



## PTC Support Services – Terms & Conditions

### 1. Support Plans

#### 1.1 Introduction

Support Service Plans may be purchased directly from PTC or through authorized PTC resellers. This document applies when PTC is providing the technical support. Technical support being provided by third party authorized technical support providers may be subject to different terms. 24 x 5 telephone support, PLATINUM Support, GOLD*plus* Support and Premium Support Options may not be available from all technical support provider partners. Subscription licenses of PTC products include Support Services. Please review the additional special notes below related to different support for particular products, the PTC product support lifecycle, Extended Support option and special home use policies.

For Customers of PTC’s Codebeamer products, the terms and conditions contained herein do not apply, and instead the Codebeamer support offering terms will be as set forth at <https://intland.com/technical-support/>.

For Customers of PTC’s SaaS Services and Managed Services, this document does not apply and the terms of support are instead located at [www.ptc.com/en/documents/legal-agreements/cloud-terms](http://www.ptc.com/en/documents/legal-agreements/cloud-terms).

#### 1.2 Package Overview

Support Services and Features	SILVER Support Package	GOLD Support Package	GOLD <i>plus</i> Support Package
<b>Software Services</b>			
New Software Updates or Maintenance Releases	Included	Included	Included
<b>eSupport Services</b>			
eSupport Tools	Included	Included	Included
PTC Authored Knowledgebase	24 x 7	24 x 7	24 x 7
Performance Advisor	Included	Included	Included
<b>Proactive Support Services</b>			
On-Demand System Scan	Not Available	Included	Included
Proactive Monitoring & Guidance	Not Available	Not Available	Included
<b>Assisted Support</b>			
Community Support	Included	Included	Included
Support Desk	Not Available	Web & Phone 24x5	Web & Phone 24x7
Language	English	Local Language when available	Local Language when available
Enterprise Down Response Time* (Severity 0)	Not Available	< 1 hour	< 30 minutes
Support Response Time* (Severity 1)	Not Available	< 2 hours	< 2 hours
<b>Optional Support Services (additional fees apply)</b>			
Upgrade & Migration Weekend Support		Optional	
Dedicated Support Engineer		Optional	

Support Services and Features	SILVER Support Package	GOLD Support Package	GOLDplus Support Package
Technical Support Account Manager (TSAM)		Optional	
Extended Support		Optional	

*\*Response Time is the Time to First Contact when a case is opened*

*For more details about PTC Support Plans, please visit PTC.com website, [Support section](#).*

*For more details on the Support services, please refer to the [Customer Support Guide](#)*

*The PLATINUM Support Package has been discontinued as of October 1st, 2018. For more details please consult our “PTC Legacy Support Plans” section at the bottom of this document.*

**Notes from table above:**

- Performance Advisor and Proactive Support services access is for those PTC products for which the tool or service is available. Select Performance Advisor advanced features are included for software under a subscription agreement or at a premium service level as available.
- GOLDplus Support services are not available for all products.
- PTC Technical Support (including phone support) is offered in English only during non-business hours, and is limited to cases of severity level 0 (Enterprise Down) and severity level 1 (Business Critically Impacted). For purposes hereof, “business hours” are Monday through Friday, 8 AM – 6 PM local time. See below for product-specific support hours.
- Weekend support is limited to cases of severity level 0 (Enterprise Down) and severity level 1 (Business critically impacted). Weekend support for the following products is limited to severity level 0 (Enterprise Down) only: ThingWorx, Axeda, Augmented Reality (Vuforia products), Servigistics Service Parts Management, Servigistics Parts Pricing, PTC Arbortext Editor, Styler, Publishing Engine, Content Delivery, and Windchill Service Information Manager (Arbortext Integration/Publishing Engine), MOVE and Webship.
- Timeline for solution and final resolution of any support case depends on the nature of the inquiry, investigation avenues required, and cannot be guaranteed. See sections below for product-specific response targets.
- Community Support: In addition to regular Community (peer) Support, for Gold and GoldPLUS Customers we may also offer as an optional service for selected products and issues to be also supported by PTC support personnel within the environment of PTC’s public community.

**1.3 General Provisions**

Support Services offerings (whether purchased for perpetual licenses or as part of subscription) may not be cancelled by Customer following PTC’s acceptance of an order for such offering.

For all licenses of the same general product category (e.g., PTC Windchill) at a particular site or that are supported by a common Customer IT organization, Customers must purchase the same level of Support Package (i.e., SILVER, GOLD or GOLDplus).

PTC is obligated to provide Support Services only during periods for which Customer has paid the applicable fees and only in accordance with the level of Support Services Customer has purchased. The services offered under any Support Services Plan may change from time to time, and PTC may cease to offer Support Services Plans at any time without notice, subject only to the obligation to refund to Customer the unused portion of any previously paid applicable fee (on a prorated basis).

