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OpenText Cloud

Cloud Support Program Handbook

Introduction

Welcome to Open Text Corporation's OpenText (OT) Cloud Support Program. This OpenText Cloud Support Program Handbook (the "Handbook") provides you with information about the policies and processes designed with your support needs in mind, and describes the OT Cloud Support Program services offered by OT for Cloud. 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 support office. Except as specifically outlined in this Handbook, the terms of the customer's Cloud Services Agreement shall apply to the OT Cloud Support Program and any additional optional coverage purchased by the customer.

1.1 Definitions

"**Authorized Change Contact**" refers to 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.

"**Change Request Form**" refers to the form that is completed by the customer and Cloud Support technical team that defines requested system changes submitted by the customer. Change Request Forms must be approved (signed) by an Authorized Change Contact before changes may be made to the Cloud environment and Service Level Agreement.

"**Classification**" or "Classify" refers to the OT designated priority of the Support Request.

"**Cloud**" refers to a network of remote servers managed by OpenText on which customers store, manage and process their information.

"**Cloud Services**" means 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**" means an agreement that governs the provision of Cloud Services by OT to you. The Cloud Services Agreement includes descriptions of the service you will receive from OT including your obligations in consuming the service, service levels, and the Cloud Solution Software.

"**Covered Software**" refers to the OT software which shall be provided as part of the Cloud Services under this Handbook, including all documentation provided or made available.

"**Customer Service Portal**" or "**Online Support**" refers to the OT online access point for links to and information regarding OT Support, available to OT Cloud customers.

"**Current Maintenance**" – a defined period of time from the version release date that includes:

- Unlimited number of Support Request submissions

- Service Packs and/or Product Patches

- The ability to request enhancements or new features and report Errors

- Access to the Customer Service Portal (documentation, technical articles, discussion forums, webinars and events)

"**Days**" refers to business days, which are 5 days x 8 hours Monday through Friday, except for regional statutory holidays.

"**Delivery Manager**" is defined in section 2.6.1.

"**Documentation**" refers to user guides, operating manuals, and release notes in effect as of the date of delivery of the applicable Cloud Solution Component, made generally available to OT's end users by OT.

"**Error**" refers to any verifiable and reproducible failure of Cloud Services to substantially conform to the Documentation, as applicable, for such service.

"**Error Corrections**" refers to actions carried out by correction programs (for example, by an Update, Product Patch, Workaround or bug fix).

"**Live Chat**" refers to online access to quick guidance from OT support personnel via the Customer Service Portal.

"**Optional Coverage**" refers to any support program or service outside of the scope of the OT Cloud Support Program.

"**OT**" refers to Open Text Corporation and its subsidiaries/affiliates offering the support services as described in this Handbook.

"**Product Patch**" refers to an additional service component to correct an Error of the Cloud Services.

"**Points of Contact**" or "**POC**" refers to one or more of your designated employees who are authorized to contact the OT support team.

"**Production Mode**" refers to the use of the Cloud Services as intended by its accompanying Documentation, by your users as part of business or service operations. Production Mode does not include development, quality assurance, demonstration, testing, staging, or training environments.

"**Release**" refers to the finalized and released version of Covered Software.

"**Response Time**" refers to the amount of time that is measured from the time an SR is received by OT until the time when a technically qualified member of OT responds to you for the purpose of commencing the work necessary to achieve system restoration. The response time for an SR is determined by its Classification.

"**Restoration**" refers to taking the necessary action such that the Cloud Services are operating in accordance with the Service Level Agreement. This could include, but is not limited to, creating a new or applying an existing Workaround (provided that OT will pursue a permanent fix, if commercially reasonable) or Product Patch.

"**Restoration Time**" refers to the time elapsed between when a Support Request (SR) or incident is logged with OT and the service is restored to normal operational levels.

"**Service Level Agreement**" or "**SLA**" shall mean 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.

"**Service Pack**" refers to a collection of Product Patches and/or Updates.

"**Support Request**" or "**SR**" refers to the initiation of a record, incident or "ticket" documenting the details of the request.

"**Support Services**" refers to the following activities: proactive monitoring and maintenance of Cloud Services, an initiation of a Support Request, OT's response to the Support Request, and system Restoration.

"**Sustaining Maintenance**" refers to the stage of the product lifecycle following the expiration of Current Maintenance. During the phase of the product support lifecycle, the following Support Services *may be available:

- Unlimited number of Support Request submissions
- Access to the Customer Service Portal (Documentation, technical articles, discussion forums, webinars and events)

*The terms and length of phases of the Product Support Lifecycle may vary depending on the product and version. Please refer to the Customer Service Portal product page for specific lifecycle terms.

"**Update**" refers to any change, revision or Error Correction of the Cloud Service, which will be provided by OT to the customer in accordance with this Handbook. With each Update, the minor version will increase (for example, 2.4a to 2.4b).

