

## What is GlobalStar?

GlobalStar is Open Text's way of saying "thank you" to our customers. Many of you have generously offered us your time and support by participating in press releases and case studies, speaking at Open Text-hosted events, or acting as a prospect reference. GlobalStar allows us to show our gratitude for this continued support in the form of GlobalStar points and the annual awards program.

## Collecting Points

Points are earned by joining GlobalStar, by participating in reference activities, and through the awards program. GlobalStar makes it easy to collect points that can be redeemed toward any Open Text invoice, including licensing, training, or attendance at Open Text-hosted events such as the annual Content World user conference.

## Participation Levels

### Platinum Membership

By enrolling in the Platinum membership program, you can earn GlobalStar points by participating in Open Text reference activities such as press releases, success stories, analyst interviews, speaking to prospects, and much more. You can also participate in the annual GlobalStar Awards presented at Content World and be eligible for an ECM Champion Award. As soon as you sign up, you will be awarded 400 GlobalStar points worth US \$400!

### Gold Membership

By enrolling in the Gold GlobalStar membership program, you can earn GlobalStar points as a reference for Open Text prospects and/or by hosting an on-site visit for an Open Text prospect. You can also participate in the annual GlobalStar Awards presented at Content World and be eligible for an ECM Champion Award. As soon as you sign up, you will be awarded 100 GlobalStar points worth US \$100.

## Point Value

GlobalStar points adhere to the one-for-one principle: **1 point = US \$1.00.**

You can redeem your points toward any Open Text invoice. For instance, if you participate in a success story with us, take two prospect reference calls, and participate in a focus group with Product Design, you can attend the next Content World free of charge!

## Enrollment

You will become an official member of GlobalStar once you fill out the GlobalStar membership form online at [http://www.opentext.com/customers/globalstar\\_form.html](http://www.opentext.com/customers/globalstar_form.html).

## GlobalStar Activities

The following list describes the reference activities that can earn you points as a Platinum member and their points value.

Activity	Points Value	Description
Prospect Reference Call	200 points	Share your insights over the phone with prospects looking to implement a solution from Open Text.
Host a Prospect On-Site Visit	700 points	Host a prospect visit to your organization to share your experiences and demonstrate your Open Text Solution.
Company Logo	100 points	Display logo on the corporate Web site, presentations, marketing, and/or promotional activities.
Customer Quote	200 points	Promote your organization's message on the Open Text Web site, annual report, or magazine article.
Analyst Reference	400 points	Discuss your Open Text technology initiatives with expert industry and research analysts for industry and consulting reports.
Magazine Article	700 points	Share your success story in a magazine article by including a short description of your solution or creating a full bylined article describing your successes.
Speaking Opportunity	400 points	Share your success and achievements through participation in a video testimonial.
Beta Testing	500 points	Be the first to test an Open Text program by installing and testing the software in your own local test environment. Received feedback and suggestions will influence the direction and design of the final released product.
Usability Study	500 points	Host a visit to your organization to enable end-user participation in a usability study. This can be in the form of a one-on-one interview with the users, focus groups, or usability evaluation/testing.
Press Release	600 points	Participate in a joint press release with Open Text.
Media Interview	700 points	Share your company's successful deployment of Open Text products and services with the media.
Success Story	800 points	Promote your success story in a business profile that will include your business needs, solution description, and benefits.
Webinar	800 points	Present your Open Text solution in a live demonstration done directly from the comfort of your desk.
Podcast Interview	800 points	Share your implementation process and relevant technology issues with others.
ROI Study	1,000 points	Select members may be considered to participate in a return on investment case study conducted by an industry analyst. The evaluation may be shared with executive sponsors and other key stakeholders.
Host a User Group Meeting	500 points	Host a user group meeting and share experiences with the Open Text User Group Community.
Act as a Chair for Advisory Board	1,000 points	Host a minimum of three user group meetings per year, and provide a communication channel between users and Open Text product management.
Design Partnership Program: Host an On-Site, Full-Day Visit	2,000 points	Host Open Text Product Design staff as they spend a full day at your site conducting one-on-one interviews, running focus groups, and/or collaborative design reviews.
Design Partner: Participate in a Design Session	100 points	Participate in collaborative design sessions as a design partner.
Focus Group for Product Design at Users' Day Meeting	200 points	Participate in a focus group with Product Design at an Open Text User Day, either at your site or at an Open Text-hosted event.
Telephone Interview with Product Design Staff	200 points	Participate in a one-hour product design session with Open Text on the telephone.