If Customer elects Support Services for a product that is licensed on the basis of Registered Users, all of Customer’s licenses of such product must be on Support Services. In addition, if Customer would like to renew Support Services for any products on a PTC Support Sales Order Number (SSON), all products on such SSON must be renewed.

If Customer at any time discontinues Support Services for perpetual licenses, Customer will not be entitled to reactivate Support Services. In such case, Customer may either use the Licensed Products without Support Services or purchase new subscription licenses.

Subject to different terms for particular products set forth below in this document, following shipment of a New Release of a product, only that New Release and the immediately previous release shall remain “current” for support purposes. For ThingWorx products, however, PTC will instead support each point release for two years, after which such point release will no longer be “current”. PTC is not obligated to perform investigation and/or repair of Errors (i) found by PTC to be in other than a current unaltered release of the products; (ii) caused by changes to the Customer’s operating systems, environment, databases or other system components which adversely affect the products; (iii) caused by use of the product in combination or interconnection with software not provided by PTC; (iv) use of the product

on a computer, operating system, software or peripherals other than a computer, operating system, software or peripherals for which such product was designed for and licensed for use on; (v) caused by improper or unauthorized use of the products; (vi) due to external causes such as, but not limited to, power failures or electric power surges; or (vii) due to a failure by the Customer to implement recommendations in respect of solutions to Errors previously provided by PTC to Customer. PTC is not obligated to perform any Support Services with respect to modifications or customizations of the products, nor with respect to any developments resulting from Customer's use, development or customization of functionality contained within the products, all of which are Customer's sole responsibility.

As used herein, the following terms have the following meanings:

**"New Release"** refers to a major release or a point Release of PTC software indicated by the product identifier nomenclature such as 11.2.1.0 where 11 represents the major Release and 2 represents the point Release.

**"Update Release"** refers to a maintenance Release, patch release or hotfix (which is a customer-specific temporary fix).

#### 1.4 Product-Specific Support Services

Brand	Product	Business Hours
Creo	<ul style="list-style-type: none"> <li>• Creo Elements/Direct Model Manager / Drawing Manager</li> <li>• Creo Elements/Direct WorkManager / DDM</li> <li>• Expert Framework Extension / Advanced Framework Extension</li> <li>• Expert Moldbase Extension</li> <li>• Harness MFG</li> <li>• Pro/CMM</li> <li>• Pro/COMPOSITE</li> <li>• Pro/PLASTIC Advisor</li> <li>• Creo Mold Analysis</li> <li>• Pro/TOOL MAKER</li> <li>• Pro/VERIFY</li> <li>• Process for MFG</li> <li>• Progressive Die Extension</li> <li>• Routed Systems Designer</li> <li>• Creo Schematics</li> <li>• Tolerance Analysis Extension</li> <li>• Spec Driven Piping</li> </ul>	8 AM – 5 PM UTC
Onshape	<ul style="list-style-type: none"> <li>• Onshape</li> </ul>	The terms and conditions of this document do not apply to the Onshape offering. Instead, Onshape support does not include telephone support. The support for Onshape is ticket-based, in-product support.
Windchill	<ul style="list-style-type: none"> <li>• Customization PV Client / Creo View (Clients Toolkit API)</li> <li>• Windchill PLM Connector</li> <li>• Windchill PPMLink</li> <li>• Windchill SocialLink</li> <li>• Windchill Web Parts for SharePoint</li> <li>• Windchill Integrations for Embedded Software</li> <li>• Work Group Manager Toolkit</li> <li>• Work Group Manager Creo Schematics</li> <li>•</li> </ul>	8 AM – 5 PM UTC
	<ul style="list-style-type: none"> <li>• PTC Windchill Product Analytics (formerly InSight) <ul style="list-style-type: none"> <li>○ Windchill Compliance</li> <li>○ Windchill LCA</li> <li>○ Windchill Cost</li> </ul> </li> </ul>	9:00 AM ET - 5:00 PM ET
	<ul style="list-style-type: none"> <li>•</li> <li>• PTC Windchill Service Information Manager (Arbortext Integration/Publishing Engine)</li> </ul>	8:00 AM ET – 5:00 PM ET
	<ul style="list-style-type: none"> <li>• PTC Windchill Quality Solutions (formerly Relex)</li> </ul>	8:00 AM UTC - 5:00 PM UTC

