

June 10, 2008

Customer Name: Company Name
Customer Contact: Contact Name
Customer Number: #####
Service Contract Number (SCN): #####

Important notice: Access to Technical Support for LBS products will transition to PTC systems on June 10, 2008! Please visit the [LBS Integration Update](#) page frequently for the most current information.

Dear PTC LBS Product Customer:

We are writing today to help ensure the smooth transition of your comprehensive PTC support needs. As of today you will have access to and receive Support for your LBS products via PTC support systems. You will receive notification at the time of the transition to alert you of when the change is complete.

After the transition, you will need your **Service Contract Number (SCN)**, shown at the top of this letter, and the **specific product** area in question to access both PTC Web Support and Telephone Support as outlined below.

Web-based Support 24 x 7: In order to take full advantage of PTC's Support web tools, you will need to create an active web account. To see a video showing you how to create a PTC web account, please [click here](#). When creating your account, be sure to have your valid SCN ready.

Telephone Support: When contacting Technical Support by telephone, you will need to provide both your SCN and the specific product area in question.

If you experience any difficulties using your SCN, or have any trouble accessing Technical Support services, please contact PTC Customer Care at one of the numbers listed below:

Customer Care Telephone Numbers

North America	(877) 275-4782
Europe	00-800-78-24-43-57
Japan	+81 (0) 3-3346-8280
Asia & Pacific Rim	+852 2802-8982

Important Maintenance & Support Links:

In order to further assist you in this transition, we have included a number of links to additional helpful information:

- [Technical Support Web Site](#) – [Log](#) and [track](#) calls
- [Technical Support Contact Information](#) – Worldwide phone support numbers located within the [PTC Customer Service Guide](#)
- [Order or Download Software Updates](#) – Request the latest version of software on CD or download
- [Access Documentation](#) – Download release notes, product documentation and view the Product Calendar
- [License Management](#) – Request license management support from the PTC Customer Care team

For additional information about the PTC LBS product and service integration process, please visit the [LBS Integration Update](#) page.

Sincerely,

A handwritten signature in black ink, appearing to read "Mark Townsend", is written over a horizontal line.

Mark Townsend
Director of R&D
PTC