



Kepware+ Service Description

Effective starting: January 3, 2023

Your use of Kepware+ 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

Kepware+ is a SaaS offering that enables users to manage Kepware Server products. Kepware+ enables users to perform configuration changes remotely to their Kepware Server on-premise products.

Offering Basis

The quantity of Kepware+ that is required to be purchased must be at least equal to the number of Kepware Server on-premise licenses plus the number of Kepware Edge on-premise licenses that Kepware+ will be used to manage. 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

Data Storage/Export

With this offering, PTC does not host data for the customer. Accordingly, there are no data storage or data export entitlements.

Back Ups and Disaster Recovery

Back ups and disaster recovery entitlements are not available with this offering.

SLA

There is no SLA available with this offering.

Security Measures

PTC will implement and maintain commercially reasonable technical, physical, and administrative security controls for Kepware+ and reasonable measures to protect and safeguard the confidentiality, security, integrity, privacy, and availability of customer data. However, notwithstanding anything to the contrary in the Agreement, PTC does not maintain a SOC 2 Type 2 or ISO27001 certification for Kepware+.