Brand	Product	Business Hours
	<ul style="list-style-type: none"> <li>PTC Windchill Quality Solutions (formerly NetRegulus)</li> </ul>	9:00 AM MT - 5:00 PM MT
Arbortext	<ul style="list-style-type: none"> <li>Arbortext Content Delivery</li> </ul>	8:00 AM – 5:00 PM ET
	<ul style="list-style-type: none"> <li>Arbortext Editor/Styler/Publishing Engine</li> </ul>	8:00 AM – 5:00 PM ET
	<ul style="list-style-type: none"> <li>PTC Arbortext S1000D (Arbortext for Aerospace and Defense – LBS)</li> </ul>	8:00 AM UTC - 5:00 PM UTC
	<ul style="list-style-type: none"> <li>Arbortext Layout Developer/ Arbortext Layout Editor</li> </ul>	8:00 AM UTC - 5:00 PM UTC
Developer Tools	<ul style="list-style-type: none"> <li>AdaWorld</li> </ul>	8 AM – 5 PM US Pacific Time
	<ul style="list-style-type: none"> <li>ApexAda</li> </ul>	8 AM – 5 PM US Pacific Time
	<ul style="list-style-type: none"> <li>ObjectAda</li> </ul>	8 AM – 5 PM US Pacific Time
	<ul style="list-style-type: none"> <li>Implementer</li> </ul>	8 AM – 6 PM US Eastern Time
	<ul style="list-style-type: none"> <li>Lex &amp; YACC</li> </ul>	9 AM – 7 PM US Eastern Time
	<ul style="list-style-type: none"> <li>MKS Toolkit</li> </ul>	9 AM – 7 PM US Eastern Time  For support resources, please visit the eSupport Portal and navigate to the “PTC Developer Tools” product tab. To request a software update, please visit <a href="http://mkssoftware.com/support/updates.asp">http://mkssoftware.com/support/updates.asp</a>
	<ul style="list-style-type: none"> <li>Perc</li> </ul>	8 AM – 5 PM US Pacific Time
	<ul style="list-style-type: none"> <li>TeleUSE</li> </ul>	8 AM – 5 PM US Pacific Time
	<ul style="list-style-type: none"> <li>X/Server</li> </ul>	9 AM – 7 PM US Eastern Time
	<ul style="list-style-type: none"> <li>X32+</li> </ul>	8 AM – 5 PM US Pacific Time
FlexPLM	<ul style="list-style-type: none"> <li>Material 3D Viewer</li> </ul>	Normal technical support hours to receive support call, but specialist support resources are available 5 AM – 5 PM US Eastern Time
Systems and Software Engineering (Formerly ALM)	<ul style="list-style-type: none"> <li>Windchill Modeler (Formerly Integrity Modeler)</li> <li>Windchill RV&amp;S (Formerly Integrity Lifecycle Manager=)</li> <li>Windchill Requirements Connector (Formerly Integrity Requirements Connector)</li> </ul>	North America: 9:00 AM – 5:00 PM PST CET: 9:00 AM – 6 PM
	<ul style="list-style-type: none"> <li>Windchill Process Director (Formerly Integrity Process Director)</li> <li>Windchill Process Check (Formerly Integrity Process Check)</li> <li>Windchill Asset Library (Formerly Integrity Asset Library)</li> </ul>	8:00 AM UTC - 5:00 PM UTC
pure::variants	<ul style="list-style-type: none"> <li>pure::variants</li> </ul>	9 AM – 5 PM CET Monday through Friday, excluding weekends and statutory national (Germany) and regional (Saxonia-Anhalt, Germany) holidays
Vuforia	<ul style="list-style-type: none"> <li>Vuforia Engine</li> </ul>	9 AM – 5 PM CET Europe
Kepware	<ul style="list-style-type: none"> <li>LinkMaster</li> <li>RedundancyMaster</li> <li>ClientAce</li> <li>KEPDirect</li> <li>KEPServer Enterprise</li> <li>Industrial Gateway Server</li> <li>TOP Server</li> </ul>	8AM -5PM EST

Brand	Product	Business Hours
ThingWorx	<ul style="list-style-type: none"> <li>ThingWorx Retail Connector</li> </ul>	8 AM – 5 PM CET Europe 8 AM – 5 PM IST Response time 24 hours for all cases
Other Enterprise Software Products	<ul style="list-style-type: none"> <li>iWarranty (including Warranty Analytics, Claims, Contracts, Parts, Supplier Recovery, Returns, and Web Access)</li> <li>Software Knowledge &amp; Diagnostics (SKD)</li> <li>Optegra</li> <li>MOVE</li> <li>Webship</li> </ul>	8 AM – 5 PM US Eastern Time
Other (legacy)	<ul style="list-style-type: none"> <li>CADDS</li> <li>DVMockup</li> <li>Pro/INTRALINK 3 x (incl. Pro/INT Toolkit)</li> <li>InterComm</li> <li>Web-Link</li> <li>Graphic Server</li> </ul>	8 AM – 5 PM UTC