"**Upgrade**" refers to a replacement of the Cloud Services with a newer version (for example, 2.3 to 2.4 or 2.0 to 3.0).

"**we**" or "**our**" refers to OT.

"**Workaround**" refers to a manner of addressing a software Error by bypassing the problem in the system (software technical bypass). A workaround is typically a temporary fix and OT may subsequently correct the Error in the Cloud Services through a Product Patch or an Update.

"**you**", "**your** "or "**customer**" mean the entity authorized for OT Cloud and Cloud Support Program services

2. Support Services

2.1 General

2.1.1 Hours and OT Support Services Location Information

Support Services are available Monday through Friday, except for reginal statutory holidays, for all severity issues and 24 hours a day, 7 days a week for critical issues.

Hours, support locations and additional contact information for OT Support are available at: http://www.opentext.com/support/contact/opentext.

2.1.2 Point(s) of Contact

Support Services are provided to your Point(s) of Contact (POC). POCs are responsible for logging Support Requests with the Cloud Support team.

You may designate up to three POCs. The POCs may only contact a single OT Customer Support location during business hours for one location where customer is based only, even if the POCs are in multiple geographical regions. If the POCs are in multiple geographical regions and local, regional support from multiple OT Customer Support locations is required, then you will need to subscribe to Optional Coverage under separate agreement.

2.1.3 Service Environments

In accordance with our standard offering as contracted by the Customer, our Cloud Support Program covers the environments described in your Cloud Services Agreement. Specific software components provided as part of this solution are defined in the Cloud Services Agreement.

2.1.4 Supported Versions

OT uses industry-standard version number protocols to identify the version of the Covered Software. For example, either by combining a major version number, a minor version number, a point version number and a service pack version number (or build number); or by combining a major version number, a minor point version number, a minor alphabetical version number and service pack version number (collectively referred to as the "version"). Service packs are technically equivalent to a new point version except, with a service pack, it is intended that the installation process will retain substantially all of the configuration information from the current point release. For the purposes of this Handbook, a version will be considered an instance of the Covered Software, which is released by OT with its own unique version number.

You must run supported versions of the Covered Software. In most instances, OT will support each major/minor version (for example, 9.x) of the Covered Software for a period of sixty (60) months after the major/minor version release is generally made available to OT's customers (Current Maintenance). The terms and length of the Product Support Lifecycle may vary depending on the product and version. Please refer to the Customer Service Portal product page for specific lifecycle terms. After the expiration of the Current Maintenance term, the Product enters the Sustaining Maintenance phase of the product lifecycle. When a product is considered to be in Sustaining Maintenance, no new Services Packs and Patches are released for general use. Migration to a Current Maintenance version may be required in order to address an issue.

If you would like to discuss how OpenText can assist with your Upgrade, you can contact OpenText Professional Services using the online contact form at www.opentext.com. If you are unable to upgrade to a version under Current Maintenance, OpenText may offer enhanced program options at an additional cost. Please contact your Renewals Specialist or SupportPrograms@OpenText.com for details.

2.1.5 Language

Communication relating to an SR 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 an SR is transferred to a different support center.

2.2 Initiation of a Support Request

Support Services are provided under the OT Cloud Support Program 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 SLA's. Generally speaking, performance and usage issues may be caused by: 1) software 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), or 3) environmental Error (related to the network, hardware and operating systems). SRs for Support Services to address any issues 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.

Alternatively, qualified POCs can review alternate contact methods in our Customer Service Portal located at: http://www.opentext.com/support/contact/opentext

2.2.1 Customer Obligations

As an OT Cloud customer, you have the following obligations:

- Keep your record of client-side software updated in My Support at all times. This may include client operating systems, browser technologies etc.

- Provide OT Support with the information it reasonably needs to classify and log the SR (see 2.3.2).

- Wherever possible, use the SR number for each communication with OT Support.

2.3 OT Response to a Support Request

2.3.1 Support Request Dispatch

a. Support Requests will be dispatched as follows:

b. If the SR involves Cloud Services, then a product SR will be forwarded to OT Cloud Support for Classification and Restoration (described in sections 2.3.2 and 2.3.3 below).

c. If the SR involves a product that is developed by a third party, the SR may be referred to that third party.

d. If the source of the SR is unclear, the ticket will be forwarded to OT Cloud Support for further investigation and, once the source of the SR is determined, it will be dispatched as described above in sections 2.3.1 (a) and (b).

e. If the source of the SR 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.

