



## ThingWorx SaaS Service Description

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Your use of PTC's ThingWorx 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. There are two ThingWorx SaaS offerings, as follows: ThingWorx SCP SaaS Platform Service, and ThingWorx SCO Solutions SaaS Platform Service.

### **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 on a supported software release across the entire platform. PTC also reserves the right to install updates and perform general maintenance on the platform.

The Customer is required, at a minimum, to upgrade to the latest maintenance release within the current Major version (e.g., from version 10.0.0 to 10.0.1) at least twice per calendar year. This requirement enables PTC to maintain an appropriate security posture and to upgrade infrastructure-level components that must remain on supported versions in accordance with third-party vendor requirements.

If the Customer is not operating on a currently supported Major version of the software, PTC may either (i) terminate the Service or (ii) impose additional fees of up to 30% of the annual contracted value, charged monthly, for each month the Service is delivered while the Customer remains on an unsupported Major version.

### **End of Service 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. The file format(s) that are available for each offering are as set forth in the offering-specific sections below.

Other than as set forth above, export and snapshot of Data (e.g., for Customer's long-term retention needs) are not offered as part of the standard PTC offering. 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.

Data export will include applicable items such as service configuration and data. This data can be exported in 2 formats:

- Export of all entities via ThingWorx Export functionality, delivered as XML and JSON files
- Export of the database(s) according to each database standard export format

Additionally, any files in the ThingWorx Storage repositories will be provided in a ZIP format.

### **Back Ups and Disaster Recovery**

PTC maintains a comprehensive data backup policy to support Business Continuity and Disaster Recovery best practices. 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.

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.

## Security and Data Privacy

Information about the security program for this Service is located at PTC's [Trust Center](#).

Information about data that is collected as part of the Service is located at [www.ptc.com/en/documents/policies](http://www.ptc.com/en/documents/policies).

**Batching:** For Service types based on or including user entitlements (e.g., Registered User, Concurrent User, etc.), a User entitlement is required for each individual who accesses such Licensed Product or the functionality or data contained therein, whether directly or through a web portal or other mechanism for "batching" or otherwise achieving indirect access to the Service or such functionality or data. Generic or shared log-ins are not permitted. If Customer purchases an "IoT Streams" product as defined herein, the foregoing does not limit Customer's rights to use IoT Streams to publish asset data to Customer's other computer systems. Notwithstanding anything to the contrary in the Agreement or this Service Description, View Only Licenses do not permit customers to access and consume data outside of the ThingWorx Platform.

### "Instance"

An "Instance" means a single deployment of the application comprising one or more application servers operating in a unified configuration, all physically located at the same site, and connected to a shared database. This configuration is intended to support a single environment for use by the Customer.

# ThingWorx SCP SaaS Platform Service

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## Introduction

This offering grants to Customer for the Term of Customer's subscription to the ThingWorx SCP SaaS Platform Service, a non-exclusive, nontransferable limited right and license to access and use ThingWorx SCP SaaS Platform Service for connecting Customer's products and for building and running IoT applications. The ThingWorx SCP SaaS Platform Service may not be used for remote management of Customer's operations.

## Solution Scope

ThingWorx SCP SaaS Platform is available as a standard service package with optional services that can be purchased separately.

All ThingWorx SCP SaaS Services include:

- ThingWorx SCP SaaS Editions (Premium, Enterprise) or Machine Builder Bundle
- Registered Users and Assets as specified in each edition
- Connectivity to Kepware or any other supported Edge Agent technology
- Use of the PTC Hosted Global Access Server (GAS) network for remote access and control (RAC) with compatible devices
- A single dedicated production Instance
- Storage allocation as specified per environment

## Offering Basis

There are different ThingWorx SCP SaaS Platform "Editions": Premium Edition, and Enterprise Edition and ThingWorx Machine Builder Bundles. Each ThingWorx SCP SaaS Platform Edition includes a designated number of SCP Registered Users, Assets, and ThingWorx SCP SaaS Platform Edition-specific features as set forth in the license profile. The ThingWorx SCP SaaS Platform cannot be installed on the Customer's physical premises or at the Customer's designated hosting provider. Each ThingWorx SCP SaaS Platform Edition includes the "ThingWorx agents" or "Edge Microservers" and a ThingWorx SDK used by the Customer to add connectivity into the Customer's run-time applications. The "ThingWorx agents,"

“Edge Microservers,” and Customer’s applications created with a ThingWorx SDK are unlimited and distributable with connected products, but only for use with ThingWorx products. ThingWorx agents, and Edge Microservers are non-hosted components of the service and are directly maintained by the Customer.

