service will include installation of new releases and update releases that PTC elects to apply to the Service. Customer will be responsible for updating customizations and/or integrations in order to ensure compatibility with the new release/update release.

PTC reserves the right to keep the Customer in a supported software release across the entire platform, and PTC reserves the right to install updates and perform general maintenance on the platform. Where Customer is not on a currently-released version of the software, PTC may terminate the Service or may impose additional fees (up to 30% of the annual contracted value on a per month basis) for each month of Services delivered by PTC.

Extended SaaS Support Services

Extended SaaS Support Services may be purchased for customizations that Customer desires PTC to host for Customer, pursuant to the terms set forth on **Exhibit A**.

Data Export

Once the Service End Date is known, Customer can request up to two data exports: (1) prior to Service End Date an export for purposes of testing the input of that data into Customer's new system, and (2) final export at Service End Date. The Customer shall coordinate such requests with PTC. The data export includes the information required to redeploy the as-is software configuration in another environment. Customer may, however, contract with PTC for additional non-standard data export for additional fees. PTC will retain Customer's Data for approximately 30 days following the last extraction after which time it will be destroyed. One copy of archived data can be provided during this 30-day period upon customer request. For authorized data exports, the data export formats will include applicable items from the following: Database schema export, Directory LDIF export or similar user list export, Enterprise LDAP LDIF export, and external file vault(s) contents.

Back Ups and Restoration

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. PTC is not able to restore individual files that are deleted through the Service, but PTC can perform full system restoration from backup upon Customer request.

Disaster Recovery

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.

Batching

For contract types based on numbers of users (e.g., Registered User, Concurrent User, etc., but not Kiosk Users), a license is required for each individual who accesses or uses the Service or the functionality or data contained therein or uses the output produced thereby (the "Materials"), whether directly or indirectly, such as through a web portal or other mechanism for "batching" or

otherwise achieving indirect access to the Service or Materials. Generic or shared logins are not permitted where the same results in the bypassing or contravention of the licensing basis for access to or use of the Materials. For example, if a Services offering is licensed on a Registered User basis and Registered Users share their password with people who are not Registered Users, that would contravene the Registered User licensing model and is not permitted. Likewise, Customers may create generic service accounts solely for the purposes of automating tasks initiated by properly-licensed human users, but not to perform tasks for users who do not have a license.

Without limiting the generality of the foregoing, unless Customer has purchased Windchill API Access, the Customer is expressly prohibited from accessing or using (directly or indirectly, including via an application created by Customer or a third party) the application program interface of the Service to extract data from the Service for the purpose of training, fine-tuning, or creating an artificial intelligence (AI) model or building another data source, such as a Retrieval-Augmented Generation (RAG) data source. In the event that Customer completes such purchase, all users of (or persons who have access to) any application(s) that leverage or use such AI model or data source (or any aggregate or derived data that is the output thereof) that has similar functionality to what is available in the Service must (i) have an individual user license to the Service, regardless of whether such access or use is direct or indirect, and (ii) only use PTC-supported APIs of the respective Service. Customer acknowledges that the structure, sequence and organization of the Service are proprietary and protected by copyright and Customer may not copy any of same. For clarity, any activities in violation of this paragraph shall be deemed to breach the license to the Service.

Security and Data Privacy

Information about the security program for this Service is located at PTC Trust Center.

Information about data that is collected as part of the Service is located at www.ptc.com/en/documents/policies.

FlexPLM SaaS

Introduction

This offering provides Customers with access to FlexPLM SaaS.

