Application Lifecycle Management

This addendum applies to the Application Lifecycle Management products as defined herein (the "addendum") it amends and is made part of the Micro Focus Business Support Agreement (the "Support Agreement").

The provisions of this addendum are intended to add or modify the provisions of the Support Agreement for the Application Lifecycle Management products as further outlined in this addendum. To the extent that if there is any conflict between the provisions of this addendum and the provisions of the Support Agreement, the provisions of this addendum shall control.

A. Application Lifecycle Management Business Support for Appliances

Return Material Authorization (RMA)

DEFINITION

Appliance means an instance of the specifically identified Application Lifecycle Management software loaded and configured on a designated computer system, which is listed on your support contract.

RMA PROCESS

In case of appliance issues, notify OpenText by logging a support case. If technical support verifies a hardware issue, OpenText can, at its expense, initiate shipment of an advance full system replacement unit (ARU). Such shipment will be initiated within one business day, subject to any local requirements (e.g., pre-inspection by destination country). The ARU shipment time depends on OpenText's authorized carrier's availability (i.e., an authorized shipping request must be received in time to make each day's outgoing shipment cutoff window) and can be affected by remote shipment locations. Some appliance failures may only require field replaceable units (FRUs), and do not require ARUs. FRUs are delivered in the same manner as the ARUs described above. FRUs include, without limitation, power supplies, disk drives, and the "getting started" kit (power cord, rack mount rails, getting started guide, and so on). In all cases, Support will act as the first line of contact and coordinate the ARU or FRU replacement. Upon receiving the ARU or FRU, you must send the defective unit or part back to OpenText or its designate within 10 business days.

B. Additional Network Virtualization (NV) Support

DEFINITION

The Network Virtualization Library is a service that provides access to a library of global network conditions that includes best, worst, and typical mobile and broadband conditions from cities around the world.

UPDATE SERVICE

The Network Virtualization Library is made available as part of the standard Business Support service as an additional Update Service mechanism to provide automated electronic updates for selected OpenText.

Ordering Information

To obtain further information or to order Business Support for Application Lifecycle Management Appliances please contact your local OpenText sales representative.

Learn more at
www.microfocus.com/opentext