## Initiating an Activity Request

Select the activities listed on the GlobalStar sign-up form that interest you. We will then contact you to discuss the activities in more detail. Also, if you wish to initiate a points-earning activity with Open Text, please send a request at any time to [globalstar@opentext.com](mailto:globalstar@opentext.com) and include your name, your company's name, and the activity that interests you. **Please note that all activities are voluntary and you can always decline, even if you initially signed up to participate.**

## Redeeming Points

**What are my points worth?** Each point is equivalent to US \$1, which can be redeemed toward any Open Text invoice including licensing, consulting, training, or attendance at Open Text-hosted events such as Content World.

**How do I check my points?** An update will be emailed once per quarter. You can also send a request for your balance at any time to [globalstar@opentext.com](mailto:globalstar@opentext.com).

**When can I start redeeming points?** As an official member of GlobalStar, you can start to redeem points as soon as you have completed a reference activity.

**How do I redeem my points?** When you are ready to redeem your points, send an email message request to [globalstar@opentext.com](mailto:globalstar@opentext.com). Please make sure to include your company name and indicate how many points you would like to redeem and for which activity. Please allow two weeks lead time.

## GlobalStar Awards

Each year at Content World, Open Text presents GlobalStar Enterprise Awards to those customer companies that have demonstrated innovation and leadership in their Open Text solution deployment. All GlobalStar members are invited to participate and submit an entry to the awards.

To determine GlobalStar Enterprise Award finalists, we look for solutions that demonstrate innovation, business value, a broad deployment scope, value to end users, and a return on investment. Ten finalists will be chosen from all submissions, and one representative from each of the finalist companies will receive a free trip to Content World, including roundtrip airfare, conference registration, and three nights of accommodation.

During the Content World kick-off ceremony, we will recognize all finalist submissions and announce the GlobalStar Enterprise Award winners and runners-up. The winners will be awarded 2,000 GlobalStar points and runners-up will be awarded 1,000 points each.

In the spring, all GlobalStar members will receive an email notification that we are accepting award submissions. More information on the awards can be obtained from [globalstar@opentext.com](mailto:globalstar@opentext.com) or at <http://opentext.com/customers/globalstar/awards/index.html>.

## GlobalStar ECM Champion Awards

The ECM Champion Awards recognize those individuals from our customer base who have championed Open Text and our products inside and especially outside of their organizations. GlobalStar ECM Champions will be presented with a recognition award at Content World, and the winners will be announced online. Winners will also receive 1,000 GlobalStar points, an engraved plaque, access to an exclusive GlobalStar Community of Practice in Open Text Online Communities, the opportunity to author an individual blog on Open Text Online Communities, and an invitation to a special Web meeting with Open Text solutions staff where winners can network with other Champions.

## GlobalStar Terms & Conditions

1. Only current customer companies, or employees thereof, of Open Text Corp. and its acquired companies may register for and participate in GlobalStar.
2. In order to start earning points, an Open Text customer must officially register for GlobalStar by completing and submitting a GlobalStar sign-up form.
3. It is the sole responsibility of the customer to notify Open Text to redeem GlobalStar points.
4. Earned points may be transferred at the member's request to another individual within the same company.
5. Unused points expire two years from the date earned.
6. Points are surrendered at the time of redemption.
7. Points accrued in GlobalStar may not be redeemed for cash or its equivalent, and any unused portion cannot be returned as cash.



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If you're an Open Text partner or customer, visit [online.opentext.com](http://online.opentext.com) for more information about Open Text solutions.  
Open Text is a publicly traded company on both NASDAQ (OTEX) and the TSX(OTC).