Offering Basis

- Entitlement to FlexPLM solution
- Entitlement also includes a single customer-specific clustered production environment and a single non-production instance.
- FlexPLM SaaS is contracted on a Monthly Active User basis, which means how many individual users access the offering in a given month.
- There are defined types of Registered User profiles that may be purchased: FlexPLM SaaS User, and FlexPLM SaaS External User. Each profile grants the assigned user access only to the functionality entitled by that profile. Customers are required to allocate Users to license profiles within the FlexPLM production environment. Failure to appoint Users to appropriate license profiles may result in overage fees. Users may not be retroactively changed from one license profile to another.
- When Customer is using third party CAD software with the Service, it maybe necessary for PTC to install and run such third party CAD software alongside the Service so that neutral format viewables can be generated. In such cases, for PTC to install and run such third-party software for Customer, the Customer will be required to provide to PTC VPN access to Customer's license server so that the third party CAD software being run alongside the Service can access Customer's license file for such software. Customer shall secure authorization from the third party CAD vendor for PTC to host such third-party CAD software alongside the Service, and Customer will provide all necessary installation media and files as required for PTC to deploy such applications alongside the Service. For Creo and other CAD applications, Customer is required to purchase publishing capacity for each such CAD application based on the number of users and environments where such publishing is required.
- Customer may only assign FlexPLM SaaS External User (also known as "Supplier") profile to Users who are vendors, third parties and others external to the Customer and its affiliates ("External Users"). External User licenses may be reassigned to another External User at no additional license fee, except that an External User license may not be used by more than one External User during any calendar month.
- FlexPLM SaaS Users and FlexPLM SaaS External Users also receive entitlements to use certain role-based ThingWorx-based applications. These applications may only be used for the following purposes:

- to execute applications to view, print, create, and/or update information from solutions sold by PTC and delivered through the components bundled with the role-based applications.
- to leverage the included ThingWorx application only for the sole purposes of accessing FlexPLM data as applicable to the role-based applications and configuring details required for the role-based applications.

- PTC is not obligated to host for Customer any customization or custom applications unless specifically agreed in the Quote that PTC will host the same as ESS.
- In the event Customer wishes for PTC to host custom code, Customer shall inform PTC of its requirements and PTC shall confirm whether such customizations can be hosted as ESS. Customer shall provide relevant documentation including high-level requirements and discuss design with PTC during the review process. If approved, at roll-out Customer shall provide detailed documentation including capabilities available to supporting maintenance/management/ troubleshooting of such customizations.
- A "Third-party Integration" is code developed by a 3rd party that communicates with a PTC application. PTC is not responsible for connectivity issues or downtime related to the integration of any non-PTC Hosted applications.
- Customer is responsible to provide an identity and access management integration and Single Sign-On (SSO) experience for their licensed users and share relevant configuration data to configure the provided PingFederate or similar service as the Central Authentication Server (CAS). Customer will assist in the configuration, test, validation and debug activities associated with enabling SSO.
- FlexPLM is built on PTC's Windchill PLM. Access and use of the underlying Windchill capabilities that are not in support of FlexPLM data is excluded from entitlements of the FlexPLM SaaS User and FlexPLM SaaS External User license.
- The PTC SaaS Engagement Guide located at www.ptc.com/en/support/cloud-engagement-guide identifies the only configurations, customizations and integrations that are permitted.

Data Storage Entitlements

Data Storage: Customer is required to purchase a sufficient amount of vault storage space to cover all instances (i.e., Production and Non-Production instances).

Additional Storage: Customer is required to purchase additional storage capacity for data migrations and/or system integrations.

Allowable Fee-based Add-ons

In addition to the allowable configuration terms defined for FlexPLM SaaS, the following applies for FlexPLM SaaS:

Category	Capability
Customizations, Integrations and offering extensions (*additional fees apply*)	Separate fees are required for allowing customizations beyond supported configurations in a production environment. PTC does not develop or maintain customizations or integrations on behalf of Customer unless purchased separately. See terms for ESS (Extended SaaS Services) for more information.
	Customers are responsible to document and provide PTC with a validated code package that can be used to apply customizations and integrations on the secured production environment.
	The following add-on options are applicable to FlexPLM SaaS. • Additional storage • Adobe Illustrator Design Integration • Additional PTC hosted locations for Remote File Vaults (Replicas) • Additional non-Production environments of Windchill FlexPLM • Additional services for Infrastructure and Networking such as managed VPN connections, Encryption at Rest, sFTP Server, Vault storage capacity and IP Whitelisting. • 3D BrowzWear Adapter & 3D BrowzWear Plug-in • FlexPLM 3D Optimization Services • FlexConnect for system integrations to share data • FlexInsights and FlexInsights Pro for dashboarding and reporting

	• Management of existing application customizations and integrations (subject to restrictions described above). Does not include bug fixes or enhancements unless specified.

