# Addendum to OpenText Cloud Support Program Handbook for RightFax Managed Services

## 1. Introduction

Welcome to Open Text Corporation's OpenText (OT) RightFax Managed Services (RFMS) Program. This addendum (the "Addendum") to the OpenText Cloud Support Program Handbook (the "Handbook") describes program specifics that relate to the support of customer-initiated Managed Services Service Requests ("MSSR") as part of your subscribed RFMS program. The document provides you with information about the policies and processes designed with your managed services needs in mind. Please use this as a guide to help you get the most out of your investment in OT solutions.

### 1.1 Definitions

**"Managed Services Service Request"** (MSSR) refers to a customer-initiated application configuration change request to your RightFax system, as implemented, hosted and maintained by OpenText. MSSR refers to a change request to an existing configuration and does not include new module setup, or changes to integration and implementation, which will be handled under a Professional Services Change Request or prepaid Expert-on-Demand Days.

**"Self-Service Tools"** (SST) collectively refers to access to RightFax Web Admin and other standard tools as implemented and made available to Customer under Professional Services Statement of Work. Refer to the "Description of Services" document for a list of configuration changes that are accessible and responsible by Customer via SST.

Please refer to the Handbook for all other definitions and details.

## 2. Managed Services

### 2.1 General

#### 2.1.1 Hours and OT Managed Services Location Information

All Managed Serviced Service Request will be reviewed and processed Monday through Friday, except for OT published holidays, during local business hours (8 AM to 5 PM). Managed Services are delivered from one or more support location as determined by OT.

#### 2.1.2 Point(s) of Contact

Managed Services are provided to your same Point(s) of Contact (POC) as defined and designed under the Cloud Support Program.

### 2.2. Initiation of a Managed Services Service Request

All requests should be initiated by a POC using the Customer Service Portal (My Support) located at https://support.opentext.com. My Support will automatically initiate an SR and send you an associated tracking number.

### 2.3 OT Response to a Managed Services Service Request

### 2.3.1 Service Request Dispatch

Managed Services Service Requests will be dispatched as follows:

a. If the MSSR involves configuration change request to your RightFax system which can be handled by Customer Self-Service Tools (SST), OT will provide instruction, reference to documentation or training support as needed related to use of these tools.
b. If the MSSR involves configuration change request to hardware, operating system, database, web server, or other OT-hosted infrastructure items, the request will be forwarded to OT Operations for classification and resolution.
c. All other MSSR will be forwarded to OT Customer Support for classification and resolution and follow the standard Managed Services or Support Program processes accordingly, based on nature of the request.
d. All product defections will be handled by OT Customer Support.

### 2.3.2 Managed Services Service Request Classification

Each MSSR will be classified by OT as follows:

a. Priority – An MSSR will be classified as priority if the configuration change requested must be implemented quickly by OpenText to prevent the hosted RightFax system from being functionally inoperable and prevents it from being used in Production Mode.
b. Normal – All other MSSR will be classified as normal. Almost all MSSRs will fall under this category.

### 2.3.3 Response Times

The target Response Times are as follows:

- For an MSSR Classified as priority – 1 to 3 business day
- For an MSSR Classified as normal – 3 to 5 business days

Response times are targets and cannot be guaranteed in all circumstances by OT.

## 3. Software Updates

Please refer to RightFax Managed Services "Terms of Services" Agreement and the related Customer Professional Statement of Work for software updates/upgrades entitlements.