2.3.2 Support Request Classification

Each SR will be classified by OT Support as follows:

a. Critical - An SR will be classified as critical if the performance issue reported causes the Cloud Services to be functionally inoperable and prevents them from being used in Production Mode. When reporting critical incidents, please call OpenText Cloud Support directly.

b. Serious - An SR will be classified as serious if the performance issue reported significantly degrades the performance of the Cloud Services or materially restricts your use of the Cloud Services in a Production Mode. The Serious classification does not include questions on end use and configuration of the Cloud Service.

c. Normal - An SR will be classified as normal if the performance issue reported is a question regarding end use, configuration of the Cloud Services or a minor defect in the Cloud Service that does not materially restrict your use of the Cloud Service in Production Mode.

As a rule, an SR for a non-production system is classified as Normal.

OT will consider, in good faith, your request to re-classify an SR prior to the restoration of service.

2.3.3 Management Escalation Process

Unresolved SRs will be escalated to OpenText management under the following approximate guidelines (as measured from the time of receipt of the SR by OT Cloud Support):

1. Unresolved SRs classified as Critical or Serious will be escalated to OpenText's Manager, OT Cloud Support within four hours; to the Senior Director, Technical Support after one business day; to the Vice-President, Customer Support after three business days; to the Corporate VP, within five business days, and, in certain cases and at your request; to the President and CEO after ten business days.

2. 2. Unresolved SRs classified as Normal will be escalated to OpenText's Manager, OT Cloud Support within seven business days; to the Senior Director, Customer Support after twenty-one business days; to the Vice-President, Customer Support after thirty business days; to the Corporate VP, within sixty (60) business days; and, in certain cases and at your request, to the President and CEO after ninety (90) business days.

2.4 Restoration of Support Request

OT Cloud Support shall attempt to address each SR, 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 service is restored, the SR classification is downgraded and root cause analysis may continue, as requested.

2.4.1 Service Levels (Response and Restoration)

The target Response and Restoration times for OT Cloud Support are as follows:

SR Priority	Target Response Time	Target Restoration Time
Critical	1 Hour	8 Hours
Serious	2 Hours	12 Hours
Normal	4 Hours	48 Hours

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

2.4.2 Live Chat Assistance

Live Chat assistance is available as part of OT online resources by providing quick guidance and assistance in real-time. Live Chat is available to all partners and customers who participate in the OT Cloud Support Program

2.4.3 Conditions of Support Request Restoration

OT Cloud Support shall attempt to address each SR, regardless of classification; OT will have no obligation to provide a Restoration of service for your SR as described above unless:

- You have authorized OT to install and implement all of the most recently available relevant Updates, including the Product Patches, Service Packs or any other Updates. OT Support will make that request if it reasonably believes that the installation and implementation is necessary to achieve Restoration of your SR; AND,

- You are using the Cloud Services on hardware and with third party software approved by OT or as specified in Documentation; AND,

- The SR has, as determined by OT, not been caused by (a) you, including, but not limited to your use of development tools; (b) a third party resource; or (c) an environment, operating system, database, other applications or programs, communication networks, or hardware not run on the OT Cloud; 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 Cloud Support Program); AND,

- You have provided OT with all of the information necessary to allow OT to reproduce the SR.

*If you would like to discuss how OpenText could assist with this, you can contact OpenText Learning Services using the online contact form at http://www.opentext.com/training.

2.5 Requesting and Authorizing System Changes

Authorized Change Contacts must open a SR 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.

2.5.1 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 the Production and non-production (i.e. Test) instances is restricted to OT Cloud Support resources in order to maintain our Service Level Agreements. Unless otherwise agreed, only OT Cloud Support 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 lest 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 inside the Cloud environment.

2.5.2 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 primary agreement detailing your Cloud solution. 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.

2.6 Service Delivery Roles and Responsibilities

The respective duties and responsibilities of each support role and the different services that are part of this program are described below:

2.6.1 Delivery Manager ("DM")

Delivery Managers are included with the OT Cloud Support program, and are responsible for the management of post go-live delivery of the Cloud Services. The Delivery Managers are part of the regional OpenText Professional Services team and their main responsibilities include:

- Regular status reports and phone conference meetings.

- Act as the liaison for anything the customer may require of OpenText ensuring clear communication and effective escalation (the Delivery Managers are notified when the customer logs a SR).

- Facilitate issue prioritization during standard Customer Support hours. The Delivery Managers will collectively monitor open SRs and CRs taking into consideration, where possible, other related issues, current customer activities, and customer priorities.

- Follow issues through to conclusion and facilitate all escalations in the OpenText Customer Support / Development organization.

- Working with the Customer Support team, coordinate all production changes to ensure continuity and communications between, incident, problem, and changes.

- Manage the receipt and delegation of projects and CRs that are outside of the current Cloud Services Agreement under a predefined change request process.

- Provide regular updates on the status of SRs, Product Patches, Updates, and Upgrades that may be relevant to the Cloud Services.

- Engage senior Customer Support Product Specialists for best practices guidance as needed.