FlexPLM AI

FlexPLM AI is available as an add-on to base FlexPLM licenses including Viewer, Contributor, Author licenses, as a Software as a Service solution hosted by PTC for the Customer ("FlexPLM AI SaaS").

The FlexPLM AI offering is contracted on a Registered User basis and is limited by both the number of Registered Users and consumption limits based on the number of AI Credits used by the Customer during a contract year.

Access to FlexPLM AI is enabled by assigning Registered Users to a designated FlexPLM AI entitlement group within FlexPLM. The Customer may include in such entitlement group only the number of Registered Users corresponding to the FlexPLM AI licenses purchased. By way of example, if the Customer holds one hundred (100) FlexPLM licenses and fifty (50) FlexPLM AI licenses, no more than fifty (50) Registered Users may be assigned to the FlexPLM AI entitlement group. Assignment of users in excess of the licensed quantity requires the purchase of additional FlexPLM AI Registered User licenses.

Usage is additionally governed by AI Credit consumption. An "AI Credit" represents an allowance to perform specific actions using FlexPLM AI, with each action consuming a defined number of AI Credits based on the complexity of the interaction and the volume of data processed. Each Registered User is allocated twelve thousand (12,000) AI Credits per contract year. AI Credits allocated to a Registered User may be consumed by other Registered Users, provided that the Customer does not exceed its aggregate annual AI Credit entitlement. Unused AI Credits expire at the end of each contract anniversary and do not roll over into subsequent contract years. Consumption of AI Credits in excess of the Customer's annual entitlement requires the purchase of additional AI Credits to cover such overage.

Flex Insights and Flex Insights Pro

Introduction

This offering provides Customers with a Flex Insights or Flex Insights Pro SaaS environment. It includes connectivity to a FlexPLM SaaS environment.

Solution Scope

Flex Insights and Flex Insights Pro entitlement includes:

- Entitlement to Retail IoT ADK Base solution
- Entitlement also includes a single customer-specific clustered production environment and a single non-production instance
- Flex Insights include specific dashboards developed on PTC's Thingworx software and applicable configurations. These are Panorama, Critical Path Management and Compliance Tracking.
- Flex Insights Pro include specific dashboards developed on PTC's Thingworx software and applicable configurations. These are Panorama, Critical Path Management, Compliance Tracking, Visual Line Planning and Sustainability.
- Integration between a single Flex Insights or Flex Insights Pro environment and a FlexPLM SaaS FlexPLM environment

Offering Basis

- Flex Insights and Flex Insights Pro is contracted on a "Monthly Active User" basis.
- Every Flex Insights and Flex Insights Pro User will also require to have a FlexPLM User license
- Flex Insights and Flex Insights Pro environments may not be used to access data from devices – which includes but is not limited to connected products, wearables, production machinery, and physical assets – and any edge servers or services that devices are connected to.

- Flex Insights and Flex Insights Pro environments may not be used to connect to manufacturing systems, processes, and/or operations belonging to the Customer's internal production facilities or the Customer's suppliers' production facilities.

Retail IoT ADK

Introduction

This offering provides Customers with a SaaS Retail IoT ADK environment. It includes connectivity to a FlexPLM SaaS environment.

Solution Scope

Retail IoT ADK SaaS is available as an expansion to a FlexPLM SaaS. Retail IoT ADK SaaS Standard entitlement includes:

- Entitlement to Retail IoT ADK Base solution
- Entitlement also includes a A single customer-specific clustered production environment and a single non-production instance
- Integration between a single Retail IoT ADK environment and FlexPLM SaaS environments.