### 1.5 Additional Terms

Additional terms and exceptions apply to the following PTC Products:

Product	Additional Support Terms
Creo, Windchill, Arbortext, Integrity and Other (Legacy) (refer to Product-Specific Support Services table)	Response will be provided within 1 working day of when the issue is logged.
ThingWorx Platform	<ul style="list-style-type: none"> <li>Support is available for trained ThingWorx developers only</li> <li>Customers who purchase from a PTC partner may receive support directly from that partner. If acquired via the PTC Marketplace, review the Tool or Solution support detail for more information.</li> <li>Platform Support: IoT Platform Support provides assistance with installation and configuration of the IoT Platform.</li> <li>Developer Support: IoT Developer Support will assist you in the "how-to" usage of the developer environment. End-to-end application support is not included.</li> <li>Connectivity Support: Connectivity support provides "how-to" answers for connecting things to the IoT Platform.</li> <li>Maintenance Releases: Software updates, fixes and maintenance releases, when made available, are for the releases described in the PTC Product Calendar.</li> <li>Customization Support: Support Services do not cover modifications or customizations of the Licensed Products, integrations that feed, extract, and transform data to/from the PTC Licensed Product or developments or customization of functionality contained within the Licensed Products, all of which are the Customer's sole responsibility</li> <li>When production runtime issues are reported for a custom solution, PTC will engage in root cause analysis to determine if product is involved. If in the process of troubleshooting, it is determined that solution customizations need to be evaluated / debugged, customer is responsible for providing resources that know the solution customization or PTC may recommend paid services to assist in isolating and resolving.</li> </ul>
ThingWorx Analytics ThingWorx Manufacturing and Service Apps Axeda	<ul style="list-style-type: none"> <li>For GOLDplus Customers, weekend support is limited to cases of severity level 0 (Enterprise Down)</li> <li>Support is available for trained ThingWorx &amp; Axeda developers only</li> <li>Customers who purchased from a PTC partner may receive support directly from that partner. If acquired via the PTC Marketplace, review the Tool or Solution support detail for more information.</li> <li>Upgrade &amp; Migration Weekend Support is not available for Axeda and Vuforia products.</li> </ul>

Product	Additional Support Terms
Digital Performance Management  ThingWorx Asset Monitoring and Utilization  ThingWorx Connected Workcell  ThingWorx Real-Time Production Performance Monitoring	<ul style="list-style-type: none"> <li>For GOLDplus Customers, weekend support is limited to cases of severity level 0 (Enterprise Down)</li> <li>Customization Support: Support Services do not cover modifications or customizations of the Licensed Products, integrations that feed, extract, and transform data to/from the PTC Licensed Product or developments or customization of functionality contained within the Licensed Products, all of which are the Customer's sole responsibility.</li> <li>When production runtime issues are reported for a customized solution, PTC will engage in root cause analysis to determine if product is involved. If in the process of troubleshooting, it is determined that solution customizations need to be evaluated / debugged, customer is responsible for providing resources that know the solution customization or PTC may recommend paid services to assist in isolating and resolving.</li> </ul>
ThingWorx Kepware Server (formerly ThingWorx Industrial Connectivity) ThingWorx Kepware Edge KEPServerEX	<ul style="list-style-type: none"> <li>For GOLDplus Customers, weekend support is limited to cases of severity level 0 (Enterprise Down).</li> <li>Customers who purchased from a PTC partner may receive support directly from that partner.</li> <li>Upgrade &amp; Migration Weekend Support is not available for Kepware products.</li> </ul>
ThingWorx & Vuforia Trial Editions	Support for ThingWorx, Vuforia Studio, and Vuforia Chalk Trial versions is provided through the PTC Community.
PTC Arbortext Editor/Styler/Publishing Engine  PTC Arbortext Content Delivery	<ul style="list-style-type: none"> <li>Weekend support is limited to severity level 0 (Enterprise Down) issues only.</li> <li>Planned Weekend Support (Approval Only)</li> <li>Extended Support is not available</li> <li>English-Only Support</li> </ul>
PTC Arbortext Layout Developer  PTC Arbortext Layout Editor	<ul style="list-style-type: none"> <li>Support Desk available during UTC business hours only</li> <li>Extended Support is not available</li> <li>No Weekend Support/Planned Weekend Support</li> <li>English-Only Support</li> <li>Response will be provided within 1 working day of when the issue is logged</li> </ul>
PTC Windchill Service Information Manager (Arbortext Integration/Publishing Engine)	<ul style="list-style-type: none"> <li>Weekend support is limited to severity level 0 (Enterprise Down) issues only.</li> <li>Planned Weekend Support (Approval Only)</li> <li>Extended Support is not available</li> <li>English-Only Support</li> </ul>
PTC Arbortext Web Editor	PTC Arbortext Web Editor is support by PTC, in conjunction with one of our service partners. <ul style="list-style-type: none"> <li>24x5 Support Only: Planned Weekend Support (Approval Only)</li> <li>Extended Support is not available</li> <li>English-Only Support</li> <li>No Enterprise Down Support</li> <li>Response Times:</li> <li>Severity 1: &lt; 4 hours</li> <li>Severity 2: &lt; 24 hrs.</li> <li>Severity 3: &lt; 3 business days</li> </ul>
PTC Servigistics Service Parts Management and Parts Pricing	<ul style="list-style-type: none"> <li>Weekend support is limited to severity level 0 (Enterprise Down) issues only.</li> <li>Extended Support is not available</li> </ul>
Systems and Software Engineering	<ul style="list-style-type: none"> <li>Weekend support is limited to severity level 0 (Enterprise Down) issues only.</li> <li>Extended Support is not available</li> </ul>

