Windchill+ and ThingWorx Navigate for Windchill+ Service Description

Your use of Windchill+ offerings and the ThingWorx Navigate for Windchill+ offering are 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.

Defined Terms

"Active Daily User" means that the product is contracted on the basis of the number of unique users who access a ThingWorx Navigate application at any time during a 24-hour calendar day. For example, if a user accesses a ThingWorx Navigate application 3 times on a Monday and 2 times on the following Friday, then the user is counted as an active user for Monday and Friday only. The 24-hour period is defined using the time zone set for the connected ThingWorx server.

"Demo and Test": Products contracted on a "demo and test" or "non-production" basis (or similar designation), such Service may not be used in a production environment.

"Registered User" has the meaning defined in the Agreement.

Data Export Formats

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.

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.

User Identity Management

Customer is responsible to configure on a non-production CAS (Central Authentication Server) their identity and access management integration and single sign on (SSO) experience, using the provided PingFederate service as the central authentication server (CAS).

Integrations and Customizations

PTC is not obligated to host for Customer any customizations or custom applications unless specifically agreed in the Order Form that PTC will host the same. The Windchill+ Help Center (https://support.ptc.com/help/windchill/plus/r12.0.2.0/en/) identifies the configurations, customizations and integrations that are permitted. Configurations, customizations and integrations that are not identified in such document are not permitted.

Batching

For contract types based on numbers of users (e.g., Registered User, Concurrent User, etc.), a license is required for each individual who accesses such Service 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.

Windchill+

Introduction

This offering provides Customers with a SaaS environment that includes a comprehensive set of PLM capabilities described below and supports integration with external systems (such as ERP and CRM). Optional environments/services can be purchased separately.

Offering Basis

Windchill+ is contracted on a Registered User basis. There are defined types of Registered User profiles that may be purchased: **Viewer, Contributor, Author**. Additional functionality role-based license types may be added to the Author user profile. Each profile grants the assigned User access only to the functionality entitled by that profile. Customer is required to allocate Users to license profiles within the Windchill production environment. Failure to appoint Users to appropriate license profiles may result in overage fees. Users may not be retroactively changed from one license profile to another.

Standard Entitlements

All subscriptions include access to one Production Instance and one Non-Production Instance. Additional Non-Production Instances may be added to the subscription, as purchased. A given subscription may only have a single Production Instance. If Customer requires multiple Production Instances, for example to support different business units that require incompatible configurations, a separate Production Instance is required for each. Customer may specify the URL Prefix for each instance, and may chose a URL Suffix for Non-Production Instances from a set of available options provided by PTC. Customer provided Domain Names are not supported.

Publishing Entitlements

Customer is entitled to publishing capability for supported Microsoft Office applications (as specified in the support matrix for the applicable Windchill Plus version, which is located at www.ptc.com/support/release-advisor) with a limit of 300 publishing jobs per Author user per month (measured across all Author users).

Customer is entitled to publishing capability for supported CAD applications (as specified in the support matrix for the applicable Windchill Plus version, which is located at www.ptc.com/support/release-advisor) with a limit of 125 publishing jobs per Designer user per month (measured across all Designer users).

Additional publishing jobs used in excess of these limits will be billed as overage on a contract-year basis.

For Customers that purchase a "SaaS Windchill Migration Environment," additional publishing demand caused by the migration will count against the limits to the extent that the document(s) are not the latest released versions of such document(s). For example, if Customer has publishing jobs caused by a migration and such jobs are the latest versions of the applicable documents, such publishing jobs will not count towards the limit.

In some cases, it may be necessary for PTC to install and run certain Windchill compatible third-party software so the Service can process Data (e.g., data from certain non-Creo CAD systems, PTC Partner created applications, and/or document format translators). In such cases, for PTC to install and run such third-party software for Customer, it must be specifically agreed in the Order Form, and the Customer will be required to provide to PTC access to licenses, and Customer shall secure authorization for PTC to host such third-party software, and to provide all necessary installation media and files as required for PTC to deploy such applications on the SaaS hosted systems.

