

# PTC Global Maintenance Support

## Packages: Comprehensive & Flexible

### Gold Support Package

- 24 hour x 5 day Telephone Support
- 2 hour response times (1 hour for Windchill products)
- “Live” Remote Desktop Diagnostics & Support
- Software fixes and automatic shipments of new releases
- 24 x 7 Web support tools, knowledge database
- Business Asset Summary Web Tool
- Eligibility for discounted software upgrade packages
- Customer Configuration Profile Database
- “Live” & recorded Interactive Tips & Techniques Sessions
- Free 3D CAD models & drawings library
- Free Software Plug-ins

### Platinum Enterprise Support Package \*

#### Gold Support Package Features, Plus...

- 24 x 7 Telephone Support with 1 hour response time
- 1 year Extended Support for eligible Windchill products
- Annual on-site training needs assessment
- Exclusive virtual training classes
- Private virtual training classes (40 hours)
- Membership to PTC University Community Blog
- Technical Support Account Manager  
(included with >\$500K maintenance per year, net to PTC)

### Premium Support Options

- Dedicated Technical Support Engineer
- Technical Support Account Manager
- Weekend Support
- Extended Support Option  
(1 year for eligible Windchill products)

*\*The Platinum Enterprise Support Package requires a minimum US \$150,000 maintenance investment, net to PTC*

*For newly acquired products and PLM On-Demand product support, please refer to their respective Support Policies.*

*24 x 5 Telephone Support, Enterprise and Premium Options may not be available from all Maintenance Support Provider Partners*