- ThingWorx SCP SaaS Platform production Instance is sized based on the Customer’s unique entitlements such as Assets and Registered Users. The system is designed to support a highly secure operational mode and accommodate backup and restore options that support PTC SLA commitments. PTC reserves the right to review Customer implementation for performance, security and scalability concerns to ensure proper performance of the production Instance. Customer implementations that create extraordinary usage that negatively impacts performance of Customer system may be subject to additional fees.
- The ThingWorx GAS Network is a collection of Nodes (Servers), that function as rendezvous points for remote diagnostic sessions being performed by service technicians. Remote sessions are routed from a remotely located asset, through the GAS node, to the technician’s PC. These servers and routings off load traffic from the main IoT server, assist in reducing session latencies, and aid in complying with data sovereignty requirements.
- Customers are responsible for all configuration and maintenance of remote Assets. PTC does not provide support for any devices at the edge.
- Customer must maintain that all connected Assets communicate at a minimum-security SSL level of TLS 1.2
  - If Assets are not at specified level, Customer must gain approval from PTC in writing to connect assets to the service
  - PTC reserves the right to disconnect or block communication that does not meet the minimum-security level
  - PTC reserves the right to increase the minimum-security SSL TLS level that assets may connect at
- The following Service inclusions are subject to overage fees as defined in the Quote if Customers exceed their allowances:
  - Assets
  - Registered Users
  - Data/Storage

ThingWorx SCP SaaS Platform standard entitlement includes:

	Premium	Enterprise
<b>Assets (included)</b>	50	100
<b>SCP Registered Users (included)</b>	5	5
<b>SCP View Only Users</b>	Included	Included
<b>ThingWorx Foundation</b>	Included	Included
<b>ThingWorx Analytics (1)</b>	Not Available	16 cores included
<b>Software Content Management</b>	Not Available	Included
<b>Technical Support</b>	Gold+	

(1) If the Customer exceeds the compute capacity of the included ThingWorx Analytics cores, the Customer can purchase additional core entitlement for additional compute capacity on any of Instance running components that deliver computational functionality.

PTC no longer sells ThingWorx SCP Professional Edition, but for Customers with existing entitlements to Professional Edition, the following entitlements are included:

	Professional
<b>Assets (included)</b>	75
<b>SCP Registered Users (included)</b>	5
<b>SCP View Only Users</b>	Included
<b>ThingWorx Foundation</b>	Included
<b>ThingWorx Analytics (1)</b>	8 cores included
<b>Software Content Management</b>	Not Available

“SCP Registered User” (designated as “IoT”) means a log-in ID that enables access to the ThingWorx Platform directly or via an intermediate application for use by a person who is authorized by the system administrator to develop mashups, applications and/or dashboards using the Service. This licensing basis is a variant of the Registered User licensing basis. Users are counted on an individual basis, not on a concurrent basis.

“View-Only SCP Users” are users of the Service that are authorized only to consume outputs from the ThingWorx Platform. View-Only SCP Users may not be authorized to, and must not, develop or modify mashups, applications or dashboards. View-Only SCP Users may have a log-in to access data in the ThingWorx Platform. View-Only SCP Users are unlimited and included with the ThingWorx SCP Platform.

“ThingWorx Analytics” enables machine learning capabilities and other analytic services for the Internet of Things. ThingWorx Analytics may be licensed for use in conjunction with the ThingWorx SCP Platform Enterprise Edition, only. ThingWorx Analytics is licensed on a Per Core basis.

Any installed component that delivers analytic computational functionality as indicated in the table above requires a ThingWorx Analytics Per Core license for each physical or virtual CPU core. If the Customer exceeds the compute capacity of the included ThingWorx Analytics cores, the Customer can purchase additional core licenses for additional compute capacity on any of Instance running components that deliver computational functionality.

“Asset” (designated as “IoT”) (also sometimes referred to in the product itself or elsewhere as a “Device” or a “Thing” or a “Remote Thing”) means a sensor, device, machine, system, web service, etc. that is modeled (represented) and/or registered as an asset (or “device” or “thing” within the Service) or any separately defined part of the foregoing if it is being treated as a separate asset within the software. For example, without limitation, an Asset could be a brake press, industrial dryer, another computer system, or a set of individual components within those machines if modeled or registered as a separate asset in the software), etc. Assets include the entitlements set forth in the table below.

