



## **PREMIUM SERVICES SUPPLEMENTAL TERMS & CONDITIONS**

The Customer Agreement for Licensed Products (and Windchill Addendum, as applicable) (“License Agreement”) shall apply to all Premium Services described herein. In the event of a material conflict between the License Agreement and the terms and conditions set forth below, the latter shall prevail. All Premium Services are subject to availability and PTC reserves the right to discontinue any Premium Services offerings at any time. PTC reserves the right to modify the following terms and conditions at any time and without notice.

### **1. Weekend Support**

#### **1.1 Description**

“Weekend Support” refers exclusively to the provision of specific installation assistance and/or new version upgrade migration assistance. Weekend Support is not a substitute for Maintenance Services and PTC shall not provide general telephone support as part of a Weekend Support plan. Weekend Support is available only: (i) for certain Pro/ENGINEER, Pro/INTRALINK and Windchill software products; (ii) in the English language; and (iii) to Customer sites in parts of North America and Europe.

#### **1.2 Requirements**

Customer shall place an order for Weekend Support by submitting to PTC an executed Product Schedule and a binding Purchase Order that contains sufficient information for PTC to provide the requested level of service. PTC may accept or reject an order in its sole discretion. In addition to the foregoing:

- (i) the Licensed Products to be supported must be under an active Maintenance Plan (other than Update Only);
- (ii) Customer must schedule Weekend Support at least 2 weeks in advance. If Customer requests Weekend Support fewer than 2 weeks in advance, PTC reserves the right to charge Customer a premium of up to 50% over PTC’s standard rates; and
- (iii) Customer must designate a single point of contact for all Weekend Support calls.

#### **1.3 Level**

Weekend Support will be provided from Friday 8 PM EST through Monday 8 AM EST.

### **2. Technical Support Account Manager Services**

#### **2.1 Description**

“Technical Support Account Manager Services” refers exclusively to Customer having direct telephone access to a designated Technical Support Account Manager (“TSAM”). The TSAM will:

- (i) call Customer twice-monthly. The dates and times of such calls shall be mutually agreed to by the TSAM and Customer. The call agenda will include: review of ongoing technical support calls, Software Performance Reports, estimated delivery dates for New Releases, and any other topic the TSAM and Customer mutually agree to discuss, prior to the call;
- (ii) work directly with Customer to prioritize open technical support calls;
- (iii) work directly with a development team to optimize the resolution of critical Software Performance Reports;
- (iv) review Customer’s feedback regarding PTC’s product development roadmap;
- (v) inform Customer of PTC’s available technical support metrics; and
- (vi) provide Customer with online access to Customer’s configuration profile.

In the event the TSAM is out of the office (whether due to vacation, training, illness, or otherwise), Customer will have direct telephone access to his/her designee.

## **2.2 Requirements**

Customer shall place an order for Technical Support Account Manager Services by submitting to PTC an executed Product Schedule and a binding Purchase Order that contains sufficient information for PTC to provide the requested level of service. PTC may accept or reject an order in its sole discretion. In addition to the foregoing:

- (i) Customer must have an active Gold Level Maintenance Plan; and
- (ii) Customer must designate a single point of contact for all calls.

## **3. Dedicated Technical Support Engineer Services**

### **3.1 Description:**

“Dedicated Technical Support Engineer Services” refers exclusively to Customer having direct telephone access to a designated Dedicated Technical Support Engineer (“DTSE”). DTSE will:

- (i) work directly with Customer to prioritize Software Performance Reports;
- (ii) have the ability to remotely access Customer’s desktop, if necessary, as determined by PTC in its sole discretion; and
- (iii) simulate Customer’s technical environment to help expedite issue resolution, if necessary, as determined by PTC in its sole discretion.

In the event the DTSE is out of the office (whether due to vacation, training, illness, or otherwise), Customer will have direct telephone access to his/her designee.

### **3.2 Requirements/Conditions:**

Customer shall place an order for Dedicated Technical Support Engineer Services by submitting to PTC an executed Product Schedule and a binding Purchase Order that contains sufficient information for PTC to provide the requested level of service. PTC may accept or reject an order in its sole discretion. In addition to the foregoing:

- (i) Customer must have an active Gold Level Maintenance Plan;
- (ii) Customer must have active Technical Support Account Manager Services; and
- (iii) Customer must designate a single point of contact for all calls.

DTSE Services may be purchased for certain Pro/ENGINEER, Pro/INTRALINK and/or Windchill software products. Customer must purchase one DTSE per product.