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OpenText TechConnect Program

Handbook for subscribers to the
OpenText TechConnect program

Overview

The OT TechConnect program described in this OpenText TechConnect Handbook (hereinafter referred to as "Handbook") is governed by the then-current version of the applicable Software Maintenance Program Handbook ("SMPH") and is an "Additional Program", as defined in the SMPH. In order to purchase the TechConnect program, OT's customers ("Customer(s)") must participate in one of the OT Software Maintenance Programs. You must be a subscriber, through the duration of the TechConnect program, to one of the OT Software Maintenance Programs. Capitalized terms referenced herein but not defined herein shall have the meaning ascribed to it in the SMPH.

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Your purchase of the OT TechConnect program services or the commencement of performance shall constitute your acceptance of the Handbook. In the event of any inconsistency or conflict between the terms and conditions of this Handbook and any other negotiated, signed agreement between OT and Customer, this Handbook shall prevail but only with respect to the OT TechConnect program services to be provided hereunder.

TechConnect – Program Deliverables

The following table lists the specific deliverables associated with the OT TechConnect program. The schedule for these activities is determined with the Customer at the start of the program. Refer to Exhibit 1 for detailed information regarding the Services Description referred to in the below table.

Service Description	Amount / Frequency
Technical Support (Technical Lead)	
Priority Call Handling	On-going
Assigned Technical Lead for issue resolution	On-going
Issue and Escalation Management	On-going
Program Planning and Review Meeting	Once per program term
Creation of Support/Communication Plan document	Once per program term
Status Calls	Monthly
Written Status Reports	Monthly
Creation of Site Inventory Document	Once per program term, with updates
Configuration Review	Once per program term
Private TechConnect Program Workspace	Active throughout program term

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Terms and Conditions

1. Coverage for additional OT production systems managed by the same customer administration team can be included for an additional cost.

2. The TechConnect program period shall be for twelve (12) months unless otherwise agreed by OT and the Customer in writing.

3. The terms in this Handbook shall apply to the program deliverables defined herein for the TechConnect program. Any additional services requested by the Customer will require a separate agreement and be subject to OT's current price list.

4. Customer may designate up to an additional five (5) POCs when subscribing to the TechConnect program. Customer's total number of POCs is not to exceed a combined number of fifteen (15) POCs through subscriptions to the OT Software Maintenance Programs. Additional POCs over and above the designated or total amount may be available for purchase under the terms and conditions of section 6 of the SMPH.

5. The assigned technical lead ("TL") will deliver remote technical support during a regular eight (8) hour business day – Monday through Friday, excluding holidays, unless otherwise agreed to by both parties at the commencement of the program. Support Requests reported outside of a standard business day may be addressed by additional resources and at an additional charge, based on the OT Software Maintenance Program the customer has subscribed to. An assigned TL may be provided for other regions at an additional charge.

6. The TL may be engaged for optional coverage at an additional fee.

7. OT may assign alternate or additional technical resources from time to time, as required for delivery of the TechConnect program.

8. Technical Support services are delivered in the English language.

9. Technical Support services are provided for products covered by the applicable OT Software Maintenance Program and, where reasonably possible, for third party products resold by OT. Additional products may be included at an additional charge.

10. One (1) monthly status call and one (1) monthly status report are included as part of this program, unless otherwise agreed between OT and Customer. Additional calls and reports may be provided at an additional charge.

11. A Site Inventory and Configuration Review are performed for the same, single OT product and its related production system. Additional systems and OT products may be included at an additional charge.

12. When a TechConnect Customer initiates a Support Request with the OT Support office, a support representative will respond within one (1) hour, regardless of the severity. Troubleshooting outside of regular business hours is provided under separate agreement and through OT support experts in our Global Centers of Excellence.

13. Support of OT customizations is not included, but may be provided through a separate agreement at an additional cost.

14. The TechConnect program will renew each year. OT will send a renewal notice approximately ninety (90) days prior to the end of the current one-year term and Customer will pay OT as invoiced.

15. OT reserves the right to increase the TechConnect fees in line with reasonable increased costs of service delivery on an annual basis (up to 10% per annum).

16. If either Customer or OT does not wish to renew the TechConnect program, it must notify the other party in writing of its intent not to renew at least ninety (90) days prior to the end of the then current subscription term.

Exhibit 1

This exhibit provides an overview of the elements that may be included as part of an OT TechConnect program delivered by Customer Support.

