opentext™

The Information Company

Extended Support Handbook

Program Overview

Once the Current Maintenance period ends, the product release enters Sustaining Maintenance. If a Software Maintenance subscriber needs the ability to open Support Requests on product releases in Sustaining Maintenance, an Extended Support plan must be purchased. The Extended Support Plan is an addition to existing Software Maintenance and Support fees.

This OpenText Extended Support Program (OT Extended Support) extends the ability of Customers to receive Support Services, Product Patches for Support Requests classified as Critical (including security impacting issues), as defined by OT, and for up to two years from the date the product release has reached the end of the Current Maintenance period and is available in Sustaining Maintenance.

Extended Support features include:

- Ability to open a Support Request for product releases in Sustaining Maintenance

- Ability to request a Product Patch for Support Requests classified by OT as Critical, including security issues

Services included	Current Maintenance	Sustaining Maintenance	Extended Support*	Limited Extended Support**
Critical (P1) fixes for a product that has entered Sustaining Maintenance*			⊘	
Product Research and Development including innovations, platform compatibility and regulatory, compliance, data privacy, and security updates	⊘			
Product patches and latest releases/ versions	⊘	Existing only	Existing only	Existing only
Online issue reporting	⊘		⊘	⊘
Online Knowledge Base	⊘	⊘	⊘	⊘
Call handling/issue resolution with the next available product specialist	⊘		⊘	⊘

Hours of operation are determined by Customer's software maintenance program.

*Critical Issues as defined in the applicable OpenText Software Maintenance Program Handbook. Refer to www.opentext.com/agreements for full terms and conditions.

**Limited Extended Support is available once the Extended Support term ends.

Terms and Conditions

1. OT Extended Support is in addition to the OT Software Maintenance Program. All terms and definitions from the applicable OT Software Maintenance Program Handbook apply to OT Extended Support unless explicitly stated otherwise in this OT Extended Support Handbook.

2. Customer must be a subscriber, through the duration of the OT Extended Support program (OT Extended Support), to the OT Software Maintenance Program.

3. The minimum term for OT Extended Support (or OT Limited Extended Support) is 12 months. All fees are non-refundable.

4. OT Extended Support Program is available for most solutions that have reached the end of their Current Maintenance period and are available in Sustaining Maintenance.

5. OT Extended Support is available for up to two years from the date the product release enters Sustaining Maintenance.

6. OT Extended Support is available for eligible product releases only to address new, non-duplicate production-down issues raised as bugs by customer and as confirmed by OT Customer Support from the date the product release enters Sustaining Maintenance.

7. Resolution may be provided by a Product Patch or a workaround. OT may not be able to provide a resolution for all reported errors, but will use commercially reasonable efforts to downgrade the severity of the issue to level 2 or 3.

8. Any required Product Patch will be made available only in the most recent Update of the product release that has entered Sustaining Maintenance. If a customer is on an older patch, the customer will first need to apply the most recent Update.

9. OT Extended Support shall be available only to fix those issues, including security issues, that OT Customer Support recognizes as a product bug, and not to introduce new functionality, or retro-fit functionality or fixes, available in later releases of the Covered Software. OT Extended Support is available only for officially supported module, platform and client combinations. "Officially supported" status is determined on a case-by-case basis during the initial SR review process using Documentation for the module(s) in question.

10. OT Product Management review any OT-identified or Customer-reported critical issues (and security issues) and based on commercially reasonable efforts, schedule for a fix, which may be a release in Extended Support, Current Maintenance, or a future release.

11. The OT Extended Support period is as specified on the Renewal Notice or Order Form.

12. Product Patches on any customizations or non-OT products are NOT included.

13.   OT is not responsible for providing OT Extended Support to the extent that addressing production down issues is dependent on unresolved issues with third party products including, but not limited to, unavailability of third party support.

14.   Extended Support is not available for third party products. The software lifecycle for third party products resold by OT is established by third party vendors only.

Limited Extended Support Disclaimer

15.   Once the Extended Support term ends, OpenText will only provide commercially reasonable troubleshooting support (Limited Extended Support). For some solutions, including due to dependencies on third party releases, the product may be eligible for Limited Extended Support only.

16.   All Support Requests are reviewed and evaluated by OpenText Customer Support for response and resolution.

17.   If an issue is identified and determined to be a product bug in the product release in Sustaining Maintenance, OpenText Customer Support will attempt to reproduce the issue with a release under Current Maintenance, and if reproducible, request a fix, which may be addressed in a release under Current Maintenance or a future release only.

Contact

Contact your OT Support Renewals Specialist at supportrenewals@opentext.com or Support Programs at supportprograms@opentext.com.