

## The Benefits of Mathcad Maintenance

Feature	Maintenance Support Package
Telephone - Technical Support <sup>i</sup> : <b>1800-553-565</b>	24 hours x 5 Business Days
Response time for Technical Support Calls <sup>ii</sup>	2 hours
24 hour access to Knowledge Database section of ptc.com <a href="http://ptc.com/support/mathcad">http://ptc.com/support/mathcad</a>	Yes
Eligibility to order existing software builds for no additional charge	Yes
Eligibility to log new software performance requests and technical support calls. <a href="#">How to Log a Call with PTC</a>	Yes
Customer communications including newsletters and Maintenance promotions	Yes
Automatic shipment of new software releases upon availability <sup>iii</sup>	Yes
License Management tools available via the web <a href="#">Business Asset Summary Web Tool</a>	Yes

<sup>i</sup> PTC Technical Phone Support will be offered in English only during non-business hours. For purposes hereof, "business hours" are Monday through Friday, 8 AM – 5 PM.

<sup>ii</sup> Final resolution to any support call depends on the nature of the inquiry and cannot be guaranteed.

<sup>iii</sup> Customer must be free from any hardware and/or software interoperability issues as defined by PTC.

**Mathcad Products Home-use:** If, and only if, your installation is active on Maintenance Support, you are entitled to the number of home-use licenses as indicated below, as long as those home-use licenses are for use within the homes of employees and/or contractors who are intended users of the seats and provided that use otherwise complies with all of the following terms and conditions:

(a) the number of home-use licenses is less than or equal to the number of node-locked license seats within your installation; or  
 (b) the number of home-use licenses is less than or equal to two-times the number of floating license seats within your installation.

(c) Academic institutions using Software identified as "Priced for Education" or "Professor's Edition/Version" or "Academic Edition/Version" or students (part-time or full-time) enrolled at that institution are not eligible for home-use licenses.