Product	Additional Support Terms
Former MKS Product: PTC MKS Toolkit	For support resources, please visit the eSupport Portal and navigate to the “PTC Developer Tools” product tab. To request a software update, please visit <a href="http://mkssoftware.com/support/updates.asp">http://mkssoftware.com/support/updates.asp</a>
Other Enterprise Software Products	Support for Service Suite (iWarranty, iSupport, iService), PTC Arbortext products InService and PTC Knowledge and Diagnostics is provided in English only.
PTC Creo China 2D GB Standards Extension	Support is available from PTC’s Professional Services Organization in Chinese only between the hours of 8:00 a.m. and 5:00 p.m.in the China Time Zone, Monday through Friday, except holidays. A response will be provided within 1 business day of when the issue is logged, during the hours noted above. Support does not include: PTC authored Knowledgebase articles, Proactive Support Alerts or Upgrade & Migration Weekend Support. Onsite Support is available for an additional fee in the form of a Professional Services engagement.
PTC Windchill Quality Solutions (formerly Relex) PTC Windchill Quality Solutions (formerly NetRegulus)	Response will be provided within 1 working day of when the issue is logged
PTC Arbortext S1000D LBS (Specialty)	<p>PTC Arbortext S1000D LBS (all versions) is in long-term Sustained Support.</p> <ul style="list-style-type: none"> <li>• Response will be provided within 1 working day of when the issue is logged</li> <li>• Extended Support is not available</li> <li>• No Weekend Support or Planned Weekend Support</li> <li>• Support will be provided in English-Only</li> </ul>
PTC Windchill Service Information Module for S1000D	PTC Windchill Service Information Module for S1000D is no longer supported through PTC ( <b><i>Please refer to PTC’s Product Calendar for more information</i></b> ). All support request for PTC Windchill Service Information Module for S1000D should be raised directly to GPSL.
PTC Windchill Product Analytics (formerly InSight)	<ul style="list-style-type: none"> <li>• No more than two designated individuals may contact the PTC Support Desk and such two individuals shall be identified within 14 days of purchase of the subscription (or support in the case of perpetual licenses)</li> <li>• Response will be provided within 1 working day of when the issue is logged</li> </ul>
PTC Creo Direct PTC Creo Elements/Direct PTC Mathcad PTC Windchill PartsLink PTC Windchill MPMLink	These products are serviced in the GOLDplus Support packages with 24 x 5 Technical Support Engineer availability and standard response time.
Vuforia Products (Including Vuforia SaaS Services)	<ul style="list-style-type: none"> <li>• For GOLDplus customers, weekend support is limited to cases of severity level 0 (Enterprise Down)</li> <li>• Customers who purchased Vuforia Studio from a PTC partner may receive support directly from that partner.</li> <li>• Upgrade &amp; Migration Weekend Support is not available.</li> </ul>
Vuforia Engine Develop Vuforia Engine Classic Vuforia Engine Basic Vuforia Engine Basic+Cloud	<ul style="list-style-type: none"> <li>• Support is provided exclusively through peer-to-peer Community interactions and eSupport self-service tools</li> <li>• Early software access is not available</li> <li>• Extended Support is not available</li> <li>• Access to the Vuforia Developer Portal library, code samples, and tools included</li> </ul>
Vuforia Engine Premium  Vuforia Engine Premium ISV App  AR Vuforia Engine Academic License	<p>Support is limited to the troubleshooting of Vuforia Engine functionality in applications that have been deployed in production.</p> <p>Access to the Vuforia Developer Portal library, code samples, and tools included</p> <p>Out of scope:</p> <ul style="list-style-type: none"> <li>• "How-to" questions about the use of a specific documented feature of the Vuforia Engine software or tools.</li> <li>• Debugging App error messages</li> <li>• Application and development support and training.</li> </ul>

