



PTC SaaS Vuforia Offering Specific Provisions

About this Document

This document sets out various terms and conditions that are specific to defined SaaS offerings from PTC. This document supplements the more general terms set forth in the PTC SaaS Services Terms and Conditions (the “General Terms and Conditions”). In the event of inconsistency between this document and the PTC quote(s) pursuant to which the Customer purchased the Services (the “Quote”), the Quote shall govern. PTC reserves the right to change the terms of this document upon no less than sixty days’ notice, with such changes effective upon the next renewal of the Customer’s term; provided that Customer may opt to not renew its contract in accordance with the non-renewal terms in the Quote.

Notwithstanding the above, Vuforia Cloud Recognition Services are governed by the license agreement at <https://www.ptc.com/en/documents/legal-agreements/on-premise-license-agreements>.

Definitions/Provisions Applying to All Offerings

Common Definitions

The following terms have the following meanings. Other capitalized terms used in this document but not defined herein are as defined in the General Terms and Conditions.

“**Registered User**” means an individual, named registered User on a password basis. The Customer may add and/or substitute from time to time new Registered Users as long as the aggregate number of Registered Users does not exceed at any point in time the number of licenses in effect at such time for that particular product and, provided further, that if a person who was previously a Registered User returns to Registered User status, a new license fee must be paid to PTC at PTC’s then current rates; provided that, no new license fee shall be due for Vuforia SaaS Offering Registered Users.

“**Service End Date**” means the date, once it is known, when the Services term will expire or terminate. That is, the Service End Date will be known when a non-renewal notice has been given or a party has given notice that it will terminate the Services term in accordance with the termination provisions of the General Terms and Conditions.

For the sake of simplicity, references in this document “SaaS” means both SaaS and Managed Services. See the General Terms and Conditions for definitions of these two terms.

General Exclusions

PTC Management of Software Applications on a Customer Infrastructure

All components for PTC Managed Services offerings and SaaS offerings are hosted by PTC on PTC’s infrastructure and unless specifically agreed in writing, PTC does not manage offerings or parts of offerings on the Customer’s infrastructure, whether Customer IT centers, Customer leased private data centers, or Customer accounts on public infrastructure such as Amazon Web Services or Microsoft Azure platforms.

System Performance

End user performance testing is not included in any Service. PTC will make commercially reasonable efforts to optimize performance of hosted environments and accessibility to the Internet. However, PTC does not control Customer’s access to external internet (WAN), nor does PTC control Customer’s practices for data creation that may impact the offerings’ overall responsiveness.

Customer Use of Non-production Environments

Any non-production environments purchased cannot be used for production purposes. Identified production environments shall be used for production data and access, and are the only environments where the uptime SLAs will apply. Non-production environments (e.g., development, integration, QA or other name may apply) do not include comparable backup, disaster recovery and other services that apply to production environments.

Custom Implementation Services

The services do not include post-installation implementation services such as business configuration and customization of a deployed solution specific to a Customer unique requirement set.



Security Exclusions

Execution of a Customer security audit or review is excluded from all offerings unless paid-for as an additional service. Depending on the availability of PTC's security resources, PTC may not accommodate all requests for paid audit/review engagements.

Data Migration/Loading

Services to provide data migration/loading into the PTC SaaS environments (e.g., materials and document files) are not included unless specifically referenced in the Quote.

Single Sign On

Setup and implementation of single-sign-On services are not included unless specifically purchased via an available PTC offering or otherwise agreed in writing.

Support for Regulated Industries

Regulated industries such as medical device manufacturing and military defense product manufacturing may have unique requirements for defining, tracking and managing access, security and changes to solution environments, and/or for FDA validation. For some offerings, PTC can support customers who must adhere to these requirements, but entitlement to this type of support must be explicitly purchased and is otherwise excluded. See below for details.

Overage

Unless specified below for a particular offering, the following items are subject to overage fees (at the rates specified in the Quote) if Customers exceed their allowances. Overage is, unless specified for a particular offering, measured and billed monthly.

- Number of Users
- Data/Storage
- Named Service Requests
- Inventory under management (for Servigistics offerings)

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. Service Requests are described in PTC Support Services Terms and Conditions.

Named Service Requests will deplete Customer's entitlement. The following Service Request types are specifically excluded from consumption metrics relating to Named Service Requests and will not deplete 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 a Customer exceeds the number of entitled Named Service Requests, PTC will contact the Customer to give Customer the opportunity to accept or decline an overage fee. Customers will be provided a monthly report to understand their consumption to date.

Data Export (not applicable for Vuforia SaaS Services, see the specific Vuforia SaaS Offering for Data Export)

Once the Service End Date is known, the 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.



Vuforia Chalk SaaS Offering

Introduction

Vuforia Chalk SaaS is a cloud-based service that enables users to mark-up live views to highlight details or multi-step instructions through the Vuforia Chalk application on mobile computing devices. The Vuforia Chalk SaaS Offering is available in three packages.