Data Storage Entitlements

Vault Content Data Storage: Customers are entitled to the vault content data storage on a per Registered User basis depending on the role (measured across all licenses), as specified in the table below. In addition, Customer can purchase incremental multiples of One Terabyte of storage as required. The total amount of storage a Customer is entitled to is shared across all PLM SaaS and Managed

Services environments (production and non-production) that have active PTC subscriptions and allocated by PTC to support the Customer's usage requirements.

User Type	Data Storage Allotment per User
Author (with Designer)	100 GB
Author	20 GB
Contributor	0 GB
Viewer	0 GB

Database Storage: The Windchill+ service includes an allocation of database storage per User (up to 2GB per Author, and 1GB per Contributor, with none allocated for Viewers), measured in the aggregate across all Customer environments. Consumption of database storage in excess of Customer's entitlement will be billed at the then-current list price for excess storage.

Additional Storage: Customer is required to purchase additional storage capacity for data migrations and/or system integrations.

Windchill+ Select for Medical Device

In addition to all of the above terms applicable to Windchill+, the following additional terms apply for the Windchill+ Select for Medical Device offering.

USDM Life Sciences is a trusted PTC partner with over 20 years of experience in the GxP industry. For more information, refer to https://usdm.com.

The USDM Baseline Assurance Package was developed to assure that the baseline, out-of-box, pre-configured Medical Device SaaS workflows and the base functionality that they utilize perform as expected for their baseline intended use. This plan also verified the deployment process that PTC used to create a Medical Device SaaS environment for a Customer. The Baseline Assurance Package accelerates the Customer's ability to meet the FDA's 21 CFR Part 11 and other global computer system validation requirements.

The Baseline Assurance Package also includes the USDM Vendor Audit and Assurance Report, which is updated annually. The Baseline Assurance Package is included in the Windchill+ Select for Medical Device base entitlement. Customer-specific validation artifacts are not included in this offering, and are the responsibility of the Customer to create or contract with a qualified service partner, such as USDM, to create.

While life science companies remain responsible for validating their own use of vendor products and services to ensure they meet applicable regulatory requirements, this Baseline Assurance Package may be leveraged as documented evidence of PTC's procedures, coupled with the results of the USDM-performed vendor audit.

ThingWorx Navigate for Windchill+

Introduction

The ThingWorx Navigate for Windchill+ offering includes connectivity to a Windchill+ instance and, with additional fees, supports integration with certain external on-premise and cloud systems such as ERP and CRM (but not on-premises Windchill systems).

Offering Basis

ThingWorx Navigate for Windchill+ is available as a standard service package with optional services that can be purchased separately. The solution includes software entitlement options, a bundle of standard cloud service entitlements, and add-on cloud services to meet Customer specific requirements. It is sold as an expansion to the Windchill+ offering.
- ThingWorx Navigate for Windchill+ is contracted on the basis of Registered Users, or Active Daily Users.
- For each offering type (i.e., Registered User, or Active Daily User), there are four profile types that may be assigned: View, Contribute, Connected PLM View, and Connected PLM Contribute. Each User type grants the assigned User access only to the functionality entitled by that profile. The Contribute profile includes access to the View capabilities. Customers are required to create user profiles within the ThingWorx Navigate for Windchill+ production environment. Failure to manage the creation and

assignment of user profiles may result in unexpected consumption records and associated overage fees. PTC is not responsible for incorrectly managed users in the system.

- Customers using ThingWorx Navigate with Windchill+ products must associate all users and groups entitled to use Navigate with the corresponding Windchill+ license group. For example, all users for whom a ThingWorx Navigate View user is purchased must be a member of a group associated with a PTC Windchill+ View and Print Only license profile.

ThingWorx Navigate for Windchill+ standard entitlement includes:
- A single production instance and a single non-production instance
- Integration between a single ThingWorx Navigate for Windchill+ instance and a single Windchill+ instance for each included environment
- Storage allocation of 500 GB shared across all purchased environments
- A total of 6 Named Service Requests per year across all environments (option to purchase additional)
- Customers are responsible to configure their identity and access management integration and SSO experience using the provided PingFederate service as the central authentication server.

