SUPPORT TERMS AND CONDITIONS

FOR PTC SAAS OFFERINGS

Scope of this Document

This document establishes the terms and conditions applicable to PTC's SaaS offerings, except PTC's Arena and Onshape offerings. For tech support assistance and information regarding Arena support visit https://www.arenasolutions.com/customers/support/ and for Onshape support visit https://www.onshape.com/. For a particular PTC SaaS offering, details that diverge from these Terms and Conditions are specified in the applicable offering Service Description documents.

Support Entitlements

There are a number of self-help options available to support customers, including knowledge-sharing resources, articles, etc. Furthermore, Community Support (from the PTC Community) is available to anyone who registers in the Community.

Who can raise support requests	Designated Support User Typically a system administrator for PTC's + offerings. For Onshape and Arena, all users can access support.

Assisted Support

Assisted Support hours	S0**:** 24/7 S1: 24/5 S2 & S3**:** 9 hours (local business hours) Mon. – Fri.	Initial response time (IRT)[1]	S0: 1 hour S1: 4 business hours S2: 8 business hours S3: 2 business days

[1] **Initial response times** – PTC will use commercially reasonable efforts to meet the target initial response time for the applicable severity level:
- Severity 0: Production application down or major malfunction affecting business and high number of staff
- Severity 1: Serious degradation of application performance or functionality
- Severity 2: Application issue that has a moderate impact to the business
- Severity 3: Issue or question with limited business impact

Support Includes

- Incident Support - Identifying and troubleshooting problems in the system
- Incident reporting for S0 issues upon request
- Assistance with issues during upgrades
- Identifying and creating needed bug reports
- Integration support with other PTC products

Read our guide on how to get the most out of your support.

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Support Does Not Include

- Support for non-production or test environments
- Beta offerings
- Customizations or integrations (except where the Service Description specifies that a particular customization or integration is supported)
- Third party applications (including, without limitation, third party applications that are available on a PTC marketplace or showcase)
- Development questions or requests
- Product training

Addressing Security Issues

Security issues can be reported and addressed by contacting PTC Support (see the link at the top of this page). More information about PTC's security program can be found at the PTC Trust Center.

Updates/Upgrades/Product Retirement

PTC will from time to time apply patches, updates, upgrades and new releases to the system in PTC's discretion. In addition, PTC will from time to time retire product offerings. PTC endeavors to provide as much advance notice of changes and product retirements as is reasonably practicable. Information about the timing of changes and product retirements can be found at the PTC Product Calendar.

Service Requests

Each offering entitles Customers to a particular number of Named Service Requests per calendar year. For most offerings, the number is twelve, but for offerings that are supplemental to other offerings (such as ThingWorx Navigate), there may be additional Service Requests provided. Additional Named Service Request entitlements can be purchased.

Use of Named Service Requests will deprecate Customer's entitlement. The following Service Request types are specifically excluded from consumption metrics relating to Named Service Requests and will not deprecate the entitlement:

- Deployment of a required security patch either for PTC applications or underlying infrastructure
- Installation of PTC provided solution components purchased as part of any PTC offering
- Information requests relating to solution consumption or in support of an incident or triage activity
- Assistance with User Administration for actions that cannot be accessed directly by the Customer in the secured Production Environment

If Customer exceeds the number of entitled Named Service Requests, PTC will contact the Customer to give Customer the opportunity to accept an overage fee or to withdraw the request. Customers will be provided a monthly report to understand their consumption to date.

All Service Requests are reviewed by PTC within 2 business days of submission by Customer. When all required information has been provided by Customer and the request is fully reviewed and the requirements are defined, the service will be categorized as "Scheduled."

The Service Level Target for Service Requests defines the target delivery time within which PTC will endeavor to complete the request. The Service Level Target for Service Requests (i.e., the Service Request types listed in the table below) are as specified in the table below.

Common Service Request types	Category	Review (Business Days)	Execution Service Level Target (Business Days)
Build Deployment	Named	2 Days	2 Days (If the build deployment fails more than two times, the Service Request will be considered complete)
Environment Refresh	Named	2 Days	5 Days
Backup Request (manual)	Named	1 Day	1 Day
Environment Restore	Named	2 Days	1 Day
Update Release	Standard	2 Days	2 Days

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Common Service Request types	Category	Review (Business Days)	Execution Service Level Target (Business Days)
Additional Entitled Software	Standard	2 Days	2 Days (Covers initial installation only. If additional software requires post-installation configuration such as SSO or other software-software integration additional time will be required subject to the terms of the related purchased offer.)
System Information Requests (triage)	Standard	-	1 Day

Service Request Exclusions

Customer-requested data recovery requests (i.e., restoration of backed up data or database usually due to accidental deletion) requires a special request and are not part of Service Requests. Customer will be responsible to pay PTC additional fees for such data recovery requests.

PTC does not execute Service Requests on environments where the Customer is empowered to do the action(s) requested on the Service Request. If on an exception basis PTC agrees to execute such a Service Request, that Service Request will be counted as a Named Service Request.

Examples of Service Request exclusions are shown in the table below.

Non-Service Request Activities	
Data Migration	This is a coordinated deployment effort, not allowed as a Service Request
SSO/LDAP Setup	This is a coordinated deployment effort, not allowed as a Service Request
CAD and publication worker configuration	This is a coordinated deployment effort, not allowed as a Service Request

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