“Simple Narrow Band Asset” (NB) is a class of Asset that runs on either an industry standard Low Power Wide Area Network (LPWAN) or 5G network with the following additional constraints: No remote access from ThingWorx into the asset, No Software Content Management (SCM) capability, and no file transfer capability. Additionally, this class of assets includes unconnected assets. Assets of this class include any asset that is created in the offering and represents a physical or virtual asset but is in no way connected to the asset. It is only represented virtually in the offering.

“Business Critical Asset” is a class of Asset that includes the entitlements set forth in the table below. For the Business Critical Asset tier, all Assets connected to an Instance of SCP must be Business Critical Assets. Customer may not connect Simple Narrow Band and/or Standard Assets to an Instance to which Customer has connected Business Critical Assets. The Service Availability set forth in the table below supersedes the standard Service Availability percentage set forth in the PTC SaaS Service Level Agreement. All other terms, definitions, and provisions of the PTC SaaS Service Level Agreement remain in full force and effect, except as expressly modified herein with respect to the Service Availability percentage.

Feature	Simple Narrow Band Asset	Standard (Asset)	Business Critical Assets
<b>Service Availability</b>	99.5%	99.5%	99.9%
<b>ThingWorx High Availability (1)</b>	Not Included	Not Included	Included
<b>ThingWorx IoT Streams (2)</b>	Not Included	Not Included	1 Write Per Second Per Asset Included
<b>InfluxDB (3)</b>	Not Included	Not Included	1 Write Per Second Per Asset Included

(1) “ThingWorx High Availability”: entitles the Customer’s production and non-production ThingWorx application servers instances to be configured with active-active clustering.

(2) “ThingWorx IoT Streams”: enables Customers to stream data from the ThingWorx Platform to external systems such as cold storage, data lakes, business intelligence (BI) tools, or other third-party repositories. This feature supports scalable, cloud-native data offloading for analytics, compliance, and long-term storage use cases. This feature provides the capability to stream data out of the ThingWorx Platform. Any additional software, middleware, or services required to receive, process, or store the streamed data in third-party systems are the sole responsibility of the Customer. IoT Streams are licensed per Business Critical Asset. Each licensed Business Critical Asset is entitled to stream up to 1 Write Per Second, where a “Write Per Second” is defined as a single data property being transmitted from the ThingWorx Platform to IoT Streams. This entitlement is pooled across all Business Critical Assets and averaged over a one-month period, meaning the total number of writes per asset is calculated as a monthly average to accommodate burst activity and variability in data transmission rates.

Global Write Cap:

The total number of Writes Per Second across all licensed Business Critical Asset is capped at 40,000 Writes Per Second. If the Customer exceeds this cap, additional capacity must be purchased via a designated add-on license. For example, if a Customer has 100,000 licensed Business Critical Assets, but only 40,000 Writes Per Second are included, the Customer must purchase additional capacity to utilize the full Writes Per Second potential of all Business Critical Assets.

Consumer Entitlement:

Each SCP IoT Streams SaaS license includes entitlement to three (3) Consumers at a time. A “Consumer” is defined as a third-party system or endpoint that receives streamed data from the ThingWorx Platform. Examples include cold storage systems, data lakes, BI platforms, or other external repositories. Additional Consumers may be purchased separately.

**Durable Queues:**

Customers are entitled to use the Durable Queues functionality as part of the IoT Streams SaaS license. Durable Queues enable resilient ingestion of data from edge devices into the ThingWorx Platform via a file-based queuing mechanism. Any data processed through Durable Queues will count toward the Customer’s total entitlement of Writes Per Second.

**Restrictions:**

- Each Asset must have a valid IoT Streams license to stream data.
- Writes Per Second are calculated as a monthly average per Asset.
- The total Writes Per Second across all Assets may not exceed the global cap without additional licensing.
- Only three Consumers are included; additional endpoints require separate licensing.
- Durable Queue usage contributes to the total Writes Per Second entitlement.

- (3) “InfluxDB”: Enables Customers to store time-series data from connected Assets in an InfluxDB instance managed as part of the ThingWorx SaaS environment. This feature supports high-resolution data storage for analytics, monitoring, and historical analysis. An Influx Database is defined as a logical time-series database instance provisioned within the ThingWorx SaaS environment, optimized for storing timestamped data from connected Business Critical Assets. Each database is managed by PTC and is integrated with the ThingWorx Platform for seamless ingestion and retrieval of time-series data.

