OpenText Cloud

Customer Success Services Handbook
Standard Subscription

1 Introduction

Welcome to Open Text Corporation's OpenText (OT) Customer Success Services Handbook. This OpenText Customer Success Services Handbook (the "Handbook") provides you with information about the policies and processes designed with your support needs in mind and describes the Customer Success Services offered by OT for Cloud based solutions. Please use this as a guide to help you get the most out of your investment in OT solutions.

You can also refer to http://www.opentext.com/support to find more information or contact your local OT Customer Success Services. Except as specifically outlined in this Handbook, the terms of the customer's Cloud Services Agreement shall apply to the OT Customer Success Services and any additional programs purchased by the Customer. Capitalized terms used in this Handbook but not defined have the meanings given them in the applicable Cloud Services Agreement.

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2 Glossary of Terms

Authorized Change Contact	One or more of your designated employees who are authorized business points of contact for modifications to the Cloud Services. Authorized Change Contacts have authorization to approve Change Requests, or Statements of Work in relation to your Cloud solution in accordance with your Cloud Services Agreement. Authorized Change Contacts may or may not be the same contacts designated as POCs

Business Hours	The Technical Success Services (TSS) team will provide coverage for all contracted services from 8 AM to 5 PM, Monday to Friday, during customer working hours. Support will be offered based on the primary customer time zone specified in the Cloud Services Agreement.
“Classification”, “Classified” or “Classify”	The OT designated priority of the Support or Service Request.
Cloud Services	The products and services offered by OT that you ordered, and OT makes available to you from the Cloud, as described in a Cloud Services Agreement.
Cloud Services Agreement	The agreement that governs the provision of Cloud Services by OT to you.
Customer Release	A Customer provided package that contains one or more functional changes to the Customer Configuration, i.e., changes to Functional Enhancements and/or product configurations.
Customer Configuration	Means the collection of product configurations, any Functional Enhancements, integrations, and approved third-party software components, included within the Cloud Services, and used by Authorized Users to achieve a specific purpose, or to carry out specific tasks.
Custom Build Deployment	Any type of custom enhancements or changes, including Custom Integrations and/or Functional Enhancements that are bundled together in a package and/or release to be used and deployed within the standard Cloud Service.
Custom Integration	Means an integration of the Cloud Services with a Customer-provided business solution that falls outside of the standard included product functionality (for example, another application on Customer’s premise or a third-party cloud service contracted by Customer).
Customer Service Portal	Refers to the OT online access point for links to and information regarding OT Success Service. The portal is used by Customers to log Service Tickets and access the self-service knowledge base.
Customer Success Service(s) or CSS	Means the program of support services provided as part of the Cloud Services engagement

or Success Service(s)	
Functional Enhancement	An extension to the functionality of the Cloud Services through the addition of customizations or Custom Integrations, custom interfaces, or third-party products.
Go-Live	Point in time where the Cloud Services is available for production use by Authorized Users.
Incident	An issue that adversely impacts the quality of the Cloud Service, preventing or hindering Authorized Users from carrying out a normal business function.
Incident Management	Means the management lifecycle process of all Incidents. The primary objective is to restore normal service related to the Cloud Service as quickly as possible.
Level 1 Support	Customer Service Desk function providing general support and troubleshooting, e.g., password resets, help with printer configurations, workarounds for known issues, etc. Also responsible for triaging and routing tickets and escalation to Level 2 and Level 3 Support functions.
Level 2 Support	Provided by trained Customer application administrators, responsible for fulfilling Service Requests and troubleshooting and resolving known issues. Also responsible for triaging and routing tickets and escalation to Level 3 Support functions.
Level 3 Support	Provided by OT personnel, responsible for fulfilling Service Requests where required access is restricted to OT personnel and for addressing issues that cannot be resolved by either Level 1 or Level 2 Support functions.
OT Cloud/Cloud	The cloud infrastructure provided by OT under this Agreement (which may comprise of OT infrastructure, third party infrastructure, or a combination of both)
Service Level Agreement or SLA	The service levels to be provided by OT to you in accordance with definitions, procedures, and schedules as they are defined in the Cloud Services Agreement.

