



April 10, 2006

Customer Name: *Company Name*
Customer Contact: *Contact Name*
Customer Number: #####

Service Contract Number (SCN)
#####

Important Notice: Access to Technical Support for Arbortext Products Will Transition to PTC Systems in Early May! Please Visit the [Arbortext Integration Update Page](#) Frequently for Current Information.

Dear PTC Arbortext Product Customer:

I am writing today to help ensure the smooth transition of your comprehensive PTC support needs. In early May, you will access and receive Support for your Arbortext products via the PTC support systems. You will receive a notification at the time of the transition to inform you when the change is complete. Your enhanced Technical Support services are detailed on the PTC [Global Maintenance Support](#) pages.

After the transition, you will need your **Service Contract Number (SCN)** as shown at the top of this letter and the **specific product** area in question, to access both PTC Web Support and Telephone Support as outlined below. To help you identify the correct product area, please reference the [New Arbortext Product Names](#) link on our PTC web site.

Wed-based Support, 24 x 7: In order to take full advantage of PTC's Support Web services, **you will need an active web account.** If you already have an existing Arbortext web account, it will be converted for use on the PTC web site. If you do not already have an Arbortext web account, you can instead [create a PTC web account](#) using the **Customer Number** and **Service Contract Number (SCN)** shown at the top of this letter.

Telephone Support, 24 x 5 Standard: When contacting Technical Support by telephone you will also need to provide both your **Service Contract Number (SCN)** as shown at the top of this letter and the **specific product** area in question.

If you experience any difficulties using your **Service Contract Number (SCN)**, or have any trouble accessing Technical Support services, please contact PTC Customer Care at one of the numbers listed below:

Customer Care Telephone Numbers

North America	877-275-4782
Europe	00800-78-24-43-57
Japan	+81 (0) 3-3346-8262
Asia & Pacific Rim	+852 2802-8982

Important Maintenance & Support Links:

- **Maintenance Customer Orientation** – Attend a live, web-based session May 2, 2006 or view a **recorded version** at your convenience.
- **Technical Support Web Site** - **log** and **track** calls, **search the knowledge base**, **subscribe to knowledge base alerts** & more
- **Technical Support Contact Information** – Worldwide Phone Support numbers located within the **PTC Customer Service Guide**
- **Technical Support Customer Feedback Line** - Access to managers to discuss Technical Support quality of service issues.
- **Order or Download software updates** - Request the latest version of software on CD or download
- **Access Documentation** – Download Release Notes, Product Documentation, and view the Product Calendar
- **License Management** – Retrieve, configure and view licenses

For additional information about the PTC/Arbortext product and service integration process, please visit the **Arbortext Integration Update** page.

If you are planning to attend the **PTC/Arbortext User Conference** on June 4, 2006 please feel free to stop by the Maintenance & Technical Support booth and we'll be happy to answer any questions you may have.

Sincerely,

Paul Lenfest
Senior Vice President, Customer Service, PTC