Offering Basis

- Retail IOT ADK is contracted on a "Monthly Active User" basis.
- Every Retail IOT ADK User will also require a Windchill FlexPLM User license (either External SaaS or Registered User)
- It can be used to only connect to PTC's FlexPLM product and other enterprise systems (e.g., Oracle ERP, SAP, CRM systems, etc.). It may not be used to access data from devices – which can include but is not limited to connected products, wearables, production machinery, and physical assets – and any edge servers or services that devices are connected to.
- It also may not be used to connect to manufacturing systems, processes, and/or operations belonging to the Customer's internal production facilities or the Customer's suppliers' production facilities.

Adobe Illustrator Design Integration

Introduction

This offering provides Customers with a connection from Adobe Illustrator application installed on a user's desktop to FlexPLM Server via a locally (on User's computer) installed Adobe Illustrator Design Integration. Data created in the Adobe Illustrator can then be published to the FlexPLM SaaS instance directly.

Solution Scope

The Adobe Illustrator (AI) Adapter is available as an add-on package to FlexPLM SaaS that includes:

- Adobe Illustrator Design Integration Option (One license for every user of the Integration)

Offering Basis

- The Adobe Illustrator Design Integration is a per user license required for each FlexPLM SaaS user that requires the integration.
- Entitlement to Adobe Illustrator Design Integration solution
- Users of Adobe Illustrator Design Integration also have to be FlexPLM SaaS Users.
- Customers are required to deploy and maintain (including upgrades) compatible version of Adobe Illustrator within their user environment per the support matrix located at https://support.ptc.com/appserver/wcms/standards/freefull_cs.jsp?im_dbkey=175079

3D BrowzWear Adapter and 3D BrowzWear Plug-in

Introduction

This offering provides Customers with a connection from their BrowzWear applications (VStitcher or Lotta) via a locally installed 3D BrowzWear Plug-in to communicate with the FlexPLM SaaS system. Data created in the BrowzWear applications can then be stored in the FlexPLM system.

Solution Scope

The BrowzWear 3D Server Adapter is available as an add-on package to FlexPLM SaaS that includes:

- 3D BrowzWear Plug-in for BrowzWear's VStitcher or Lotta (one license for every user of the 3D BrowzWear integration)
- A single 3D BrowzWear Adapter enabled as an add-on for the FlexPLM SaaS enviroments.
- A BrowzWear 3D Server Adapter on each additional non-Production instance of a SaaS FlexPLM system.
- Supported versions of BrowzWear's VStitcher and Lotta are noted in the support matrix for the applicable FlexPLM software version located at www.ptc.com/support/release-advisor.

Offering Basis

- Entitlement to the 3D Browzwear adapter software to be deployed on user's computer as well as deployment and configuration of server software component on customer-specific FlexPLM environments
- The 3D BrowzWear Plugin is sold as each (per-user license) and only as an add-on to existing FlexPLM SaaS or Managed environments.
- Users of 3D BrowzWear Plugin also have to be FlexPLM SaaS Users
- Customers are required to deploy and maintain (including upgrades) compatible version of BrowzWear's VStitcher or Lotta within their user environment per the support matrix located at www.ptc.com/support/release-advisor.
- PTC SaaS will perform quarterly audits of Customer usage and Customer will be required to purchase additional User licenses based on actual consumption.

FlexConnect SaaS

Introduction

This offering provides Customers with a FlexConnect SaaS environment. It includes connectivity to a FlexPLM SaaS environment with the ability to integrate with external systems. Additional connector licenses must be purchased to enable connectivity to each environment.

Solution Scope

FlexConnect SaaS Standard entitlement includes:

- Entitlement to FlexConnect solution
- Entitlement also includes a single customer-specific production environment and a single non-production instance
- A single production instance and a single non-production instance
- Integration between a single FlexConnect and a single FlexPLM SaaS environment.
- FlexConnect environment may not be used to access data from devices – which can include but is not limited to connected products, wearables, production machinery, and physical assets – and any edge servers or services that devices are connected to.
- FlexConnect environment may not be used to connect to manufacturing systems, processes, and/or operations belonging to the Customer's internal production facilities or the Customer's suppliers' production facilities.