Points of Contact or POC	Refers to one or more representatives designated by Customer who are authorized to contact OT under the Cloud Services Agreement.
Onboarding	The process of provisioning and configuring the agreed Cloud Services in the OT Cloud.
Problem	A request to establish the root cause of a Critical Incident and recommend corrective actions to prevent recurrence, or for OT to investigate and resolve a potential product defect
Problem Management	Means the process to manage the lifecycle of all Problems, having a primary objective to prevent new Incidents with the same cause as a previous Incident from occurring
Production	Means the post Go-Live use of the Cloud Services.
Recovery Point Objective (RPO)	The amount of Content (measured in time) that may be lost if a catastrophic event occurs to the Cloud Services.
Recovery Time Objective (RTO)	The elapsed time between declaration of a catastrophic event by OT and the point in time at which Production instance is restored
Request Catalogue	Documents a list of Service Requests that can be performed by the Customer through a self-service administrative user interface, and requests that can be raised by the Customer for OT to perform should elevated access rights be required.
Response Time	The period of time between a Service Ticket being received by OT and the time OT responds to Customer for the purpose of commencing work necessary to action the Service Ticket.

Restore or Restoration	Means action to return the Cloud Services to operation after repair or recovery from an Incident. For example, applying a workaround.
Restoration Time	The time elapsed between when a Service Ticket or Incident is logged with OT and the Cloud Service is restored to normal operational levels.
Service Request	Request for something to be provided or modified such as a request for information, 'how-to' type assistance for an Authorized User, or a request to execute application administration tasks on behalf of Customer.
Service Ticket	The initiation of a record or "ticket" documenting the details of the Service Request or Incident.

3 Onboarding

Customer and OT shall cooperate in good faith to complete the Onboarding in a timely and professional manner. Customer acknowledges that failure to adhere to schedules or complete tasks within Customer's control may delay completion of the Onboarding.

In addition to provisioning the Cloud Services, Onboarding will provide Information about raising Support Requests and Change Requests.

3.1 Migration of Existing Customer applications and Content

Activities to migrate existing Customer application(s) and/or Customer Content to the OT Cloud, if required, will be considered Additional Services outside the scope of the Cloud Services Onboarding.

3.2 Service Access and Go-Live

Upon completion of the initial activation of the Cloud Services, OT will inform the Customer that the Cloud Services are available to access ("**Access Enabled**"). Once Access Enabled, many Cloud Services can be used, but in some cases, Customer may elect to further configure the Cloud Services to their specific use cases. In such case, once this work is completed and accepted by OT into the Cloud Services, the Cloud Services are handed off to the Customer prior to Go Live ("**Service Hand Off**"). After the Cloud

Services have been Access Enabled and have achieved Service Hand Off (if applicable), Customer and OT can then coordinate and plan for the Customer Go-Live.

4 Technical Success Services (TSS)

4.1 Service Hours and Location Information

Technical Success Services (TSS) provides support during standard business hours, Monday through Friday (5x8), excluding Public Holidays in the Customer Support Region, for all non-critical service tickets. The hours of service shall be based on a single OT support region as documented in your Cloud Services Agreement.

Where an alternative support location is used by OT, regional statutory holidays for such alternative support location shall not impact the Technical Success Services hours for the Customer.

- Priority 2 (High), Priority 3 (Medium), and Priority 4 (Low) tickets are supported during these business hours.

- Priority 1 (Critical) tickets are handled through 24x7 on-call support, including weekends and holidays, in accordance with OpenText's incident severity classification (Section 4.4.4).

Communication relating to an "Service Ticket" will be made in English, unless, at OT's discretion, the support center responsible for processing is able to offer communication in another language as a convenience to the Customer. OT may not be able to provide any information in a language other than English in the event a Service Ticket is transferred to a different support location.

4.2 Point(s) of Contact

Customers are required to provide OT with named Points of Contact, who are responsible for logging Service Tickets on behalf of the Customer. Unless otherwise agreed in a Cloud Services Agreement, a maximum of three POCs may be named for the Cloud Services. One person must be nominated as the Customer's primary POC, and this person will be responsible for administering access for all other Customer POCs in the Customer Services Portal.