Product	Additional Support Terms
	<p>Additional details:</p> <ul style="list-style-type: none"> <li>• Early software access is not available, unless at PTC’s discretion</li> <li>• Extended Support is not available</li> <li>• Specified business hours are Monday to Friday except US holidays</li> <li>• Support is provided in English only</li> <li>• Response Time is &lt; 1 business day</li> <li>• Response Frequency (Time for subsequent updates) and Enterprise Down Recovery service level targets are not available</li> <li>• For assistance with application development, training and custom application debugging, visit the Vuforia Developer Portal</li> </ul>
Vuforia Engine Cloud Recognition	<p>Support is limited to Severity 0 (Enterprise Down) failures of the Cloud Recognition Service.</p> <ul style="list-style-type: none"> <li>• Support Desk is available 24x7</li> <li>• Support is provided in English only</li> <li>• Response Time is &lt; 2 hour</li> <li>• Response Frequency (Time for subsequent updates) and Enterprise Down Recovery service level targets are not available</li> </ul>
pure::variants	<p>Sections 1.2 and 1.6 through 1.9 of this document do not apply.</p> <p>Support for pure::variants is provided as “GOLD” support in accordance with the provisions set out below in this section.</p> <p>Support covers New Software-Updates and Maintenance Releases as well as email and phone support during the business hours set out for pure:: variants in Section 1.4. Contact Support for pure:: variants by email: <a href="mailto:purevariants-support@ptc.com">purevariants-support@ptc.com</a>; phone: +49 391 544 569 30</p> <ul style="list-style-type: none"> <li>• Support is provided in English only</li> <li>• PTC Technical Support is limited to Business Hours for Pure:: as defined in Section 1.4 and to cases of severity level 0 (Enterprise Down) and severity level 1 (Business Critically Impacted).</li> <li>• Enterprise-Down-Response-Time (Severity 0): 2 hours within the Business Hours set out for Pure:: products in Section 1.4. Response Time is the Time to First Contact when a case is opened.</li> <li>• Support-Response-Time for other Severity levels: Not available</li> <li>• Timeline for solution and final resolution of any support case depends on the nature of the inquiry, investigation avenues required, and cannot be guaranteed.</li> <li>• Following shipment of a New Release of a Pure:: product, only that New Release and the immediately previous release shall remain “current” for support purposes. The immediately previous release will only be supported for 18 months from the shipment date of the New Release. After elapse of the 18 months, support for immediately previous release will be limited to bug fixes, security patches and feature updates at PTC’s sole discretion.</li> </ul>

## 1.6 Home Use Policies

For the products listed below in this “Home Use Policies” section, home use licenses may be used by Customers who have subscription licenses and/or perpetual licenses on active support in the quantities indicated below. The home use licenses expire at the end of the current subscription/support period. If the Customer renews their subscription license or support agreement, Customer may obtain new home use license(s). Home use licenses are restricted to the same user(s) accessing the purchased license(s), and are to be installed on personal computers not located or used in the workplace. Home use licenses are not allowed to be used in the workplace. Permitted users are allowed to perform commercial/production work with home use licenses on their personal computers while located away from the workplace.

Product	# of Home Use Licenses per License Purchased	Product	# of Home Use Licenses per Subscription License Purchased
Creo Engineer and Essentials subscription	<ul style="list-style-type: none"> <li>• Node Locked – One</li> <li>• Floating/Global – Two</li> </ul>	Mathcad Professional subscription (*)	<ul style="list-style-type: none"> <li>• Individual – Two</li> <li>• Floating/Global – Three</li> </ul>



Product	# of Home Use Licenses per License Purchased	Product	# of Home Use Licenses per Subscription License Purchased
Mathcad Education	<ul style="list-style-type: none"> <li>• Student Edition – Zero</li> <li>• Professor Edition – One</li> <li>• University Edition – One professor home use per every ten (10) licenses purchased</li> </ul>	Mathcad Professional perpetual (*)	<ul style="list-style-type: none"> <li>• Individual – One</li> <li>• Floating/Global – Two</li> </ul>

(\*) For Mathcad licenses that are packaged within a Pro/ENGINEER, Creo Elements/Pro and Creo packages, there are no home use licenses provided for such Mathcad licenses.

### 1.7 PTC Software Support Lifecycle Program

The Support periods described below are designed to help Customers plan updates and migrations to New Releases understanding the available Support Services in each period.