The following limitations apply:
- ThingWorx Navigate for Windchill+ apps may only connect to other software systems. Apps that connect to physical devices are not allowed as part of this Service.
- ThingWorx Navigate for Windchill+ does not include Microsoft Azure Iot Hub as part of this Service.
- Connections to additional systems beyond those included as standard inclusion (specified above) are not included unless purchased separately and defined in the Quote.
- Active Daily User licenses are not allowed overages. Consumption will be limited to the contracted number of Users only.

ThingWorx Navigate for Windchill+ View grants the Customer the right:
- to view information through the components bundled with the ThingWorx Navigate View apps.
- to use the ThingWorx Composer and administration capabilities of ThingWorx to configure the application components (Widgets, shapes and templates) bundled with the ThingWorx Navigate apps, specific to the included ThingWorx Navigate View apps.
- to directly log into the Windchill+ application with view privileges limited to the following basic Windchill capabilities:
  o ability to perform full-text searches using the Windchill search engine to locate Windchill managed objects via matches against keywords found in metadata and content data
  o the ability to perform database searches to locate Windchill managed objects via matches against metadata
  o the ability to traverse cabinet/folder information classification structures to find Windchill-managed objects
  o for any managed object found via any of the foregoing methods, the ability to view a "Properties" page that outlines metadata properties of the Windchill-managed object and provides the ability to download non-CAD file content should any content exist as part of the object
  o the ability to print objects
  o the ability to open viewables in Creo View and to view and measure the viewables in 3D but not to mark up the viewables
- Customer may not use any functionality not included in the list above. For the sake of clarity, without limitation, the ThingWorx Navigate View license specifically does not authorize Customer:
  o to create information in solutions sold by PTC.
  o to use the ThingWorx platform integration capability to:
    a. export information from one PTC solution to another system (including a file system)
    b. acquire information from non-PTC solutions (a separate ThingWorx Connected PLM license is required for this purpose)
    c. create or edit information in a system
    d. build integrations with systems that require components other than those bundled with the ThingWorx Navigate apps.
  o to use the ThingWorx platform to create new components (gadgets, widgets, shapes or templates) in addition to those bundled with the ThingWorx Navigate apps.
  o to use the ThingWorx platform to create new applications that include components (widgets, shapes and templates) other than those bundled with the ThingWorx Navigate apps.
  o to directly access ThingWorx or the PTC Solution Extension layers which are used by the ThingWorx Navigate apps to communicate with solutions sold by PTC.
  o to use the ThingWorx platform to create applications that directly or indirectly acquire information from and/or control physical Assets (for example, physical devices, equipment, and products). A separate ThingWorx Platform license is required to develop applications for physical asset connectivity

- o to use the following Windchill capabilities:
    - a. the ability to participate in workflows and lifecycle action items
    - b. the ability to upload content files or to modify metadata in any fashion
    - c. the ability to create or modify data

ThingWorx Navigate Contribute

This license supports all the capabilities included under a ThingWorx Navigate View license as well as those exposed in the PTC Contribute License Profile.

ThingWorx Connected PLM

This license entitles a user to use the ThingWorx Composer and ThingWorx Mashup Builder to create custom apps and connect to PTC and third party enterprise systems to both view as well as to create and update information in the connected systems. Each user of the custom app must have the requisite view, create and update privileges to the content of connected system that is exposed in the custom authoring app. For example, each user who uses a custom Navigate app that is connected to Windchill must have this license in addition to a base ThingWorx Navigate for Windchill+ View or Contribute license (or Windchill+ Author license), depending upon the capabilities of the custom app.

The ThingWorx Connected PLM license may be used by Customer to connect to enterprise systems (e.g., Oracle ERP, SAP, CRM systems, etc.) and to connect to PTC's Windchill+ products. It may not be used to access data from devices – which can include but is not limited to connected products, wearables, production machinery, and physical assets – and any edge servers or services that devices are connected to. It also may not be used to connect to manufacturing systems, processes, and/or operations belonging to the Customer's internal production facilities or the production facilities of the Customer's suppliers. ThingWorx Connected PLM has a prerequisite of one Connected PLM Base per ThingWorx server instance.