



Codebeamer Hosting Service Description

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 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. 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.

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.

Batching

For contract types based on numbers of users (e.g., Registered User, Concurrent User, etc., but not Kiosk Users), 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.

Without limiting the foregoing, without express written permission from PTC, the Customer is expressly prohibited from using (directly or via an application created by Customer or a third party) the application program interface of the Service to extract data from the Service for the purpose of training, fine-tuning, or creating an artificial intelligence (AI) model or building a data source such as a Retrieval Augment Generation (RAG), whether for internal use or external distribution. In the event that Customer receives such permission, all users of any application(s) that leverage such AI model or data source must have a Registered User license to the Service, regardless of whether such users in fact access the Service directly (and in the event Customer acts in contravention of the foregoing restriction, the requirement to assign a Registered User license to such users shall not be PTC’s sole remedy). Also, all users of any application(s) that leverage such AI model or data source must only use PTC-supported APIs of the respective Service. The parties acknowledge that the way the Service structures data and respective databases are proprietary and any permission from PTC to access the Service with application(s) that leverage such AI model or data source is not meant to derogate from the proprietary nature of such data structures and databases.

SLA

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