**PTC Standard Support:** PTC products are in the Standard Support period starting from the first Customer ship date (FCS). Standard Support refers to the period during which active GOLD or GOLD*plus* Customers can submit Technical Support cases, have access to Software Performance Report (“SPR”) fixes via maintenance releases, have access to critical patch sets and have access to new versions of PTC software for the products for which they are entitled to Support. Each product in the PTC Product Release Calendar specifies when the Standard Support period ends. For certain PTC Windchill products, Standard Support is available for four years from FCS.

**PTC Sustained Support:** At the expiration of the Standard Support period, Sustained Support is in effect for as long as the product is included in a Support Services plan. During the Sustained Support period, Support is primarily provided through online, self-help Technical Support Services, although the capability to request assistance from the Support Desk remains available for the first two years of Sustained Support. Sustained Support also provides access to pre-existing maintenance releases and patches, as well as New Releases of PTC Software. The Sustained Support period does not provide Customers access to new patches or new SPR fixes.

### 1.8 Optional Support Services

**Extended Support:** For qualified PTC products and releases, Customers may extend their Software Services for a product release by purchasing Extended Support for one additional year. Extended Support refers to the period during which PTC provides some of the same services as Standard Support for an additional fee. Extended Support is only available for certain PTC products and software releases and may include SPR fixes via special releases. For qualified contracts, Extended Support may be renewed for one additional year.

Extended Support may not include updated support for newer versions of third party products or platforms. For information about third party products and versions supported during the extended support period, Customers should view the platform support matrix for the last regularly scheduled maintenance release that was delivered during the Standard Support period. During the Extended Support period, PTC's ability to support these older versions of third party products may be limited due to the support periods offered by these third party applications.

Purchasing Extended Support for one PTC product does not entitle Customers to the same level of support for a separate related/compatible PTC product. For example, purchasing Extended Support for Windchill does not extend support for a PTC Creo release that is beyond the Standard Support period.

**Upgrade & Migration Weekend Support:** Upgrade & Migration Weekend Support (formerly known as Planned Weekend Support) typically applies to update, upgrade and migration events and must be planned at least two weeks in advance to ensure proper weekend coverage. Customer can change the date of the weekend support engagement to a weekend no longer than two weeks after the original date. The date can only be changed once. If these deadlines are missed, PTC reserves the right to raise the invoice even if the weekend support did not take place.

**Dedicated Support Engineer:** This service provides dedicated support and attention for Go Live events or other critical milestones. During the engagement, you can avoid support queues and get immediate responses by having direct phone and email access to a dedicated Support Engineer. The Support Engineer is fully aware of your planned activity and will be ready to react very quickly when needed.

Dedicated Support Engineer must be planned at least two weeks in advance to ensure proper service coverage. Customer can change the date of the engagement no longer than two weeks after the original date. The date can only be changed once. If these deadlines are missed, PTC reserves the right to raise the invoice even if the service engagement did not take place.

**Technical Support Account Manager:** The objective of the TSAM (Technical Support Manager) offering is to leverage the breadth and depth of PTC's ecosystem to effectively meet the Customer's needs. The TSAM acts as an extension of PTC's team to work seamlessly within the PTC

organization to allow for effective prioritization of business requirements and to ensure important issues receive appropriate attention quickly and accurately. The TSAM will proactively orchestrate activities on the Customer’s behalf to enhance their overall service experience. A detailed description of the service can be found under “TSAM and SaaS service management terms and conditions” within the PTC Legal Agreements webpage.

### 1.9 PTC Legacy Support Plans

The PLATINUM Support Package has been discontinued as of October 1, 2018. PTC provides Platinum Support delivery to existing Customers who had a Platinum Support agreement prior to the date of discontinuance on an exception basis. The PLATINUM Support Package is an optional upgrade for Customers with an annual Support Services investment that is equivalent to \$500,000 USD or greater. A TSAM purchase is required for the PLATINUM Support Package.

Platinum Support Packages, when sold, will be governed by the General Provisions and Product Specific Support Services terms above, and in addition the terms below.

Support Services and Features	PLATINUM Support Package
<b>Software Services</b>	
New Software Updates or maintenance releases <sup>iv</sup>	Included
<b>eSupport Services</b>	
eSupport Tools	Included
PTC Authored Knowledgebase	24 x 7
Proactive Support Alerts	Included
Performance Advisor, Core Features <sup>i</sup>	Included
Performance Advisor, Advanced Features <sup>i</sup>	Included
On-Demand System Scan <sup>i</sup>	Included
Proactive Monitoring & Guidance <sup>i</sup>	Included
<b>Support Desk</b>	
Community Support	Included
Support Engineers	Web & Phone
Availability <sup>ii</sup>	24 hours x 7 days
Language	Local Language when available
Enterprise Down Response Time (Severity 0) <sup>iii</sup>	30 minutes
Support Response Time (Severity 1) <sup>iii</sup>	1 hour
<b>Additional Support Services</b>	
Upgrade & Migration Weekend Support	Included
Technical Support Account Manager (TSAM)	Purchase required
Extended Support <sup>v</sup>	Yes
Onsite Support	6 days <sup>vi</sup>

**Notes from Legacy Support Plans table above:**

- i. Performance Advisor and Proactive Support services access is for those PTC products for which the tool or service is available. Select Advanced features are included for software under a subscription agreement or at a premium service level as available.  
  
