

# Addendum to Micro Focus Business Support Agreement

## Partner Support

This Addendum provides a description of and additional terms and conditions under which Micro Focus will provide Partner Support to the purchasing entity (“you” or “Partner”) from Micro Focus. This Addendum amends and is made part of the Micro Focus Business Support Agreement, and any capitalized terms not otherwise defined herein shall have the meaning ascribed to them under the Micro Focus Business Support Agreement. Partner Support is for your internal use only and may not be offered or resold to any third party including any Customer. In the event of any inconsistency or conflict between the Business Support Agreement, and this Partner Support Addendum, this Partner Support Addendum shall be given priority, then the Business Support Agreement. “Micro Focus” or “our” shall mean the Micro Focus legal entity authorized to license the Software for which Partner Support is purchased in the country in which these services are provided.

Partner Support is delivered according to the description and terms and conditions in the Business Support Agreement, except as modified in this Addendum. Partners must be active members in the OpenText Global Partner Program to receive or purchase the Support services described in this Addendum.

### Definitions

“Access Support”—means the base level of technical support that is included with an OpenText Global Partner Program membership, which consists of:

- Software Updates
- Access to Self-Help resources on the Support Portal: knowledge base, documentation, technical articles, community, subscribe to notifications.
- Administrative cases such as requests for license keys.
- The ability to log Support cases for technical issues, as authorized by a Customer, under a Customer’s Support Account.<sup>1</sup>
- The ability to request enhancements or new features and report defects, under authorized Customer Support Account.<sup>1</sup>

**Exclusions**—Access Partners are not allowed to open technical Support cases under the Partner’s Support Account; this is available for partners subscribed to the Flex Support program as described in this Addendum.

“Partner Flex Support” is a subscription-based program that provides Partners with technical support for Micro Focus Software under the Partner’s Support Account. Following is a Partner Flex Support program summary:

Service Description	Amount/Frequency
Partner Support hours <sup>2</sup>	40, 20 or 10 hours
Partner Points of Contact (POC)	3
Ability to purchase additional Partner Support hours	Additional fee
Ability to purchase additional support services	Via Flexible Credits

<sup>2</sup> Additional Partner Support hours included in the support program are as agreed to on the sales order form and on the quote provided by Micro Focus to Partner.

“Effective Date” refers to the effective date of the Partner Support Program as specified on the quote provided by Micro Focus to Partner.

<sup>1</sup> Requires the Customer to be current on Support.

**This document pertains to Partner Support for Software products and Support offered by Micro Focus. This Addendum amends and is made part of the Micro Focus Business Support Agreement.**

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### Point(s) of Contact (POC)

The number of POC you may designate is determined by your Partner Support level as outlined in this Partner Support Addendum. The Partner is responsible for managing Partner Flex Support POC utilization. Technical Support will be delivered in the region that corresponds to the location of formation of the Partner entity that contracted with Micro Focus, even if the POC are in different geographical regions.

### Initiation of Support Cases

Access Partners may open Support cases under the following conditions:

- a. The Support case is administrative in nature, not requiring technical troubleshooting or investigation. A Support case is considered administrative in nature if it involves a license key request, an account request or permission to download.
- b. The Support case is authorized by a Customer, under a Customer's Support Account, where the Customer has current Support with Micro Focus.

Partners subscribing to Partner Flex Support may open non-administrative Support cases under the following conditions:

- a. Time will be deducted from a Partner's available support hours for technical requests in a minimum of thirty (30) minute increments.
- b. If a Support case is found to be a Micro Focus product defect or enhancement, troubleshooting time spent on the Support case will be credited to the Partner's available balance of support hours. Time spent on administrative Support cases will not be deducted from the Partner's balance of available support hours.
- c. Troubleshooting is defined as the aggregate time spent to research, review logs, and participate in calls logged under a Partner's Support Account.

### Limitations

The following limitations apply to the Micro Focus Partner Support Programs:

- Obligations imposed on Customer in the Business Support Agreement are also imposed on Partner.
- Partner Support does not provide dedicated assistance with issues encountered as a result of implementing major changes to the

technical architecture of the standard OT product (for example, upgrades to the application, underlying database, addition of new hardware, etc.).

- Standby or dedicated support are fee-based support services that must be pre-arranged. Partners subscribed to Partner Flex Support may purchase Flexible Credits to use towards these support services. Please refer to the Flexible Credits Addendum or contact [PartnerSupportPrograms@OpenText.com](mailto:PartnerSupportPrograms@OpenText.com) for more information.

### Term and Renewal

The Partner Support program term is twelve (12) months beginning on the Partner Support Effective Date.

### General Terms

The terms in this Partner Support Addendum shall apply to the program deliverables defined herein. Any additional support services requested by the Partner will require a separate agreement and will be subject to the Micro Focus current price list.

### Partner Flex Support Hours

- Partner may purchase Partner Flex Support hours during the Partner Support term.
- Any unused Partner Flex Support hours expire at the end of Partner Support term.
- Partner Flex Support hours are for Partner only, and not for resale to Customers.
- Partners may request a balance of Partner Flex Support hours by contacting [PartnerSupportPrograms@OpenText.com](mailto:PartnerSupportPrograms@OpenText.com)

### Optional Advanced Support Services through Flexible Credits

Partner may request optional support services through the purchase of Flexible Credits. Examples of optional support services include, but are not limited to, standby and dedicated support.

Flexible Credit program information can be found in the Flexible Credits Handbook.