POCs must be knowledgeable about the Cloud Services and associated programs to help resolve issues and to assist OT in analysing and resolving Service Requests. POCs must be available to actively participate with OT on diagnosis and testing. OT reserves the right to suspend its obligations when a competent POC is unavailable for such participation. POCs will be given training during Onboarding to ensure they know how to raise Service Tickets, including what level of information is required to avoid unnecessary delays in OT's handling of such requests.

Customer and its POCs have the following additional obligations:

- Provide OT with the information it reasonably needs to classify and log the Service Ticket, and wherever possible, use the Service Ticket number for each communication with OT.
- Ensure that all applicable client-side or related software that the Customer downloads or uses in conjunction with the Cloud Services is up to date and compatible with the Cloud Services.
- Customers must also keep a record of client-side or related software in the Customer Service Portal at all times. This may include, but is not limited to, information related to client-side operating systems, browser technologies, integrations, etc.

4.3 Technical Roles & Responsibilities

Technical Success Engineer (TSE) -

Provides expert experience which ensures Customer(s) are set up for success.

Activities:

- Provides technical assistance for all end user-reported technical incidents, problems, or service requests.
- Help manage priority issues, field questions, log, and work on priority issues, interact with you regularly, and handle critical issues while working with the extended OpenText teams.
- Available during standard Success Services hours.

TSE's are available for the support hours described in section 4.1.

4.4 Incidents and Service Requests

4.4.1 Initiation of a Service Ticket

Success Services are provided under the Customer Success Services to address Incidents associated with performance or usage issues. Performance and usage issues are situations where the Cloud Services are not performing substantially in accordance with defined SLAs. Performance and usage issues may be caused by:

1) Error or defect (related to the design, coding, or architecture of the Cloud Services)

2) usage or configuration Error (related to usage of the Cloud Services or the installation, configuration, or setup of the Cloud Services)

3) environmental error (related to the network, hardware, and operating systems).

Service Tickets for Success Services to address any issues should be initiated by a POC using the Customer Service Portal located at https://support. opentext.com. These customer self-service tools will automatically initiate a Service Ticket and send you an associated tracking number.

As an OT Cloud customer, you are encouraged to:

- Keep your record of Client-Side software always updated in the Customer Service Portal. This may include client operating systems, browser technologies, etc.
- Provide OT Success Services with the information it reasonably needs to Classify and log the Service Ticket Wherever possible, use the SR Service Ticket number for each communication with OT cloud support.

Customer is responsible for the provision of Level 1 and Level 2 Support (as defined in Section 2) to its users.

A Service Ticket should be opened with OT Level 3 Support only when a request cannot be serviced by the Customer. To raise a Service Ticket, a POC must initiate the Service Ticket using the Customer Service Portal located at https://support.opentext.com; We recommend critical Incidents are raised by telephone. OT classifies Service Tickets into two different categories:

Incident: An issue that adversely impacts the quality of the Cloud Service, preventing or hindering Authorized Users from carrying out a normal business function.

Service Request: Request for something to be provided or modified such as a request for information, 'how-to' type assistance for an Authorized User, or a request to execute application administration tasks on behalf of Customer.

Customer can raise both Incidents and Service Requests on the Customer Service Portal.

4.4.2 Incidents

Incident Management aims to Restore the Cloud Services as quickly as possible to minimize the impact of an Incident on the Customer's use of the Cloud Services When a Service Ticket has been classified as an Incident, OT has the following responsibilities to ensure a prompt response:

- Incident triage, categorization, and prioritization.
- Investigation and diagnosis.
- Provide Customer with periodic progress updates.
- Restoration.
- Incident closure.

4.4.3 Service Requests

There are two types of Service Request that can be raised:

- **Standard Service Requests** are pre-approved, routine administrative tasks that do not require change control. A list of available Standard Service Requests will be documented in the Request Catalogue generated during Onboarding phase. The number of Standard Service Requests available to the Customer is specified in the Cloud Services Agreement. The number of Standard Service Requests

consumed will be tracked and reported to the Customer. Where the trend suggests the quota will be exhausted before the end of the then-current contract year, Customers may top up the number of Standard Service Requests for an additional fee.

