

# Addendum to Business Support Agreement

## Premium Support

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This Addendum describes the support and additional terms and conditions under which OpenText will provide Premium Support to the purchasing entity (“you” or “Customer”) from OpenText or an authorized partner. This Addendum amends and is made part of the Business Support Agreement. To the extent that there is any conflict between the provisions of this Addendum and the provisions of the Business Support Agreement, the provisions of this Addendum shall control. “OpenText” or “our” shall mean the OpenText legal entity authorized to license the software for which Premium Support is purchased in the country in which these services are provided.

### Introduction

Premium Support offers optional add-on services to Business Support, such as designated support engineers or support account managers, to provide a more personalized and effective support experience. The following offerings are available with Premium Support:

- **Named Support Engineer (NSE).** A Named Support Engineer is a senior-level support engineer who is your single point of contact for technical support, for products falling within a specific Product Center. The NSE provides personalized problem resolution; working to resolve your incidents more efficiently. By working directly with you, the NSE becomes familiar with your software environment, enabling them to move more quickly into deeper troubleshooting. In summary, the NSE offering provides the following:
  - Problem resolution provided remotely (via telephone, email, or web).
  - 30-minute target response time for severity 1 incidents, and 1 hour for severity 2.
  - Dedicated to 6 customers, 35 incidents to be opened with the NSE annually; additional incidents may be added in packs of 10.
  - Business hours availability: Local support center time, Monday through Friday, excluding holidays. A back-up Premium Engineer is provided when the NSE is unavailable, such as during vacation or sickness.
  - A Support Account Manager (SAM) for escalation management, quarterly incident review meetings, and education on support resources. SAMs work with approximately 20 customers. For more proactive support oversight and direction setting guidance, upgrade to an Enterprise Support Manager (see description below).
  - Upgrade option via purchase of additional slots with NSE; or to Solution Support Engineer or Dedicated Support Engineer (see descriptions below).

- **Technical Account Manager (TAM).** A Technical Account Manager is a senior-level support engineer who is your single point of contact for proactive technical guidance, for products falling within a specific Product Center. The TAM does not resolve incidents, but rather by leveraging deep product expertise and learning about your environment, focuses on problem prevention and enhancing the business value derived from your products. In summary, the TAM offering provides the following:
  - On-site visits up to four days a year.
  - Dedicated to six customers.
  - Business hours availability: Local support center time, Monday through Friday, excluding holidays. A back-up TAM is provided when the TAM is unavailable, such as during vacation or sickness.
  - Commitment to learn and understand your software environment and IT goals, and recommendations to improve the stability and efficiency of your environment.
  - Review of upcoming projects, such as upgrades and migrations, and upcoming product releases and patches.
  - Hosting of regular meetings to review open incidents, facilitate progress, escalate as needed, and identify root causes that need to be addressed.
  - Priority Support routing for all products in the same Product Center (see description below).
  - Upgrade option via purchase of additional slots with TAM, or upgrade to the Solution Support Engineer or the Dedicated Support Engineer (see descriptions below).
- **Solution Support Engineer (SSE).** A Solution Support Engineer combines the problem resolution function of the NSE and the proactive technical guidance of the TAM into a single resource with more time dedicated to your support. This senior-level support engineer is your single point of contact for products falling within a specific Product Center. In summary, the SSE offering provides the following:
  - 30-minute target response time for severity 1 incidents, 1 hour for severity 2.
  - Dedicated to 4 customers; with unlimited incident resolution and technical guidance activities up to 25% of the SSE's time, and reasonable time being used for administrative tasks and training.
  - Business hours availability: Local support center time, Monday through Friday, excluding holidays. A back-up Premium Engineer is provided when the SSE is unavailable, such as during vacation or sickness.
  - On-site visits up to four days a year.
  - Two, eight-hour scheduled standbys, for the SSE to be on call during scheduled out-of-hours maintenance.
  - Commitment to learn and understand your software environment and IT goals, and recommendations to improve the stability and efficiency of your environment.
  - Review of upcoming projects, such as upgrades and migrations, and upcoming product releases and patches.
  - Expert product knowledge to provide personalized problem resolution tailored to your software environment and IT practices.
  - A Support Account Manager (SAM) for escalation management, quarterly incident review meetings, and education on available support resources. SAMs work with approximately 20 customers. For more proactive support oversight and direction setting guidance, upgrade to an Enterprise Support Manager (see description below).
  - Upgrade option via purchase of additional "slots" of the SSE or to the Dedicated Support Engineer (see description below).