Technical Lead ("TL")

The Technical Lead is a senior or principle support specialist who has in-depth technical knowledge and experience regarding OT solutions. The Technical Lead's responsibilities, as part of the TechConnect program, may include:

• First technical point of contact for all assigned Customer SRs.

• Understanding the customer's technical operations involving OT products and the business processes and staff that surround them. This understanding allows OT to partner with the customer to provide appropriate solutions to business needs.

• Working with the customer's staff as a trusted advisor providing insight and guidance on best practices with OT products.

• Maintaining technical oversight of the customer's support tickets. Customer will provide the TL with in-depth and current knowledge of the customer environment which will help to form a vital link between the customer and OT, further enhancing the level of support available from OT.

• Provide technical guidance and knowledge transfer to OT staff delivering any additional optional support services, in the event the TL is not performing the service.

• The TL is available during regular business hours, Monday to Friday, except for OT published holidays. Coverage during the business week for additional regions or during extended hours of operation may be provided for an additional charge and as agreed to in writing by both OT and the customer.

• Management of all communication between the Customer and OT Customer Support through regular ticket status reporting and phone conference meetings.

- Acting as the designated liaison for anything the Customer may require of OT Customer Support ensuring clear communication and effective escalation (the TL is notified when the customer logs a call with the support call intake team).

- Facilitating issue prioritization during standard OT Customer Support hours. The TL will collectively monitor open Support Requests taking into consideration, where possible, other related issues, current Customer activities, and Customer priorities.

- Manage all escalations in the OT Customer Support / Development organization.

- Working with the customer and other Customer Support team members to create and maintain a customized communication plan and site inventory plan for the customer.

- Providing regular updates on the status of tickets, bugs and patches that may be relevant to the implementation of OT products

Program Planning and Review Meeting

An annual planning and review meeting is conducted as part of the program, at a date and time as agreed to by both the Customer and OT, and may include:

- Review of program entitlements.

- Review of projects and activities for the upcoming year.

- Scheduling of the site inventory.

- Communication plan review and updates.

- Scheduling of regular recurring status calls.

- Defining the frequency of status report updates

- Adjustments to the program to include any additional support services.

- Participation of OT resources on-site or remotely unless otherwise agreed to by the parties.

Communication Plan

An annual plan is created and maintained that outlines the communication policies, escalation and reporting processes, and procedures between OT Support and the Customer's support team to help successfully deliver the support services.

Issue and Escalation Management

The customer support representative will assign a unique tracking number to the Support Request and determine the priority status of the SR with the customer. Upon submission of the SR, the TL is notified.

The Customer will advise the TL of the priority of an SR for their site and will define and agree to the method and frequency of communications. All SRs and the latest status update are included on the report.

The SR will remain open until an appropriate action has been agreed upon between OT and the Customer.

If the customer and OT mutually agree that on-site support is the best approach to resolve the SR, an OT resource can be made available to go on-site for an additional charge.

Status Calls

As part of an OT TechConnect program, regular status calls with the customer team are organized to discuss open/closed issues, tasks, upcoming changes/events, scheduling of activities or other items of interest to the customer. Frequency is monthly unless otherwise agreed to by the Customer and OT.

Service Request Status Report

As part of an OT TechConnect program, a regular status report will be delivered by the TL. This report will include the following elements:

- Call summary: closed, open and wait.
- Overview of all calls logged and in progress (open).
- Overview of all calls waiting on input from Customer (wait).
- Overview of all calls resolved (closed).
- Usage summary of any additional and optional support programs or services the Customer is subscribed to.

A distinction will also be made in the report between support, product, consultancy, and training requests.

Site Inventory

The Customer may, in cooperation with OT Support personnel, carry out a full site inventory detailing the configuration of the Customer's managed environments. An inventory may be comprised of the following system elements: hardware, operating software, OT product and third-party product software, utilities, and customized software. In addition, full descriptions of the external file store and database servers, network protocol, storage area network (if applicable) and web server and security settings will also be recorded. The customer's site inventory information may be stored in the OT Support call tracking system and through these mechanisms be made available to all OT Support employees.

Configuration review

As part of the Site Inventory, OT GTS personnel will review the OT product configuration against OT best practices, noting areas of improvement, if any. Findings will be shared with the Customer in a presentation.

Private TechConnect Workspace

A private TechConnect workspace will be created in OT's Customer Service Portal to manage all communication and reporting between OT and the Customer.

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