

# Standard Technical Support Policy

OpenText Legal Hold

The Information Company

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# 1 Standard Technical Support for OpenText Legal Hold Services

Provided Customer has timely paid applicable Legal Hold Services fees in accordance with the applicable Discovery SaaS Terms and Conditions (“Agreement”) with Open Text Inc. (“OT”), OT shall provide standard technical support (“Standard Technical Support”) that includes addressing Customer’s difficulties and queries in using the Legal Hold Services along with problems reported by Customer in accordance with the priority level reasonably assigned to such problems by OT.

## 2 Operational Standards; Maintenance Schedule

### 2.1 Availability

Except for the scheduled maintenance periods set forth in Section 2.2, the Legal Hold web application is available 24 hours a day, 7 days a week.

### 2.2 Scheduled Maintenance

If necessary, OpenText may take the web application offline for maintenance during business off-hours such as on weekends or during the week between midnight and 4:00AM (ET).

### 2.3 Unscheduled Maintenance

If the Legal Hold web application becomes unavailable and requires unscheduled maintenance, OpenText shall attempt to communicate notice of the unscheduled maintenance (e.g., on web pages available to Customer or via other methods).

## 3 Support

### 3.1 First Level (Tier 1) Customer Support

If any user needs any assistance (whether questions about the use of the Legal Hold web application or any related technical issues), the user should first consult the Legal Hold online support and training resources to attempt to resolve users’ questions. The user can then contact their internal Legal Hold Administrator for assistance or guidance. Because Customer’s Legal Hold Administrator provides the first level support, such first level support is available during the hours set by Customer.

### 3.2 Second Level (Tier 2) Customer Support

If the available Legal Hold online support and training resources or the Customer’s Legal Hold Administrator are not able to resolve a user’s problem, or for any reason, the Customer may refer Legal Hold product-related questions to the Legal Hold Technical Support Team for assistance by requesting support via one of these options:

- Click the “HELP” icon found at the bottom right of the screen inside the Legal Hold application, then select Contact Support
- If there is no access to the application, then submit a request for assistance via OpenText My Support <https://knowledge.opentext.com/knowledge/cs.dll/open/tickets>
- Email [support@opentext.com](mailto:support@opentext.com)
- Call 1-800-540-7292

Once you have contacted OpenText support via one of the methods above, a support ticket will be created for you. You will be contacted by a member of the Legal Hold support team to investigate your issue during Legal Hold’s business hours: Monday – Friday 8:00 a.m. to 8:00 p.m. Eastern Time, excluding U.S. federal holidays.

## 4 Operational Standards; Maintenance Schedule

### 4.1 Support Response Times

OpenText will respond to requests for support as provided below:

Severity Level	Initial Response Time	Support Obligation
Severity 1 <ul style="list-style-type: none"> <li>• <a href="https://preserve.catalystapps.com">https://preserve.catalystapps.com</a> is not accessible or is not responding.</li> </ul>	Within 4 hours (during OpenText business hours) of initial notification by Customer to initiate problem determination.	Continuous good faith efforts until the problem is resolved or a reasonable work-around is achieved.
Severity 2 <ul style="list-style-type: none"> <li>• Something is not working or needs attention by our technical team to fix. Bugs, latency, etc. fall into the category.</li> </ul>	Within 1 business day of initial notification by Customer to initiate problem determination.	Reasonable efforts to correct the reported error.
Severity 3 <ul style="list-style-type: none"> <li>• General help desk type issues that provide direction on general functionality or confirmation that the tool is doing what it is supposed to.</li> </ul>	Within 2 business days of initial notification.	Within 3 business days of the initial response, OpenText shall provide a substantive response or additional questions that OpenText needs answered prior to proceeding. If the problem results in the identification of a system bug or error in the OpenText web application, the issue shall be escalated to the appropriate department with commercially reasonable efforts to correct the reported error as appropriate.

## 4.2 Limitations

Except as may be set forth in the Agreement, the support services do not include: (i) visits to Customer's site or (ii) any services for any third-party equipment or software, unless otherwise specifically set forth in a separate Order. In addition, OpenText has no obligation to correct any error resulting from a failure by Customer to implement any third-party software modification or upgrade recommended by OpenText.

## 5 Training and Support Materials

OpenText may provide various training sessions for Customer's users to which Customer may grant access to Legal Hold. The training sessions are open enrollment for all users and subject to availability. Any other customized training, materials, data entry, data conversion, or other professional services which Customer may request must be agreed to by the parties in a signed Order.

## About OpenText

OpenText enables the digital world, creating a better way for organizations to work with information, on-premises or in the cloud. For more information about OpenText (NASDAQ/TSX: OTEX), visit [opentext.com](https://www.opentext.com).

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