- **Dedicated Support Engineer (DSE).** A Dedicated Support Engineer is dedicated full time to your support, and may be staffed directly at your site or remotely. The DSE is the top Premium Support offering, and provides both problem resolution and proactive technical guidance. In summary, the DSE offering provides the following:
  - 15-minute target response time for severity 1 incidents, 1 hour for severity 2.
  - Dedicated to one customer. Unlimited incident resolution and technical guidance activities up to full utilization of the DSE's time; with reasonable time being used for administrative tasks and training.
  - Business hours availability: Local support center time, Monday through Friday, excluding holidays.
  - If staffed on site, the DSE will spend four days a week at your site, and one day remote. A back-up remote contact will be provided when the DSE is unavailable, such as during vacation or sickness.
  - Two, eight-hour scheduled standbys, for the DSE to be on-call during scheduled out-of-hours maintenance.
  - Dual benefit of working directly with your staff and environment on a day-to-day basis, while having a direct escalation path to the technical organizations.
  - Commitment to learn and understand your software environment and IT goals, and recommendations to improve the stability and efficiency of your environment.
  - Review of upcoming projects, such as upgrades and migrations, and upcoming product releases and patches.
  - Personalized problem resolution tailored to your software environment and IT practices.
  - A Support Account Manager (SAM) for escalation management, quarterly incident review meetings, and education on available support resources. SAMs work with approximately 20 customers. For more proactive support oversight and direction setting guidance, upgrade to an Enterprise Support Manager (see description below).
- **Enterprise Support Manager (ESM).** An Enterprise Support Manager is a non-technical support manager for a specific Product Group, who understands your desired business outcomes and coordinates support delivery to align with operational KPIs. In summary, the ESM offering provides:
  - On-site visits up to four days per year.
  - Business hours availability: Local time, Monday through Friday, excluding holidays. A back-up ESM is provided when the ESM is unavailable, such as during vacation or sickness.
  - Priority Support routing for products in the same Product Group (see description below).
  - Dedicated to six customers.
  - Support onboarding and education on usage of support resources and tools.
  - Regular incident review meetings, and proactive oversight of incidents to ensure they are progressing.
  - Quarterly business meetings, documenting of a customer support plan, and support reporting.
  - Escalation management to advocate for your issues with leadership and technical organizations, coordination of support resources, and status updates to you and your management for critical issues.

Refer to our [Premium Support](#) web page for more information about these offerings.

We may choose to offer other named support offerings targeted to specific markets or by our choice, customize one of the above offerings specific to a customer situation. These offerings are also covered by this Addendum.

You may purchase a Premium Support Engineer or Account Manager for as many Product Centers or Portfolios as needed; for different geographies, countries, or time zones; and for different organizations in your business.

For an additional cost, and if available, you may request one or more of the following attributes for your Premium Support Engineer or Support Manager:

- Local language. You may request a Premium Support Engineer or Support Account Manager who speaks a language of your choice
- Security clearance. You may request that a Premium Support Engineer or Support Account Manager go through the process to obtain security clearance to work for a government agency or entity.
- In-country resource. You may request that a Premium Support Engineer or Support Account Manager be staffed in the country of your choice.

## Priority Support routing

Priority Support routing moves your support incident to the top of the Customer Support queue with assignment to more senior support agents, with a target response time of 30 minutes for severity 1 and 1 hour for severity 2 incidents. This service is available with the TAM and ESM offerings.

## Terms

To be eligible to purchase and receive Premium Support services, you must have active software maintenance.

Premium Support expires 12 months after purchase; or for multi-year contracts, at the end of the period for which payment has been received. Renewals that are not paid on time are subject to a late fee of 1.5% per month of the annual value of the Premium Support contract.

OpenText reserves the right to charge at a daily rate for any additional work over and above the service package pricing that may result from extra time dedicated to the customer.

Premium Support services may not be available for all products in all regions. Each order will be reviewed to determine if we can deliver the relevant service; if not, you will be notified accordingly.

Hiring of Employees. You agree not to solicit, or make offers of employment to, or enter into consultant relationships with, any OpenText employee involved, directly or indirectly, in the performance of services hereunder for one (1) year after the date such employee ceases to perform services under the terms of this Addendum. You shall not be prevented from hiring any such employee who responds to a general hiring program conducted in the ordinary course of business and not specifically directed to such OpenText employees.

Change in scope. You can request additional or different services, if available and at additional cost, through a statement of work.

Staffing for all resources is based upon availability. OpenText may not be able to staff a Dedicated Support Engineer on site in all situations.