InfluxDB is licensed per Business Critical Asset. Each licensed Business Critical Asset is entitled to 1 Write Per Second, where a

“Write Per Second” is defined as a single data property being transmitted from the ThingWorx Platform to the InfluxDB instance. This entitlement is pooled across all Business Critical Assets and averaged over a one-month period, allowing for variability and burst activity in data transmission.

**Global Write Cap:**

The total number of Writes Per Second across all licensed Business Critical Assets is capped at 40,000 Writes Per Second. If the Customer exceeds this cap, additional capacity must be purchased via a designated add-on license. For example, if a Customer has 100,000 licensed Business Critical Assets, only 40,000 Writes Per Second are included unless additional capacity is licensed.

**Storage Entitlement:**

Storage used by InfluxDB is included in the overall ThingWorx SCP SaaS data storage entitlement, as defined in the applicable data storage section of the SCP licensing basis set forth below. No separate storage entitlement is provided for InfluxDB.

**Restrictions:**

- Each Asset must have a valid InfluxDB license to store data.
- Writes Per Second are calculated as a monthly average per Business Critical Asset.
- The total Writes Per Second across all Business Critical Assets may not exceed the global cap without additional licensing.
- InfluxDB storage counts toward the Customer’s total SCP SaaS storage entitlement.
- InfluxDB is provisioned and managed by PTC; direct administrative access is not provided to the Customer.

Notwithstanding the foregoing, if Customer has an existing entitlement to Influx Database (InfluxDB) purchased separately prior to January 5, 2026, the previous version of this Service Description in effect at the date of such purchase governs such entitlement.

## **Add Ons for all Offerings**

### **Additional Instances – Non-Production**

Additional non-production (Development, QA and Integration) Instances may be purchased separately. These Instances do not have limitations on number of Assets or Registered Users, however, are designed to support functional development and testing. Load and performance testing is not covered. If additional performance is required, please contact your PTC Representative.

## Additional Databases

This entitles the Customer to Production and non-production databases, purchased separately. Customers must purchase at a minimum 1 database of each (Production and Non-Production) to ensure there is a non-production for testing and validation. Sizing (as defined by CPU Cores) and storage will be specified in the Quote. The databases configured are pursuant to the conditions specified in the General Terms and Conditions and will not have an individual SLA for production. Customer implementations that create extraordinary usage that negatively impacts performance of Customer system may be subject to additional fees.

## ThingWorx Kepware Edge for SaaS

The ThingWorx Kepware Edge for SaaS offering is sold on the basis that a license is needed for each Designated Computer and is limited to the specified number of tags in the product description (generally, one Tag equates to one data item). Designated Computer products are licensed to operate solely on the designated computer on which they are installed. ThingWorx Kepware Edge for SaaS components and functionality may only be used to connect to the ThingWorx SCP SaaS Platform Service that is included with the ThingWorx Machine Builder Service Bundle.

## Configurations

Customers will not have access to the OS or Server level of the offering. All configurations and customizations have to be realized through ThingWorx official configuration and customization options (Composer, loading extensions, etc.).

## Data & Devices

### Data Storage Entitlements

Customers are entitled to different levels of storage based on the edition of ThingWorx that they have subscribed to as detailed in this section. In addition, they can purchase additional storage in blocks of 1GB. The total amount of storage a Customer is entitled to is for the ThingWorx production environment and is determined by the total storage of all Customer data in both the ThingWorx file system and the ThingWorx database(s), this is inclusive of all ThingWorx components unless otherwise specified.

All storage entitlements are detailed in the table below:

ThingWorx Edition	Base Storage	Additional Storage Entitlements
ThingWorx SCP Premium SaaS	100GB	0.15GB per additional purchased Business Critical Asset 0.1GB per additional purchased Standard Asset 0.0045GB per additional purchased NB-IoT Asset
ThingWorx SCP Enterprise SaaS	100GB	0.15GB per additional purchased Business Critical Asset 0.1GB per additional purchased Standard Asset entitled 0.0045GB per additional purchased NB-IoT Asset
ThingWorx Machine Builder Bundles (all)	100GB	0.1GB per additional purchased Standard Asset entitled 0.0045GB per additional purchased NB-IoT Asset
ThingWorx Non-Production Environment	100GB	None

