

# Customer Advisory Programs

## Product Advisory Board Charter

This document outlines OpenText's commitment to fostering collaborative partnerships with our customers, in the form of our Product Advisory Boards (PABs), which are part of OpenText's Customer Advisory Programs. By actively participating in this program, our customers can help drive innovation, provide feedback, collaborate with peers, and influence the direction of our product solutions. Read more about the principles, objectives, and responsibilities of our Product Advisory Boards.

### Member Benefits

Members of OpenText Customer Advisory Programs receive the following benefits:

- Product influence:** Help shape the product direction and decision-making of the organization
- Early access and development:** Get early access to information for new features and initiatives prior to public release to influence development
- Direct access to experts:** Get exposure to OpenText's subject matter experts to build valuable connections
- Networking opportunities:** Connect with peers to exchange knowledge, ideas, and best practices
- Knowledge and insights:** Stay abreast of industry trends and insights that can enhance professional expertise and decision-making
- Recognition and distinction:** Establish credibility within their field as a program member

### Product Advisory Boards

Customers from strategic organizations provide feedback, input, and insight on a specific OpenText product solution, and suggest new features. PABs serve as a platform for discussing opportunities, challenges, and improvements related to OpenText products.

Depending on the PAB, members may include, but are not limited to: Product Manager, Product Marketing Manager, Solutions Architect, Software Engineer/Developer, User Experience (UX) Designer, Quality Assurance (QA) Engineer, Systems Administrator, IT Manager, Data Analyst, Business Analyst, Technical Support Engineer, Sales Engineer, Customer Success Manager, Industry Expert/Consultant.

The core objectives for PABs are to:

- Collect feedback on OpenText products, services, and business operations to drive continuous improvement and enhance customer satisfaction.
- Foster collaboration, knowledge sharing, and networking among customers to maximize the value customers obtain from using OpenText solutions and strengthen their business outcomes.
- Members may participate in early product testing or beta programs (subject to separate agreements) to help OpenText identify bugs, refine features, and support a high-quality product launch.

### Product Advisory Board Membership

Each Product Advisory Board is comprised of a limited number of appointed members, ranging from 12 to 20 seats based on the program objectives. Members commit to one PAB for a term of at least 24 months. At the conclusion of a member's term, OpenText will evaluate membership and may appoint a new member from a standing field of nominees. Should a member's professional responsibilities or corporate affiliation change, OpenText may ask the member to relinquish their appointment to the engagement program.

**"As a member of the Product Advisory Board, our input and feedback has been well received. I feel like we are directly shaping the product's development resulting in a solution that continues to evolve to meet our needs. This unique opportunity to collaborate closely with the team has been instrumental in driving innovation and enhancing the overall user experience."**

**Jennifer Raml,**  
Manager, Information Systems,  
Acuity, a Mutual Insurance  
Company

PABs convene multiple times a year and may include both in-person or virtual meetings. Membership is non-transferable. Only members may attend program meetings. To remain in good standing, a member must attend at least 50 percent of the meetings held in each calendar year.

Meeting discussions, slides, and documents related to membership, as well as all other supporting information provided to members is confidential.

## Product Advisory Board Member responsibilities

To foster innovation and development, members are expected to contribute in the following ways:

- **Active participation and feedback:** Engage in meetings by sharing expertise, experiences, and insights related to OpenText's product offering, as well as feedback, constructive criticism, and ideas for improvement. Offer input on upcoming agendas, business or solution trends and issues, and product-related materials prior to each meeting.
- **Contribute industry insights:** Contribute to OpenText's understanding of product challenges, opportunities and emerging technologies, competitive landscapes, and customer needs.
- **Attend meetings:** Commit to only one PAB and attend two board meetings per year.

## OpenText responsibilities

OpenText will fulfill the following responsibilities:

- **Briefing:** Provide members with relevant materials to review in advance of each meeting.
- **Maintain program integrity:** Collaborate with program members to construct meeting agendas that deliver value to both OpenText, members, and OpenText's customers.
- **Facilitate open communication:** Support clear lines of regular communication between the OpenText Product Management and Advisory Program teams and Product Advisory Board members.
- **Provide status updates:** Share significant events that may impact plans or strategies that were the subject of members' input.



## Product Advisory Boards: Rules of Engagement

Mission Statement: The objective of the PAB is to allow Members to provide feedback on OpenText products, product releases, and the upcoming product roadmap, as well as an opportunity to provide suggestions concerning OpenText products and improving product functionality. The following terms apply to each Member ("you") and your respective employer/customer of OpenText in connection with your participation in a PAB:

- Membership in the PAB must be approved by OpenText, in its sole discretion, to support the purpose of the Mission Statement. Your Membership is non-transferable and for a term of two years. Membership can end early upon receipt of written notice from OpenText to you, or from you to OpenText. Membership renewal will be at the discretion of OpenText.
- Any information that you disclose in connection with your Membership shall not be considered your confidential information nor confidential information of your Employer, and you acknowledge that you are responsible for ensuring you have authority to disclose any information you share in connection with your participation to OpenText and other Members without restriction. Members are responsible for redacting both their and their customer's confidential information from all documents shared with OT or other Members.
- All advice, suggestions, ideas, and "feedback" you provide to OpenText regarding OpenText's products/services will be considered feedback governed by the terms of your Employer's subscription or license agreement with OpenText and/or its applicable affiliates ("Agreement"). Feedback can also include reports, analyses, and anonymized data based upon the Member's use of OpenText's products and any experiences or feedback that you choose to share with OpenText regarding said products.
- All product feedback, meeting materials, ideas, or examples for product features and functionality shall be OpenText confidential information and shall be protected by each Member and OpenText to the same degree and care as the Member protects the confidentiality of its own information, but not less than a reasonable degree of care.
- OpenText has no obligation to use or incorporate any advice, suggestions, ideas, or feedback you provide, including within our Services nor any obligation to include any such feedback in any product roadmap, which shall be in OpenText's sole discretion. Any product roadmap information shared by OpenText with you is confidential information of OpenText and does not constitute a commitment or undertaking by OpenText to include any such items in our products/services nor any commitment on timing.
- PABs are an advisory board only and Members are not considered members of a board of directors of any organization and have no voting rights nor authority to bind OpenText nor any other participating Member.
- PABs are intended to be a cooperative, informal group setting, and we ask that members be mindful not to use the Membership lists and email channels for your own direct marketing efforts. As this is a forum among peers, it's important that you share your thoughts, opinions, and feedback in a respectful manner. Members that do not participate mindfully may be asked to leave the product advisory board.
- As a Member, you will complete a customer member profile document, which provides background to help us better engage with you and your company.
- You provide permission for OpenText to reference you and your company in its online communications, including press releases, marketing materials, and other advocacy activities, as a customer of OpenText.
- As a Member, you acknowledge that you have the right to participate in a PAB without conflict of any duty or obligation you owe to your Employer or any third party.

**Please sign below to accept your nomination to participate in the PAB, subject to the terms described above.**

**Accepted and agreed to by Member:** (Please insert full legal entity name of Member below)

**PAB Name:**

**Company/Firm:** (insert full legal company/firm entity name below)

**Address:**

**State/Province/Country of incorporation/formation:**

**Member Signature:**

**Print Name:**

**Title:**

**Date:**