

# PTC Subscription FAQ

New software licenses for PTC's core solutions and ThingWorx® industrial innovation platform are available only by subscription in North America and Europe as of January 1, 2018, and will be effective globally January 1, 2019 with a few exceptions\*. Customers globally will be able to continue to use their existing perpetual licenses and renew support on active perpetual licenses.

**Q.** What is PTC Subscription?

**A.** Subscription is a way to access PTC software licenses in a pay-as-you-go model rather than by one large upfront license purchase. During your subscription to PTC software, you'll also get:

- New releases, ongoing maintenance and security updates to keep you up and running
- Ability to change capabilities so that you can access only the software you need, when you need it
- eLearning content on demand to access training and improve your skills at your own pace
- Assisted support with remote desktop diagnostics from certified and multi-language support engineers, and eSupport
- Smart connected and proactive support to pinpoint problems sooner, see trends, and operate more efficiently

**Q.** Can I continue to use my existing perpetual licenses?

**A.** Yes, customers can continue to use existing perpetual licenses, receive new releases and other support entitlements, and may renew support on all active licenses. You can also convert those active, perpetual licenses to subscription or add new subscription licenses anytime.

**Q.** How much is PTC raising the annual cost of Support for perpetual licenses?

**A.** Support for perpetual licenses is fixed at only a 4% increase from list price for fiscal year 2018.

**Q.** Is PTC Subscription available for all products in all regions?

**A.** Yes, all products across all regions are available as PTC Subscriptions today.

**Q.** Is there a difference in features and bundling between perpetual and subscription offerings?

**A.** Compelling new products, features, and capabilities are being added all the time which are available exclusively by subscription.

**Q.** Do I own the files I create using my subscription licenses?

**A.** Yes, you always own the files and data you create using PTC Software.

**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 licenses at the same time?

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

**Q.** Do I have to be connected to the internet to use my subscription licenses?

**A.** No, on-premise installations of subscription licenses do not require an internet connection to use.

**Q.** With PTC Subscription, is my existing perpetual license contract still valid?

**A.** Yes, PTC will always honor contractual obligations and is committed to supporting all of our customers.

**Q.** What if I forget about my subscription renewal date?

**A.** PTC will keep track of your subscription term and will begin reminding you 120 days prior to your renewal date.

**Q.** Is 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.** Do I have to automatically update to the newest version during my subscription?

**A.** No, on-premise installations do not require automatic updates and you can run any generally available prior version and update on your own schedule.

**Q.** Is support included with subscriptions?

**A.** Yes, all subscriptions include support and most have multiple levels of support to choose from.

**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.

\* Excludes Kepware. The exceptions noted above where PTC has not announced plans for a complete transition from perpetual licensing to subscription are China, Korea, Taiwan, Russia, Turkey, and India.

For additional questions, please contact your PTC Representative or [click here](#)

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