

ANNOUNCEMENT



Dear PTC Customers,

UPGRADED TELEPHONE ROUTING SYSTEM (HDX)

We are pleased to announce the roll out of our new telephone routing system (HDX) for Australia, New Zealand, India and ASEAN, as part of our continuous service quality improvement, with effect on Monday 2nd February 2009.

One main feature of the HDX is that you will be first prompted for your Service Contract Number (SCN) to identify the support entitlement. If you have an active support term, you will be guided to the product selection for further engineer support. An inactive SCN will be routed to a Maintenance Rep to assist you further on your contract.

Notes:

1. When you enter the SCN by the phone, the alphabet letter "A" is entered as the number "2" on the phone keypad. For example: 2A1234 needs to be entered as 221234

The Service Contract Number (SCN) could be found in your PTC License File or alternatively, you could contact your local Reseller or PTC Maintenance Department as below,

For India, please email to

Cibi Thomas cthomas@ptc.com or
Ananda Madivala amadivala@ptc.com

For Aus, NZ and ASEAN, please email to

Soumya Pratap spratap@ptc.com or
Daryl Lee holee@ptc.com

We thank you for your continual support.

Yours truly,

PTC Global Maintenance and Technical Support.