

# opentext™

The Information Company™

# OpenText Cloud

Support Program Handbook for Multitenant Services

## Introduction

Welcome to Open Text Corporation's OpenText (OT) Cloud Support Program for multitenant services. This OpenText Cloud Support Program Handbook for multitenant services (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 ("**Support Services**") offered by OT as part of OT's Cloud multitenant services ("**Cloud Services**") acquired by you under your ordering document. Please use this as a guide to help you get the most out of your investment in OT solutions.

This Handbook may be updated from time to time. 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, My Support, located at <https://support.opentext.com>.

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 General Terms of Services agreement shall apply to the OT Cloud Support Services.

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 Services.

As used in this Handbook, "**you**", "**your**" or "**customer**" refer to the entity that has ordered OT Cloud Services and Cloud Support for multitenant services from OT. "**OT**", "**our**" or "**we**" refers to Open Text Corporation and its subsidiaries/affiliates offering the support services as described in this Handbook.

# 1. Support Services

## 1.1 General

OT Cloud Support Services includes:

- Access to the Customer Service Portal for self-service 24x7 which may include documentation, technical articles, discussion forums, webinars, videos, events and account administration;
- Proactive monitoring of Cloud Services;
- Initiation of a Support Request by customer if unable to resolve through self-service, and OT's response to the Support Request;
- 8x5 support, Monday through Friday\*, except for regional statutory holidays, for all severity issues;
- 24x7 support for critical and serious issues; AND
- Unlimited number of Support Request submissions, including the ability to request enhancements or new features and report Errors, where "Error" refers to any verifiable and reproducible failure of Cloud Services to substantially conform to the applicable documentation relating to the Cloud Service.

\*For customers in the Middle East, Support Services are available 8 hours a day, 5 days a week, Sunday through Thursday, except for regional statutory holidays, for all severity issues and 24 hours a day, 7 days a week for critical and serious issues.

### 1.1.1 Hours and OT Support Services location information

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

### 1.1.2 Point(s) of Contact

Support Services are provided to your Point(s) of Contact (“**POC**”). POCs are responsible for logging a record, incident or ticket (“**Support Requests**” or “**SR**”) with the Cloud Support team. Your POCs must be knowledgeable about the Cloud Services programs and your OT environment in order to help resolve issues and to assist OT in analyzing and resolving service requests. Your POC must be available to actively participate with OT on diagnosis and testing. 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.

You may designate up to four (4) POCs, one of whom must be your administrator. Additional POCs may be purchased as necessary. The POCs may only contact a single OT Customer Support location during business hours for one location where customer is primarily based, even if the POCs are in multiple geographical regions.

You and your POCs have the following additional obligations:

- Provide OT Cloud Support with the information it reasonably needs to classify and log the SR, and wherever possible, use the SR number for each communication with OT Cloud Support.
- Ensure that all applicable client-side or related software that the customer downloads or accesses for use in conjunction with the Cloud Services is up to date and consistent with the supported OT program included in the Cloud Services as described in OT program's documentation. Customers must also keep a record of client-side or related software in My Support at all times. This may include, but is not limited to, information related to client-side operating systems, browser technologies, integrations, etc.

### 1.1.3 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.

## 1.2 Initiation of a Support Request

In order for Support Services to address any issues related to a SR, your POC must initiate the SR using the Customer Service Portal (My Support) located at <https://support.opentext.com>. However, critical incidents must be phoned in by a POC to support.

My Support will automatically initiate an SR and send you an associated tracking number. Support Requests will be dispatched to OT Cloud Support. SR response is based on SR classification as defined by OT in Section 1.3.

If the source of the SR is not related to the OT Cloud Services, OT may, where possible, attempt to provide a Workaround and/or report the problem to the appropriate third party or vendor. "**Workaround**" in the preceding sentence 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 an Update (as defined in Section 2).

## 1.3 Service levels classification, response and escalation

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 by applying an Update as further described in Section 2. Once production service is restored, the SR classification is downgraded and root cause analysis may continue, as requested.

OT responds to SRs as described in the table below.

SR	SR definition	Target response time*
	Each SR will be classified by OT support as listed below. OT will consider, in good faith, your request to reclassify an SR.	Response times are targets and cannot be guaranteed in all circumstances by OT.
Critical	An SR will be classified as critical incident if the performance issue reported causes the Cloud Services to be functionally inoperable (entire application is down) and prevents them from being used.	1 hour or less, 7x24  <i>Critical incidents must be logged by phone to OT directly.</i>
Serious	An SR will be classified as serious incident if the performance issue reported significantly degrades the performance of the Cloud Services or materially restricts your use of the Cloud Services (Application is operational, but performance may be impacted).	2 hours, 7x24
Normal	An SR will be classified as normal request 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; or, is an enhancement.  <i>As a rule, SRs reported via email are classified as Normal.</i>  Access to My Support remains available 7x24.	8 business hours, 5x8

\*Target response times are measured from the time of receipt of the SR by OT Cloud Support Services.

Escalation: You may request an escalation at any time through My Support or phone.

OT is not obligated to provide Support Services if:

- An OT Cloud Service is provided to customer on a free, trial or evaluation basis; OR
- The SR has, as determined by OT, to be caused by you, including, but not limited to, your use and/or configuration of: (a) development tools; (b) a third-party resource; or (c) an environment (including local hardware), operating system, other applications, services, or programs, and communication networks.

## 2. Updates

“**Update**” refers to a subsequent release of the Cloud Service which OT generally makes available for its Cloud Services customer at no additional fee and in accordance with this Handbook. Updates may address security fixes, critical patches, general maintenance functionality and shall be made available at OT’s discretion. If an update to the Cloud Service is made available to you as part of this service offering, it will automatically replace the previous release of the Cloud Service. Enhancements may be submitted as part of the Cloud Service, but OT is under no obligation to develop enhancements. Customers are notified about new Updates in regular information bulletins and via My Support.

**[www.opentext.com/contact](http://www.opentext.com/contact)**

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