- **Non-Standard Service Requests** are more complex and usually not routine in nature. They may require analysis or scoping to establish the appropriate course of action and effort required to execute them. In addition, they may require change management approval before the request can be implemented. Requests not included in the Request Catalogue are categorized as Non-Standard Service Requests. The Non-Standard Service Requests are capped and are specified in the Cloud Services Agreement. Consumption of Non-Standard Service Requests will be tracked and reported to the Customer. Where the trend suggests the quota will be exhausted before the end of the then-current contract year, Customers may top up the Non-Standard Service Requests for an additional fee.

Customer is responsible for the execution of all self-service application administration tasks, as defined in the Request Catalogue. Should Customer request OT to perform such tasks, OT can do so, however this will consume Standard Service Requests. Customer may be required to purchase service add-ons.

4.4.4 Incident & Service Request Response Times

The priority assigned to an Incident by the Customer is reviewed and validated by OT based on its urgency (how quickly the Customer needs resolution) and the impact (the degree to which use of the Cloud Services have been disrupted). OT observes three types of Incident classifications, as described in the table below. Each Incident will be classified by OT as listed in the table below. OT will consider, in good faith, Customer request to reclassify an Incident. Response and Restoration Times are targets and cannot be guaranteed in all circumstances by OT.

Incident Classification	Incident Definition	Target Response Time Within	Target Restoration Time Within
Critical (P1)	**Incident**: An Incident will be classified as critical if the issue reported causes the Production Instance to be functionally inoperable (entire system is down).	1 Hour, 7x24 Critical incidents must be logged by phone to OT directly	8 Hours, 7x24
High (P2)	**Incident**: An Incident will be classified as High if the issue reported significantly degrades the performance of the Production Instance or materially restricts use of the Cloud application (e.g., system is operational, but performance may be impacted).	2 Hours, 8x5 High incidents must be logged by phone to OT directly	12 Business Hours, 5x8

Moderate (P3)	**Incident**: An Incident will be classified as moderate if the issue reported does not materially restrict the use of the Cloud application in Production. **Service Request**: All Service Requests for Production Instances are classified as Moderate.	4 Business Hours, 5x8	48 Business Hours, 5x8
Low (P4)	**Incident**: General Inquiries and sharing information with OpenText All Incidents for Non-Production Instances are classified as Low. **Service Request**: All Service Requests for Non-Production Instances are classified as Low	8 Business Hours, 5x8	48 Business Hours, 5x8

OT may require technical information or log files for components that reside within Customer responsibility (for example to investigate an Incident, during root cause analysis, or for the purpose of performance improvements).

Should the Customer be required to provide input into the resolution of an Incident the Incident status will be updated to reflect this and time spent waiting for the required input will not be counted towards the Restoration Time measurement.

Should the Customer technical contact be unavailable, OT will escalate the request with the Customer.

For all Critical Incidents, once the Cloud Services have been Restored and the Incident closed, OT will initiate Problem Management activities to determine the source of the Incident and any actions required to prevent its recurrence

4.5 OT Response to a Service Ticket

4.5.1 Service Ticket Dispatch

Service Tickets will be dispatched as follows:

a. If the Service Ticket involves Cloud Services, then Service Ticket will be forwarded to OT Success Services for Classification and Restoration (described in Section 6.2 below).

b. If the Service Ticket involves a product that is developed by a third party, the Service Ticket may be referred to that third party.

c. If the source of the Service Ticket is unclear, the ticket will be forwarded to OT Success Services for further investigation and, once the source of the Service Ticket is determined, it will be dispatched as described above in sections 6.1 (a) and (b).

d. If the source of the Service Ticket is not related to the OT Cloud, OT may, where possible, attempt to provide a workaround and/or may, where possible, report the problem to the appropriate vendor for Restoration.

4.5.2 Restoration of Service Ticket

OT Success Services shall attempt to address each Service Ticket, regardless of classification, through the offering of technical advice, by locating an existing workaround or by creating a new workaround or may apply a product patch. Once production Cloud Service is restored, the Service Ticket Classification is downgraded and root cause analysis may continue, as requested.

