

## PTC Subscription FAQ

**Q.**

What is PTC Subscription?

**A.**

PTC Subscription is a flexible new way to access and enjoy PTC's solutions by paying for only what you need, when you need it. Increasingly, businesses desire flexible supplier models — ones that are less expensive up front and cater to changes in business cycles. By opting into PTC Subscription models, you can enjoy all of the following benefits and more:

- Flexibility to subscribe to only what is needed, when it is needed
- Predictable budgeting with lower upfront investment
- Exclusive products, features, and capabilities available only by subscription
- Cloud deployment options available
- Support and enhancements for subscriptions are always included

**Q.**

Is there a difference in features and bundling of subscription offerings?

**A.**

Compelling new products, features, and capabilities are being added all the time which are available exclusively by subscription. Please contact your sales representative or PTC Authorized Partner for details on the specific benefits for each solution.

**Q.**

Are subscription offerings available in the cloud or on-premise?

**A.**

Many of PTC's subscription offerings are available both on-premise and in the cloud. While customers are increasingly enjoying the added scalability of cloud deployments, you get to choose which type of deployment makes the most sense for your business.

**Q.**

Am I allowed to own and use perpetual and subscription solutions at the same time?

**A.**

Yes, and you can also add new subscription licenses to an existing perpetual deployment.

**Q.**

Can I continue support on my existing perpetual licenses?

**A.**

Yes, you can continue to renew support on all of your existing perpetual licenses.

**Q.** Will I see a price increase during my subscription term?

**A.** No, pricing is fixed for the term of the subscription regardless of the length. For information regarding auto-renewal policies and term options please contact your sales representative or PTC Authorized Partner.

**Q.** Are there a minimum number of seats required in a subscription?

**A.** No, one of the key advantages to subscription relationships is the flexibility to commit to a lower investment up front and scale up as your needs increase.

**Q.** Will I be able to download previous versions of my products on subscription?

**A.** Yes, you are able to download and run any generally available prior version.

**Q.** What support levels are offered with subscription?

**A.** All subscriptions include PTC's GOLD level global support. There are also options to subscribe to GOLD plus and Platinum support levels where available.

**Q.** Can I change products during my subscription?

**A.** Yes, subscriptions offer flexible options for changing products to adapt to your evolving business needs. Please contact your sales representative or PTC Authorized Partner for details.

**Q.** How often will I receive a bill?

**A.** Annually, at the start of each annual period. If you need added flexibility, there are options available for monthly billing.

© 2016, PTC Inc. All rights reserved. Information described herein is furnished for informational use only, is subject to change without notice, and should not be taken as a guarantee, commitment, condition or offer by PTC. PTC, the PTC logo, Creo, Elements/Direct, Windchill, Mathcad, Arbortext, PTC Integrity, Servigistics, ThingWorx, ProductCloud and all other PTC product names and logos are trademarks or registered trademarks of PTC and/or its subsidiaries in the United States and other countries. All other product or company names are property of their respective owners.

J7298-PTC-Subscription-FAQ-EN-0616