Offering Basis

- FlexConnect SaaS is contracted on a yearly basis unless otherwise noted.
- There are two subscriptions required – a Base (SAS-2253-F-) and a per-system connection (SAS-2254-F-) to non-PTC systems.

Solution Service Model

Customers are required to adhere to PTC SaaS security policies and solution usage guidelines when defining TRC custom Apps.

FlexPLM 3D Collaboration

Introduction

This offering provides customers with a SaaS integration to optimize 3D files of .GLB format and a 3D viewer to view those 3D files. This includes sharing of 3D files (.GLB format) with a 3rd Party Service to review, optimize, generate 2D visuals of the uploaded 3D file. Optimized 3D files (.GLB format) will be retrieved from the 3rd Party Service for storage, review and access in FlexPLM.

Solution Scope

PTC 3D Optimization SaaS is available as an optional service package with required and optional services that can be purchased separately. The solution includes software entitlement choices. It is sold as an expansion to a PTC SaaS FlexPLM service.

PTC 3D Optimization SaaS entitlement includes:

- Entitlement to PTC 3D Optimization SaaS Service
- Integration between FlexPLM SaaS environments and 3rd Party 3D Optimization Service
- Administrator credentials and access to the 3rd Party 3D Optimization Service Dashboard

Offering Basis

- PTC 3D Optimization SaaS is contracted on a yearly basis unless otherwise noted.

Solution Service Model

- The PTC 3D Optimization SaaS is sold as each and only as an add-on to existing FlexPLM SaaS environments.
- There is a per user license required for each Windchill FlexPLM User when the PTC 3D Optimization SaaS add-on is enabled
- Content published from BrowzWear will be required to use the 3D Plugin to trigger 3D Optimization.

Exhibit A Extended SaaS Support Services Terms

Introduction

The ESS Service provides for the deployment of a Customer's customizations and custom-developed integrations that communicate with the Service (collectively, "Customizations"). ESS does not include validation, modification, enhancement or repair of these Customizations.

Solution Scope

As part of ESS, PTC will provide:

- Application Customization installation
- Verification that Customizations have installed

ESS does not provide for business use case verification or feature specific verification. Nor does it include troubleshooting or debugging of Customizations. PTC is not responsible for connectivity issues or downtime related to or caused by any Customizations.

Offering Basis

- ESS is contracted on a per Customization basis.
- PTC has the right to refuse any Customization. If PTC refuses a Customization, PTC will inform the Customer of the reason(s) to enable the Customer an opportunity to provide an updated release..
- It is important to note that the following items are not included as part of ESS:
  - Code changes required to resolve an issue or introduce new functionality
  - Customization changes following upgrades or maintenance releases or standard service enhancements
  - Data modifications
  - Customization development or consulting
  - Monitoring of Customizations
  - Services for Customizations not deployed within a PTC hosted application
- Upon Customer updating a Customization, PTC has the right to review the Customization to ensure it falls within the agreed scope of the existing Customization. If the Customization has expanded beyond the scope of the initial agreed upon baseline, PTC may require additional ESS fees to support the expanded scope.
- Upon upgrade of the PTC offering, Customer is responsible for upgrading any existing Customizations if there are any issues found during the upgrade process.
- Where feasible Customer is expected to build in “kill-switches” to ensure its easy to disable customizations during service investigations and performance

Solution Service Model

To utilize ESS, Customer is expected to provide the following components for each Customization.

- Source code
- Test plans, test cases and test results covering all use cases
- Customer shall provide detailed documentation including capabilities available to supporting maintenance/management/troubleshooting of such customizations

PTC will analyze the documentation and source code for security and performance issues. PTC can refuse any Customization that is considered a risk in terms of performance, maintainability and sustainability of the solution, operation or security.