Example:

Customer purchases ThingWorx SCP Enterprise SaaS with 100 additional standard assets:

Customer Production environment entitled to:  $100\text{GB} + (100 * .1) = 110\text{GB}$  total storage

# ThingWorx SCO Solutions SaaS Platform Service

## Introduction

The ThingWorx SCO models allow Customers to license the IoT Platform for connecting and monitoring Customer's internal manufacturing systems, processes, and/or operations related to the production of Customer products. There are several SCO Solutions models, which are sold per Site,

plus SCO Registered Users. Each model includes the “ThingWorx agents” or “Edge Microservers” and a ThingWorx SDK used by the Customer to add connectivity into the applications.

## SCO Solutions Models

### Definitions Applicable to SCO Solutions Models

- A “Custom Application” is either: (i) a customization of a standard PTC-provided application, or (ii) a software application not created by PTC that has been built for business use cases for end users, addressing the Customer’s needs and requirements. A Custom Application is developed using the ThingWorx platform technology and made up of a combination of backend components, services, and mashups.
- “SCO Registered User” means a person who accesses the ThingWorx Platform directly or via an intermediate application developed on the platform by PTC, customer, or partner. Every person who views or accesses the ThingWorx Platform or intermediate application requires a registered user license, regardless of whether such log-in ID is tied to their unique person or is generic to the device by which they are accessing.
- “SCO Connected User” means a Registered User who has view-only access to Windchill for the purposes of viewing Work Instructions and related data (documents or drawings) in SCO applications. This license does not entitle the user to general view access in Windchill nor the ability to install and use ThingWorx Navigate View apps.
- A “Site” means a singular customer building or set of connected buildings where the software is being used. In the case of connected buildings there must be no physical barriers between the operations themselves, or the process flow of materials.

SCO Solutions Standard Model – The SCO Standard model permits Customers to use ThingWorx based applications such as AMU, CWC, DPM, and RTPPM and entails a fee per Site where any application will be deployed on a per site basis. Customers are not permitted to use ThingWorx SCO Solutions Standard Model to develop Custom Applications. Customer may edit the mashups provided with these out-of-the-box applications (solutions) in the Standard model, but is prohibited from creating new mashups (either directly or by excessively editing the existing mashups). The licensing basis for PTC’s SCO Standard model entails a fee per Site where the application(s) will be deployed. Furthermore, fees are required for each SCO Registered User over the entitled amount. The SCO Standard model comes with the entitlements specified in the table below.

SCO Solutions Premium Model - PTC’s SCO Solutions Premium model permits Customer to use the ThingWorx platform to create Custom Applications and extend/customize Standard Model applications. The licensing basis for PTC’s SCO Solutions Premium model entails a fee per Site where any Custom Application will be deployed. Users for the Premium Model must be purchased in addition to the Standard Model as if they are 2 separate applications. The SCO Solutions Premium model comes with the entitlements specified in the table below.

SCO Solutions Enterprise Model - PTC’s SCO Solutions Enterprise model permits Customer to access all of the ThingWorx standard applications available at time of purchase (i.e., DPM, AMU, CWC, RTPPM) at a particular Site, and to use ThingWorx to develop Custom Applications for SCO purposes at such Site. The licensing basis for PTC’s SCO Solutions Enterprise model entails a fee per Site where the application(s) will be deployed. Solutions Enterprise users may access all applications including custom applications at a site. Users may be allocated to any site purchased when purchasing multiple sites. The SCO Solutions Enterprise model comes with the entitlements specified in the table below.

SCO Solutions Custom Enterprise Model - PTC’s SCO Solutions Custom Enterprise model permits Customer to use ThingWorx to develop Custom Applications for SCO purposes at such Site. The Solutions Custom Enterprise Model does not include access to any PTC Standard Model applications. The licensing basis for PTC’s SCO Solutions Custom Enterprise model entails a fee per Site where the application(s) will be deployed. Solutions Custom Enterprise users may access all custom applications at a site. Users may be allocated to any site purchased when purchasing multiple sites. The SCO Solutions Custom Enterprise model comes with the entitlements specified in the table below.