Vuforia Chalk Standard

A Registered User is an individual user who has been assigned a log-in by the Customer administrator ("Customer Chalk Admin") to initiate Vuforia Chalk sessions ("Sessions"). Each Vuforia Chalk Standard package includes a number of Registered Users as specified on the Quote. Additional Registered User licenses can be purchased separately.

Vuforia Chalk Premium

Each Vuforia Chalk Premium package includes Standard Registered Users and Host Users as specified on the Quote. This package entitles the Customer to designate Standard Registered Users as Host Users. A "Host User" is a Registered User who has been designated by the Customer Chalk Admin with the ability to start Sessions with end-users of the Vuforia Chalk application ("Guests"). The Customer Chalk Admin may add and/or substitute from time to time new Host Users as long as the aggregate number of Host Users does not exceed at any point in time the number of subscriptions in effect at such time. Host User privileges may not be shared or used by anyone other than the Registered User assigned to be a Host User.

Vuforia Chalk Platinum

Each Vuforia Chalk Platinum Package includes the number of Host Users specified on the Quote. As part of this package, Customer is entitled to a onetime set-up, configuration, and publication of one (1) branded app (per license) of PTC's Vuforia mobile Chalk app ("Branded App"). Subject to completion of Customer's responsibilities set forth below, PTC will manage the setup, build, and publication of the Branded App to the Android and Apple app stores. The Branded App must contain an attribution that the Branded App is "Powered by Vuforia" which is visible to the end-user. PTC does not guarantee if or when the Branded App will be accepted by the app stores. If the Branded App is rejected, PTC will work with the Customer to rectify any issue within PTC's control and resubmit the Branded App for review by the app stores. Upon expiration or termination of the Services Term, PTC will remove the Branded App from the applicable app stores.

- Allowable Configurations & Customer Responsibilities

The Branded App can be configured to include Customer's color scheme, logo, and company name. Customer will be required to (i) complete any intake forms required by PTC in order to setup and build the Branded App, and (ii) provide all required graphical and marketing assets. Customer shall not remove any proprietary notices included in the Vuforia Chalk mobile application

Each of the above packages provides access to the Vuforia Chalk Admin Center web application (defined below) and the Vuforia Chalk mobile application (which is required to be download from a mobile app store). Any additional terms required to be agreed to by users at the time the Chalk application is downloaded shall not apply and instead will be governed by the General Terms and Conditions and these Offering Specific Provisions.

Administration of Vuforia Chalk SaaS Offering

Customer Admin(s) may add, deactivate or delete a Registered User's account via the Vuforia Chalk Admin Center (the "Admin Center"). 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. A Registered User account may be managed only by the Customer Admin and used by a single Registered User. The Customer shall be responsible for the acts and omissions of its Registered Users and Guests in connection with their use of the Services.

Security of User Accounts

Customer is responsible for any activity that occurs under Customer admin accounts and Registered User accounts. It is important that Customer and Registered Users keep accounts secure.

By using the Services, Customer shall not, and shall not permit Registered Users to:

- buy, sell, rent, or lease access to Registered User accounts;
- share passwords;
- log in or attempt to access the Services through third-party applications or clients.



Customer agrees to notify PTC immediately of any breach of security with respect to a Registered User account including passwords. PTC will not be liable for any loss that Customer may incur as a result of a third party using a Registered User account, either with or without Customer’s knowledge, or for any data or content viewed while using the Services. In addition, Customer may be held liable for any losses incurred by PTC or another party due to an unauthorized third party using a Registered User account.

Security Measures

PTC follows the below standard security practices:

- Data in transit across open networks is encrypted
- Network and web application firewalls
- Configuration monitoring, network traffic logging and monitoring
- Authentication controls, authorization rules and auditing of administration actions

Data Export

Upon approaching the end of the applicable Service Period, Customer may request that PTC extract Data available for export. Otherwise, Data will be deleted from the Service after expiration or termination of the applicable Services Term.

Vuforia Expert Capture & Instruct SaaS Offering

Introduction

The Vuforia Expert Capture & Instruct SaaS Offerings are multi-tenant offerings contracted on a Registered User basis. These offerings are used to capture or create procedures, that may include photos, audio, video, 3-D CAD, and on certain devices, spatial data for location awareness. There are defined types of user profiles that may be purchased for each offering: Standard Registered User or Premium Registered User. Each of the packages provides access to the Vuforia Vantage mobile application (which is required to be download from an app store).

Offering Basis

Customers are required to assign Registered Users to license roles based on the type of user profile Customer has purchased. Each role grants the assigned Registered User access only to the capabilities entitled by that role as specified below. If a Customer exceeds the number of applicable Registered Users in effect at any point in time, Customer shall be required to purchase additional Registered Users license. Standard Registered Users may not use or access Premium Registered User capabilities. If such access or use occurs, Customer will be required to separately purchase Premium Registered User licenses. Any additional terms required to be agreed to by users at the time the Vantage application is downloaded shall not apply and instead will be governed by the General Terms and Conditions and these Offering Specific Provisions.