The PLATINUM Support services are not available for all products, including, but not limited to, all PTC Arbortext products, PTC CADDs, PTC Optegra, PTC Windchill Quality Solutions (formerly Relex and NetRegulus), PTC Windchill Product Analytics (formerly InSight), PTC Pro/INTRALINK 3.x, PTC Implementer and PTC MKS Toolkit (former MKS products), PTC 4CS, PTC Creo China 2D GB Standards Extension, ThingWorx Analytics, Vuforia products, and Kepware products.
- ii. PTC Technical Phone Support is offered in English only during non-business hours. See above in this document for product-specific support hours. Weekend support is limited to cases of severity level 0 (Enterprise Down) and severity level 1 (Business critically impacted). Internet of Things (IoT): ThingWorx and Axeda, Augmented Reality (Vuforia products), PTC Arbortext Editor, Styler, Publishing Engine, and Content Delivery weekend support is limited to severity level 0 (Enterprise Down) only.
- iii. Final resolution to any support call depends on the nature of the inquiry and cannot be guaranteed. See above for product-specific response targets.
- iv. Customers with active eLearning Support are entitled to the newest versions of training material.
- v. Available for eligible products only as shown in the PTC Product Release Calendar.
- vi. A minimum of 2 days’ notice is required. Six (6) Onsite Days are included in PLATINUM Support package per Support Contract period (or 12 Months). Twelve (12) days of onsite support are included for Japan and China.

**Change Log**

The below change log covers material changes in the Terms & Conditions above. The maintenance of this change log began in March 2022. Going forward, the change log will only include changes that have occurred in the past three years.

Revision	Section	Changes
May 2024	1.1	Added pure::variants and update to TSAM terms
Aug. 2023	1.2 and 1.4	Updated unique support terms for various products
January 2023	Section 1.1 and Exhibit A	Removed Exhibit A (PTC SaaS Services Support Terms)
Sept. 2022	1.1	Added paragraph about support of Codebeamer products
March 2022	1.2	Removed Performance Advisor Advanced Features as a separate line from Performance Advisor
March 2022	1.2	Added Response Time definition
March 2022	1.2	Updated Technical Support availability in non-business hours
March 2022	1.2	Updated Products limited to Severity Level 0 for Weekend Support
March 2022	1.2	Added restriction of On Demand System Scan and Proactive Monitoring & Guidance from SaaS customers
March 2022	1.4	Removed row for FSU Applications as these solutions are now covered under GoldPlus terms
March 2022	1.4	Updated Windchill Service Information Manager for S1000D with hours for PTC Windchill Service Information Manager (Arbortext Integration/Publishing Engine)
March 2022	1.4	Updated an Arbortext Product Name
March 2022	1.4	Updated Integrity Brand name and subsequent Product Names
March 2022	1.4	Added Kepware Business Hours
March 2022	1.4	Added ThingWorx Retail Connector and specific Business Hours
March 2022	1.5	Added Production Runtime terms for ThingWorx Platform
March 2022	1.5	Updated “FSU Applications” to specific Solution names and terms
March 2022	1.5	Added ThingWorx Kepware Server, ThingWorx Industrial, ThingWorx Kepware Edge, and KFPServerFX Terms
March 2022	1.5	Made Planned Weekend Support Available with Approval for PTC Arbortext Editor/Styler/Publishing Engine and PTC Arbortext Content Delivery
March 2022	1.5	Added Additional Terms for the product PTC Windchill Service Information Manager (Arbortext Integration/Publishing Engine)

March 2022	1.5	Added PTC Arbortext Web Editor to the table
March 2022	1.5	Updated Product Names for PTC Arbortext Layout Developer
March 2022	1.5	Separated PTC Arbortext S1000D LBS (Specialty) and PTC Windchill Service Information Module for S1000D and updated their terms.
March 2022	1.5	Updated Vuforia Engine Pro product names
March 2022	1.5	Added Systems and Software Engineering Terms
March 2022	1.5	Removed Vuforia Engine VIP Additional Support Terms
March 2022	1.8	Added Dedicated Support Engineer definition
March 2022	Ex A Section 2	Updated Pre-requisites / Supported Versions and Upgrades