## Solution Scope

All ThingWorx SCO Solutions SaaS Services include:

- Users in the quantity specified below for each configuration purchased by Customer
- Connectivity to Assets via Kepware or any other supported edge agent technology, within the defined use cases for SCO
- A single dedicated production Instance
- Storage allocation as specified in the table below

## Offering Basis

- The ThingWorx SCO Solutions model allows Customers to license the IoT Platform and Solutions for connecting and monitoring Customer’s internal manufacturing systems, processes, and/or operations related to the production of Customer products, using a Site based model with an entitlement of Registered Users per site, as further set forth in the table below.
- Customers are responsible for all configuration and maintenance of remote Assets. PTC does not provide support for any devices at the edge.
- Customer must maintain that all connected Assets communicate at a minimum-security SSL level of TLS 1.2
  - If Assets are not at specified level, Customer must gain approval from PTC in writing to connect assets to the service
  - PTC reserves the right to disconnect or block communication that does not meet the minimum-security level
  - PTC reserves the right to increase the minimum-security SSL TLS level that assets may connect at
- The following Service inclusions are subject to overage fees as specified in the Quote if Customers exceed their allowances:
  - Registered Users
  - Data/Storage

## SCO Solutions License Profiles and Allowable Configurations

### License Profiles

The ThingWorx SCO Solutions SaaS offerings are entitled by any of the following Solutions, Registered Users as specified in the configurations below.

### Configurations

	SCO Standard (DPM, AMU, CWC, RTPPM)	SCO Solutions Premium Edition	SCO Solutions Enterprise Edition	SCO Solutions Custom Enterprise Edition
<b>SCO Registered Users (1)</b>	25 per application	0	100 per Site included	100 per Site included
<b>Custom Application Creation</b>	N/A	Unlimited	Unlimited	
<b>ThingWorx Foundation</b>	Included			
<b>ThingWorx Analytics</b>	N/A	Included (32 cores)		
<b>ThingWorx Apps (DPM, AMU, CWC, RTPPM)</b>	Access per app purchased (1 per Site)	N/A	All apps included (per site)	Add On
<b>ThingWorx Building Blocks</b>	As required by app(s)	Included		
<b>ThingWorx Software Content Management</b>	N/A	Add On		
<b>ThingWorx Production Environment (2)</b>	1			
<b>ThingWorx Active-Active Clustering</b>	Add On			
<b>ThingWorx IoT Streams</b>	Add On			
<b>Technical Support</b>	Gold+			

- (1) Additional registered users may be purchased a la carte.
- (2) Only one production environment will be included in the SCO Solutions offerings, regardless of how many sites are purchased. Additional production environments may be purchased a la carte. Additionally, one non-production environment must be purchased by the customer for validation of deployments, upgrades and other tasks.

#### Additional Instances – Production

Additional production Instances may be purchased separately and can be used to support multiple manufacturing sites or regions. These Instances do not include additional Registered Users and are entitled to reflect the standard production entitlements as quoted. This will entitle the Customer to a production Instance that is subject to PTC Service Level Agreement (SLA), and other terms as described in the General Terms and Conditions. Customer may allocate Registered Users to a single production Instance. Additional production Instances are sized based on the number of users allocated to that Instance and overall application performance needs.

#### Additional Instances – Non-Production

Additional non-production (Development, QA and Integration) Instances may be purchased separately. These Instances do not have limitations on number of Registered Users, however, are designed to support functional development and testing of no more than 5 machines. If additional performance is required, please contact your PTC Representative.

#### Additional Databases

This entitles the Customer to Production and non-production databases, purchased separately. Customers must purchase at a minimum 1 database of each to ensure there is a non-production for testing and validation, and a production Instance. Sizing (as defined by CPU Cores) and storage will be specified in the Quote. The databases configured are pursuant to the conditions specified in the Terms and Conditions and will not have an individual SLA for production. Customer implementations that create extraordinary usage that negatively impacts performance of Customer system may be subject to additional fees.

#### ThingWorx High Availability

ThingWorx High Availability is an add on to any compatible SCO Solutions environment. This entitles the Customer's production system to be configured with active-active clustering that is included in ThingWorx 9.0 and higher versions. This entitlement does not change any SLA unless otherwise specified in the Quote.

#### ThingWorx IoT Streams

The ThingWorx SCO IoT Streams – SaaS Offering enables Customers to stream data from the ThingWorx Platform to external systems such as cold storage, data lakes, business intelligence (BI) platforms, or other third-party repositories. This feature supports scalable, cloud-native data offloading for analytics, compliance, and long-term storage use cases across manufacturing operations.