Vuforia Expert Capture

Role Type	Capabilities	Standard Registered User	Premium Registered User
Viewer	Viewers can view procedures created by others but are unable to create or edit any procedures.		
	Access to Vuforia Vantage App & Desktop	✓	✓
	Access to Capture App* and Spatial Anchors	✓	✓
	Procedure Execution	✓	✓
Author	Authors have all Viewer Capabilities plus the following:		
	Upload Assets		✓
	Ability to add/edit Captures		✓
Manager/Admin	Create and edit procedures		✓
	Managers have all Author Capabilities plus the following:		
	Distribution and content management		✓
	Operations analytics dashboards (Insights)		✓
	Usage analytics dashboards		✓
Add, manage and deleted users and determine access control		✓	



Vuforia Instruct

Role Type	Capabilities	Standard Registered User	Premium Registered User
Viewer	Viewers can view procedures created by others but are unable to create or edit any procedures.		
	Access to Vuforia Vantage App* & Desktop	✓	✓
	Procedure Execution	✓	✓
Author	Authors have all Viewer Capabilities plus the following:		
	Upload Assets		✓
	Add 3D CAD & 3D CAD Asset Management		✓
	Create and edit procedures		✓
Manager/Admin	Managers have all Author Capabilities plus the following:		
	Distribution and content management		✓
	Operations analytics dashboards (Insights)		✓
	Usage analytics dashboards		✓
	Add, manage and delete users and determine access control		✓

Vuforia Work Instructions

Vuforia Work Instructions provides access to the capabilities of both Vuforia Expert Capture and Vuforia Instruct.

Data Export

Customer may export Procedures from the Procedure Editor anytime during the Service Term to Word or any other digital format that may become available. Otherwise, Data will be deleted from the Service after expiration or termination of the applicable Service Period.

Security Measures

PTC follows the below standard security practices:

- Data in transit across open networks is encrypted
- Network and web application firewalls
- Configuration monitoring, network traffic logging and monitoring
- Authentication controls, authorization rules and auditing of administration actions

Vuforia Studio Hosted Offering

Vuforia Studio

There are different Vuforia Studio bundles: Starter, Basic, Premium, and Professional. Each bundle includes the Vuforia Studio Experience Creator, the Experience Service (licensed on a Designated Server basis), Views and the Vuforia View Application with Bundle-specific features as set forth in the table below. Vuforia Studio licenses allow the Customer to access and use the ThingWorx platform for user administration and integration to third-party data sources in order to create Experiences (access does not include ThingWorx Flow); any additional use cases require purchase of a ThingWorx IoT platform edition. Users will be required to download the Vuforia View app from an application store. Any additional terms required to be agreed to by users at the time the Vuforia View application is downloaded shall not apply and instead such use will be governed by the General Terms and Conditions and these Offering Specific Provisions.

Definition of “View”



A “View” (also referred to as an “Experience” or “EXP”) is a presentation of a mix of textual, numeric and 3D data that is presented to a user by the Vuforia View application. The Experience may include augmented reality interaction, 2D assets, 3D assets and/or “live” data from Things via ThingWorx. A View has a definite “entry point” which is invoked via a user action to select the Experience. This may be by selecting a “bookmarked” or “downloaded experience”, following a scan of a ThingMark, a designated QR code or a deep link. There is no definite “exit point” other than exiting Vuforia View or requesting another Experience. Invoking the same Experience within 15 minutes will count as a single View. Examples of Views include, without limitation:

- A service experience to instruct a service technician how to perform a procedure
- A marketing experience to present capabilities of a product to consumers
- A monitoring experience to display live data streaming from a machine

Bundles

Each Vuforia Studio Bundle comes with the entitlements specified in the table below:

	Starter	Basic	Premium	Professional
Registered Users (included, more may be purchased separately)	20	100	200	1,000
Annual Views (for non-Registered Users)	2,500	5,000	10,000	50,000

Registered Users

Customers may purchase additional Registered Users for Users who will author and/or consume Views. There is no limit on the number of Views that may be consumed by Registered Users. Registered User licenses are required for persons accessing or consuming Experiences who are either (i) employees or contractors of or otherwise engaged by the Customer or (ii) who receive login accounts/passwords to the Customer’s Studio instance.

Non-Registered Users

Customers may purchase additional public Views for consumption by individuals who are not Registered Users (up to the number of Views purchased).

Annual Views

Annual Views is the maximum number of Experiences that can be viewed per year by Non-Registered Users.

Security Measures

PTC follows the below standard security practices:

- Data in transit across open networks is encrypted
- Network and web application firewalls
- Configuration monitoring, network traffic logging and monitoring
- Authentication controls, authorization rules and auditing of administration actions

AR Vuforia Bundle SaaS Offering

The AR Vuforia Bundle SaaS Offering includes the below list of products and associated quantities:

- 100 Vuforia Chalk Standard Registered Users
- 100 Vuforia Studio Registered Users
- 20 Premium and 80 Standard Registered Users for Vuforia Work Instructions
- 1 Creo Illustrate Essentials (on-premise subscription)