Delivery Managers are available during regular business hours, Monday to Friday, except for OT published holidays. Coverage during the business week in additional regions may be provided for an additional charge. An assigned, named, Delivery Manager may be provided for an additional charge. Additional responsibilities and time allocation of Delivery Managers may also be defined in detail in your Cloud Services Agreement.

In addition to the Delivery Managers, there will be additional roles supplied during the implementation phase of the service. These roles will be defined in the statement of work for the implementation.

2.6.2 Status Calls

As part of the OT Cloud Support Program, status calls with the Delivery Managers are organized to discuss open/closed issues, tasks, upcoming changes/events, scheduling of activities or other items of interest to you.

2.6.3 Status Report

As part of the OT Cloud Support Program status reports will be delivered by the Delivery Managers. This report will include, but is not limited to, the following elements:

- Call summary: closed, open and wait.

- Overview of all calls logged and in progress (open).

- Overview of all calls waiting on input from customer (wait).

- Overview of all calls resolved (closed).

- Usage summary of any additional and optional support programs or services the customer is subscribed to.

- Metrics and other items as agreed in the Cloud Services Agreement

A distinction will also be made in the report between support, product, consultancy, and training requests.

3. Software Updates

Software Updates will be available as part of the OT Cloud Support Program if and when such Updates are generally released to all OT Cloud Support Program customers. Customers are notified about new software Updates in regular information bulletins and via the Customer Service Portal. Software Updates include Service Packs and Product Patches, and implementation is initiated when the Customer submits a SR and related CR. Updates exclude Upgrades. If you would like to discuss how OpenText can assist with your Upgrade, you can contact OpenText Professional Services using the online contact form at www.opentext.com.

3.1 Client-side Software

It is the responsibility of the customer to ensure that all applicable client-side software is up to date consistent with the supported software described in the Documentation. Customers must also keep a record of client-side software in My Support at all times. This may include information related to client-side operating systems, browser technologies etc.

4. Limitations

The following limitations apply to the OT Cloud Support Program:

- The OT Cloud Support Program as described in this Handbook only applies to the Cloud Services as is described in the OT Documentation and does not apply to any modifications, deliverables, or services provided by OT's Professional Services staff or by third party resources which results in the alteration or extension of the Cloud Services. Customer may engage OT's Professional Services under separate agreement.

- OT reserves the right to modify any portion of this Handbook at its sole discretion and without prior notice; however, you will be notified of any such modifications (if such modifications result in a material reduction of service) in a timely manner by way of email, written notice or a posting on the Customer Service Portal.

- Nothing in this Handbook purports to exclude, restrict or modify, any condition, warranty or guarantee implied by applicable law ("Implied Terms") where to do so would have the effect of rendering all or any part of this Handbook void or otherwise unenforceable. To the maximum extent permitted by applicable law, OT's liability for breach of any Implied Terms is limited to the resupply of the OT Cloud Support Program services.

- OT's obligation to address SR's and/or performance issues shall be strictly limited to those obligations described in this Handbook.

- The software lifecycle for third party products resold by OT is established by third party vendors only. Third party software is excluded from Section 2.1.4 and Section 3.0

5. Additional Programs

In order to purchase any of the Additional Programs, you must participate in one of the following: OpenText Cloud Support, OpenText Software Maintenance, or OpenText Protect Programs (collectively the "OT Software Maintenance Programs"). The OT Software Maintenance Program is required through the duration of the Additional Program.

5.0.1 General Terms

- Additional Programs purchased shall run concurrently with the Cloud Services Agreement term unless otherwise specified.

- The terms in this Handbook shall apply to the program deliverables defined herein for each of the Additional Programs. Any Additional Programs requested by the customer will require a separate agreement and be subject to OT's current price list.

5.1 Additional Point(s) of Contact (POC)

- Additional POCs is a subscription-based option to extend the number of your designated employees who are authorized to contact OT Customer Support and open SR's.

- Fees for additional POCs are annual.

- POC entitlements are in accordance with this Handbook.

6. Privacy

The nature of the Support Services supplied under this Handbook may require OT to disclose personal information received from you and/or your customers to its related affiliates in other countries with whom OT has entered into a processing agreement incorporating the standard model contractual clauses for data transfers approved by the European Commission or which are in countries which are recognized by the European Commission as providing an adequate level of protection in relation to the data that is transferred, and you hereby consent to such disclosure and warrant that: (i) you have all necessary rights, licenses, authorizations and consents required for the use and disclosure of the personal

information by OT in accordance with this Handbook; (ii) all use of the personal information by or on your behalf is compliant with applicable laws and in accordance with the terms of this Handbook; and (iii) OT and any of its personnel will not be in breach of applicable laws as a result of using or disclosing the personal information in accordance with the terms of this Handbook. Notwithstanding the above, the transfer disclosure of personal information shall not affect OT's obligations at law, in relation to such personal information.