Codebeamer Hosting Service Description

Effective starting: January 3, 2023

Your use of PTC's Codebeamer Hosting Services offering 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

The Codebeamer Hosting Services allows Users to remotely access and interface, via the internet using supported and properly configured web browsers the Codebeamer software operating on PTC's servers and computer networks. Customer's use of the Codebeamer software shall be governed by the applicable PTC license agreement between PTC and Customer.

Offering Basis

The licensing parameters for the Codebeamer product is specified in the PTC Licensing Basis Table (available at http://www.ptc.com/legal-agreements/on-premise-license-agreements) and will govern Customer's use of such products. The Service shall not include the hosting of Windchill RV&S for the Codebeamer Premium packages.

Standard Support

For Customers of PTC's Codebeamer Hosting Services, the terms and conditions contained in the Support Terms and Conditions for PTC SaaS Offerings shall not apply. See https://intland.com/technical-support/ for Codebeamer product support.

Version Support

Customer is required to have a current and valid GOLD support contract. Hosting services support shall only apply if and for so long as Customer's underlying licenses of the software are current on PTC Support.

Data Export

Once the Service End Date is known, Customer can request one data export (at Service End Date). The Customer shall coordinate such request with PTC. The data export includes the information required to redeploy the as-is software configuration in another environment.

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.

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

For security information for this Service see https://intland.com/technical-support/#!/hosting-policies.

Information about data that is collected as part of the Service is located at www.ptc.com/en/documents/policies.

SLA

The PTC Service Level Agreement shall not apply to this Service.