4.5.3 Conditions of Service Ticket Restoration

OT Success Services shall attempt to address each Service Ticket, regardless of classification; OT will have no obligation to provide a Restoration of Cloud Service for your Service Ticket as described above unless:

- You have authorized OT to install and implement all the most recently available relevant updates. OT Success Service will make that request if it reasonably believes that the installation and implementation is necessary to achieve Restoration of your Service Ticket; AND,
- You are using the Cloud Services as specified in Documentation; AND,
- The Service Ticket has, as determined by OT, not been caused by you, including, but not limited to your use and/or configuration of development tools and a third-party resource; AND,
- Your POC is available to actively participate with OT on diagnosis, testing, and Restoration. OT reserves the right to suspend its obligations under this Handbook during any time(s) in which a competent POC is unavailable for such participation; AND,
- Your POC has received appropriate training, as determined by OT, within a reasonable amount of time of the deployment date (fees for such training are not covered by the OT Customer Success Services); AND,
- You have provided OT with all the information necessary to allow OT to reproduce the Service Ticket.

4.6 Problem Management

A Problem is defined as a cause of one or more Incidents. The cause is not usually known at the time a Problem record is created. The primary objectives of Problem Management are to prevent recurring Incidents from happening, if possible and to reduce the impact of subsequent recurrences.

Problems can be logged from multiple sources:

- Customer can log a Problem to be investigated
- CSS team can log Problem(s) based on Incident trend analysis.
- CSS team can log Problem(s) based on proactive review of logs, performance, and other system specific measures.

Once a Problem is registered, investigation begins to find the underlying cause. Once the cause is identified a workaround or a resolution is provided, if possible.

4.7 Change Management

OT governs operational change management activities to record, evaluate, authorize, prioritize, and plan all changes in a controlled manner. Should Customer wish to implement an operational change to the Cloud Services that Customer cannot self-service it should raise a Service Request stating the nature of the required change.

OT change management has several different change types, each having different lifecycle and approval processes to ensure balance, as OT determines is commercially reasonable, between the need for responsiveness against the management of risk.

4.7.1 Types of Change

The three categories of types of change are:

- **Standard Change:** Changes where the implementation process and the risks are known in advance. Standard changes are low risk with established procedures documented in a template that are pre-approved by OT's Change Advisory Board (CAB).
- **Normal Change:** Changes where the implementation process is more complex, and/or the risk associated with change requires it be communicated, scheduled, validated, and approved before being implemented.
- **Emergency Change:** Changes that arise from an unexpected error or threat to the Cloud Services, such as an Incident that impacts the availability, stability, performance, or security of the Customer configuration that needs to be addressed immediately. Emergency change records are opened to address an open, ongoing Critical or High Incident in the Production instance.

Changes to the Customer configuration may be mutually agreed during the term of the Cloud Services Agreement and may result in additional fees.

4.7.2 Requesting and Authorizing System Changes

Authorized Change Contacts must open a Service Request with any changes they would like to make and include details of those changes. A Change Request form detailing the change requested, work required to implement, and any associated impact and cost will be agreed to prior to any work commencing, which will trigger the change process.

4.7.3 Implementing System Changes

To ensure your OT Cloud Services adhere to our operational and security controls, policies and procedures, the OT Cloud environment is closely controlled. Technical administration and access for Production and non-Production (i.e., Test) instances is restricted to OT Success Service resources to maintain our Service Level Agreements. Unless otherwise agreed, only OT Cloud staff are allowed access to the operating system layer of the servers and to the restricted administrative tiers of the applications, where all access is in accordance with our roles and responsibilities supporting least privilege access and segregation of duties.

The Customer remains solely responsible for the system development lifecycle testing processes for any code changes they request. Downtime experienced due to implementation of such requested changes is excluded from the calculation of SLA downtime, if any is specified in the Cloud Services Agreement.

All changes are deployed initially on the Test system by the technical application team in accordance with change policy. Once deployed on Test, the Customer can review and test the changes.

4.7.4 Documenting System Changes

Delivered changes are documented and deployment timelines planned mutually with the Customer.

As per the Cloud Services Agreement, Change Requests function as amendments to your Cloud Services Agreement detailing your Cloud Services. This ensures that an accurate directory of all application-installed components is maintained, covering both core OT released product patches as well as configurations and customized changes.

4.7.5 Service Updates

The Success Service includes activities to update installed software, including OT products, databases, operating systems, middleware, security software, etc. (collectively known as “Service Updates”), with the intent that installed software remains current and patched to the version recommended by OT at least once per calendar year. The decision to apply Service Updates will be mandated at OT’s sole discretion.

