



# Introducing PTC Subscription Offerings

Supporting our customers' needs for flexibility and choice, PTC's subscription options are available on all its software offerings. In addition, PTC Cloud Services is available for most of its software offerings.

**Subscription vs. Perpetual** – Subscription allows you to pay for only what you need, when you need it. At each subscription period, you decide what you need to support your business. And with subscription, support is always included in one payment.

**Why PTC Subscription?** – More and more, customers have requested flexible models—ones that are less expensive up front and allow you to adapt your needs to account for fluctuations in business cycles. It's about providing our customers with flexibility and choice on how to access our solutions.

**How Subscription Benefits PTC Customers** – Opting to pay for PTC solutions by subscription, customers enjoy all the following benefits:

- Flexibility to pay for only what is needed, when it is needed
- Cost-to-value control with the ability to rapidly adjust software usage to business cycle changes
- Lower upfront costs

- More control through simple, transparent and predictable budgeting and use of operating budgets over capital budgets
- Optimized use of your budget and faster ROI

**On Premise vs. Cloud Deployment** – Cloud deployment allows you to focus on your core business priorities while ensuring the software needed for those priorities are implemented, maintained and optimized by people who know them best.

**How Cloud Deployment Benefits PTC Customers** – Opting to outsource the deployment of your solutions to PTC and pay by subscription, customers enjoy all the benefits of paying by subscription and:

- Flexibility in managing your environment to your business needs
- Lower administration costs
- Optimized environments managed by PTC solution experts
- Stronger ROI and quicker response to business initiatives with automatic software upgrades

## What's Covered in this FAQ?

What's Covered?
Pricing
Structure
Licensing Terms
Usage



## Pricing

How is <b>pricing</b> determined?	Subscription product pricing is market competitive and includes support services. Please contact your sales representative or PTC Authorized Partner for details.
Will I be able to secure volume <b>discounts</b> ?	Discounts may be offered for volume. Please contact your sales representative or PTC Authorized Partner for details.
Will I receive <b>separate invoices</b> for license subscription and Support services?	Support services are included in the one bundled price and invoice.
Will I see <b>price increase</b> ?	Pricing is fixed for the subscription term.
What <b>service levels</b> are offered with subscription?	Standard subscription pricing includes PTC's GOLD level global support. There is the option to subscribe to higher, premium support levels.
Is there a <b>minimum-number-of-seats</b> stipulation in a subscription order?	There is no minimum. One of the key advantages of subscription pricing is the flexibility to scale as the need increases.

## Structure

What is the standard <b>length of terms</b> in a subscription deal?	New subscriptions may have an initial term of 1, 2, or 3 years, depending on the solution, with one-year automatic renewals.
Will the subscription license agreement auto-renew?	After the initial term, subscriptions auto-renew for one year terms unless the customer or PTC exercise the notice of cancellation.
Can I change the composition of my contract by swapping out or <b>remixing</b> ?	PTC offers remix rights. Customers may change their product mix once within a product category, at the end of any twelve-month period, or choose to pay a fee to re-mix more often.
Can I <b>convert</b> from one pricing model to another?	There are pricing models available for customers wishing to convert from perpetual to subscription. Conversions back to perpetual are not part of a subscription license option. At the end of a subscription, any customer can opt to cancel their subscription. Please contact your sales representative for details.
What are the <b>termination rights</b> should I seek to cancel a subscription?	Customers may opt to stop subscribing at the end of their subscription term.



## Licensing Terms

Can I <b>cancel</b> a contract during the subscription term?	Contracts are binding for the subscription term. Customers are obligated to pay for the full contractual term.
Will subscriptions be offered with a <b>warranty</b> ?	The product is warranted for the term of the agreement.
What is the <b>frequency</b> at which I will be billed?	Annually, at the start of each annual period.

## Usage

Will I be allowed to have <b>both subscriptions and perpetual</b> licensing models at the same time?	Customers may purchase both perpetual and subscription orders in the same timeframe. However, purchases must be made through the submission of two separate orders.
Do I need to <b>move my perpetual</b> licenses to subscription?	Customers are under no obligation to move their perpetual licenses to subscription.
How will PTC manage our <b>usage</b> of the products?	Subscription agreements provide PTC the right to conduct audits and charge for the excess usage (including beyond the subscription term).

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