This feature provides the capability to stream data out of the ThingWorx Platform and is managed by PTC as a part of the SaaS service.

IoT Streams are licensed per Site. Each licensed Site is entitled to 2,500 Writes Per Second, where a "Write Per Second" is defined as a single data property being transmitted from the ThingWorx Platform to IoT Streams. This entitlement is averaged over a one-month period, allowing for variability and burst activity in data transmission.

##### Cumulative Write Pool:

Writes Per Second entitlements are cumulative across all Sites purchased. Customers are not required to allocate entitlements to specific production servers. For example, if a Customer has purchased 10 Sites of IoT Streams, they are entitled to a total of 25,000 Writes Per Second, which may be distributed across any number of production servers, provided the total usage does not exceed the cumulative entitlement.

##### Consumer Entitlement:

Each Customer is entitled to three (3) Consumers at a time in total, regardless of the number of Sites licensed. A "Consumer" is defined as a third-party system or endpoint that receives streamed data from the ThingWorx Platform. Examples include cold storage systems, data lakes, BI platforms, or other external repositories. Additional Consumers may be purchased separately.

##### Durable Queues:

Customers are entitled to use the Durable Queues functionality as part of the IoT Streams SaaS license. Durable Queues enable resilient ingestion of data from edge devices into the ThingWorx Platform via a file-based queuing mechanism. Any data processed through Durable Queues will count toward the Customer’s total entitled Writes Per Second.

Restrictions:

- Writes Per Second are calculated as a monthly average across all Sites.
- The total Writes Per Second across all production servers must not exceed the cumulative entitlement.
- Only three Consumers are included per Customer; additional endpoints require separate licensing.
- Durable Queue usage contributes to the total Writes Per Second entitlement.
- Streaming data from Sites not covered by a valid IoT Streams license is not permitted.

## Data & Devices

### Data Storage Entitlements

Customers are entitled to different levels of storage based on the edition of ThingWorx that they have subscribed to as detailed in this section. In addition, they can purchase additional storage in blocks of 1GB. The total amount of storage a Customer is entitled to is for the ThingWorx production environment and is determined by the total storage of all Customer data in both the ThingWorx file system and the ThingWorx database(s), this is inclusive of all ThingWorx components unless otherwise specified.

All storage entitlements are detailed in the table below:

ThingWorx Edition	Base Storage	Additional Storage Entitlements
<b>ThingWorx SCO Solutions Standard</b>	325GB	100GB Per App
<b>ThingWorx SCO Solutions Premium</b>	325GB	100GB Per Site
<b>ThingWorx SCO Solutions Enterprise</b>	1325GB	100GB Per Site
<b>ThingWorx SCO Solutions Custom Enterprise</b>	1325GB	100GB Per Site
<b>ThingWorx Non-Production Environment</b>	100GB	None

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ThingWorx Machine Builder:

The ThingWorx Machine Builder Service Bundle entitles Customers to use the ThingWorx SCP SaaS Service, ThingWorx Kepware Edge for SaaS, and other bundled functionality for connecting Customer’s products and for creating and running IoT applications.

ThingWorx Machine Builder Bundle standard entitlements:

	MBB Tier 1	MBB Tier 2	MBB Tier 3	MBB Tier 4
<b>Assets with ThingWorx Kepware Edge - SCP Connectivity (1)</b>	25	250	1000	2000
<b>SCP Registered Users (included)</b>	5	5	5	5
<b>SCP View Only Users (included)</b>	Included	Included	Included	Included
<b>ThingWorx Foundation</b>	Included	Included	Included	Included
<b>ThingWorx Analytics (2)</b>	Not Included	Not Included	Not Included	Not Included
<b>Software Content Management</b>	Not Included	Not Included	Not Included	Not Included
<b>ThingWorx Kepware Edge For SaaS (up to 1500 Tags Per Designat Computer)</b>	25	250	1000	2000
<b>Technical Support</b>	Gold+			

1. The Kepware entitlements included with SCP/Machine Builder Bundle models are limited to use with the ThingWorx SCP/MBB solutions and provide connectivity exclusively with ThingWorx. The Kepware software included in these models may not be used on a standalone basis. Customer may purchase full Kepware connectivity packages for other use-cases.
2. If the Customer exceeds the compute capacity of the included ThingWorx Analytics cores, the Customer can purchase additional core entitlement for additional compute capacity on any of Instance running components that deliver computational functionality