Where Service Updates include new features and functions, Customer may require professional services (at additional cost) to access and use such functionality within the Cloud Services e.g., implementation of new product features, configuration changes, new Functional Enhancements, or changes to existing Functional Enhancements.

Customer will be responsible for modifying Customer-developed Functional Enhancements to maintain compatibility with upgraded Cloud Services resulting from a Service Update. The decision to apply Service Updates shall not be impacted because of any such Customer-developed Functional Enhancements. However, OT will coordinate the timing of such updates with the Customer.

OT observes three types of maintenance– routine, scheduled, and emergency maintenance (together, “**Maintenance Activities**”).

- **Routine Maintenance**. OT may temporarily reduce or interrupt access to the Cloud Services from time to time during the term of the Cloud Service Agreement for the purpose of generally maintaining

or updating the Cloud Services. The OT Cloud Maintenance Guide publishes a schedule of times when routine maintenance may be conducted.

- OT will also apply patches regularly within the published maintenance windows. Routine maintenance activities that require a service interruption will be communicated to Customer, or their delegate, at least five (5) business days in advance.
- **Agreed Maintenance**. In some circumstances OT and Customer may mutually agree to conduct maintenance or implement changes on the Cloud Services outside of the predefined maintenance windows. For example, Customer can request a service interruption to have OT deploy application-level changes on their behalf if they do not want to wait for the next available published maintenance window. All such Customer-requested maintenance must be jointly agreed in advance between Customer and OT.
    - **Emergency Maintenance**. OT reserves the right to conduct emergency maintenance which may require an interruption within business hours to address an urgent issue that could not reasonably have been prevented by OT using IT industry standard practices and preventive measures described in the Cloud Service Agreement. For example, this might be required due to operational, technical or security reasons where public safety, security, interoperability of services, or data is at risk. OT may temporarily limit or suspend the availability of all or part of your Cloud Services if it is necessary. Emergency downtime events declared by OT will be communicated to Customer in advance when possible.

OT will use commercially reasonable efforts to coordinate the scheduling of Maintenance Activities to minimize the disruption to Customer.

5 Success Management

5.1 OT Success Management

Success Management includes access to a named Customer Success Manager (CSM) who will be responsible for the post-sales delivery of the Cloud Service including service reporting and reviews.

Success Management Services are provided by the allocation of an English-speaking named Customer Success Manager who can be contacted by phone or email.

The Customer Success Managers are part of the OT Customer Success Services team, and their main responsibilities include:

- Act as the liaison for anything the Customer may require of OpenText ensuring clear communication, coordination of the program, and effective escalation.
- Manage the receipt and delegation of projects and non-standard/custom service requests that are outside of the current Cloud Services Agreement under a predefined change request process.
- Facilitate support and service request prioritization during standard OT cloud support hours.

- Follow support and service request through to conclusion and facilitate all escalations related to OT cloud support with the relevant organization within OT.
- Working with the OT cloud support teams, coordinate all production changes to ensure continuity and communications between, incident, problem, and changes.
- Coordinate product roadmap reviews to ensure customers are aware of most current features and functionality.
- Facilitate Customer's product update (upgrade) planning, coordinate update scheduling and remediation of post upgrade issues.

The CSM does not assume the defined responsibilities of these personnel in terms of implementation or service delivery but will work in coordination with these teams and engage OT personnel as needed

5.2 Success Services Meeting Structure

The following meeting structure will be typically agreed during Onboarding:

- **Service Review Meeting:** A regular review of service activities and achievement against service levels. Usual frequency is monthly.
- **Escalation Meeting:** Ad Hoc meetings convened as necessary to address any service delivery or process concerns. These meetings may be initiated by either the Customer or OT.
- **Program Status Meeting:** This meeting focuses on the Support Request activities of the Success Services engagement, including any planned changes or active projects. Activities are prioritized to ensure OT remains focused on tasks that add the most value. Usual frequency is weekly during periods of significant levels of change

5.3 Digital Success Plan

The Customer will be given access to the Digital Success Portal and provided with self-guided digital tools.

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.

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