PTC Jetstream Service Description

Your use of PTC Jetstream 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.

Introduction/Offering Basis

This offering provides Customers with a SaaS environment that includes a comprehensive set of collaboration capabilities. PTC Jetstream is contracted on a Registered User basis with a minimum quantity to get started. All subscriptions include access to one production Instance. Non-production instances are not available. If Customer requires multiple production instances, for example to support different business units that require incompatible configurations, a separate subscription is required for each.

Updates and Upgrades

PTC publishes the release dates for PTC Jetstream updates and versions in the Product Release Calendar (support.ptc.com/cs/release-calendar/index.html).

Back Ups and Restoration

Full system backups are taken on a daily basis, and stored in geo-redundant locations. Backups are maintained for 30 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 implement its Disaster Recovery protocol. 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.

Data Storage Entitlements

There are currently no limits or additional fees related to data storage, but PTC reserves the right to update this Service Description to impose limits and fees associated with storage in excess of such limits.

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.

Batching

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. For example, iif 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.

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. 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 Windchill 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, external file vault(s) contents.