

# Addendum to Micro Focus Business Support Agreement

## Extended Support

This Addendum provides a description of and additional terms and conditions under which Micro Focus will provide Extended Support to the purchasing entity (“you” or “Customer”) from Micro Focus or an authorized reseller. This Addendum amends and is made part of the Micro Focus 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. “Micro Focus” or “our” shall mean the Micro Focus legal entity authorized to license the software for which Extended Support is purchased in the country in which these services are provided.

Once the Current Maintenance period ends, the product release enters Sustaining Maintenance. If a Support Customer needs the ability to open incidents and receive technical support or receive critical defect support for product releases in Sustaining Maintenance, an Extended Support plan must be purchased. The Extended Support plan fees are in addition to existing Business Support Agreement and Support fees.

This Micro Focus Extended Support Program (Extended Support) extends the ability for Customers to receive technical support and hot fixes for incidents classified as Critical, as defined by Micro Focus, for up to two years from the date the product release has reached the end of the Current Maintenance period and is available in Sustaining Maintenance.

Extended Support features include:

- Ability to open incidents for product releases in Sustaining Maintenance
- Ability to request a hot fix for incidents classified by Micro Focus as Critical (as described in the Micro Focus Business Support Agreement), including security issues

### Limited Extended Support

Once the Extended Support term ends, “Limited Extended Support” is available to provide commercially reasonable technical support for as long as your product release is in Sustaining Maintenance.

Services Included	Current Maintenance	Sustaining Maintenance	Extended Support	Limited Extended Support***
R&D support, including innovations, platform compatibility and regulatory compliance, data privacy, and security updates	Yes			
Technical Support	Yes		Yes	Yes
New patches and hotfixes	Yes		^^for Critical issues only	
Customer Support portal access	Yes	Yes	Yes	Yes
Access to existing and new releases*	Yes	Yes	Yes	Yes

Hours of operation are determined by Customer's Support program.

\*Refer to the product roadmap for availability.

\*\*Critical Issues as defined in the Micro Focus Business Support Agreement. Refer to <http://www.opentext.com/agreements>.

\*\*\*Limited Extended Support is available once the Extended Support term ends.

## Terms and Conditions

1. Customer must have an active Support agreement through the duration of the Extended Support program.
2. The minimum term for Extended Support is 12 months. All fees are non-refundable.
3. Extended Support is available for most solutions that have reached the end of their Current Maintenance period and are available in Sustaining Maintenance.
4. Extended Support is available for up to two years from the date the product release exits Current Maintenance and enters Sustaining Maintenance.
5. Extended Support is available for eligible product releases only to address new, non-duplicate production-down issues raised as defects by Customer and as confirmed by Micro Focus Customer Support from the date the product release enters Sustaining Maintenance.
6. Resolution may be provided by a patch, hot fix or a workaround. Micro Focus may not be able to provide a resolution for all reported errors but will use commercially reasonable efforts to downgrade the severity of the issue to level 2 or 3 (as described in the Micro Focus Business Support Agreement).
7. Any required patch or hot fix will be made available only in the most recent patch of the product release that has entered Sustaining Maintenance. If a Customer is on an older patch, the Customer will first need to apply the most recent patch.
8. Extended Support shall be available only to fix those issues, including security issues, that Micro Focus Customer Support recognizes as a product defect, and not to introduce new functionality, or retrofit functionality or fixes, available in later releases of the Software.
9. Extended Support is available only for officially supported module, platform and client combinations. "Officially supported" status is determined on a case-by-case basis at Micro Focus' sole discretion during the initial incident review process using documentation for the module(s) in question.

**This document pertains to Extended Support coverage for software products and support offered by Micro Focus. This Addendum amends and is made part of the Micro Focus Business Support Agreement.**

**Contact Us**

Contact your OpenText Support Renewals representative or contact [OpenText](#)

10. Hardware is excluded from Extended Support; including both hardware appliances and certification and testing of software to work with hardware environments.
11. Micro Focus Product Management reviews any Micro Focus-identified or Customer-reported Critical issue (or security issue) and based on commercially reasonable effort schedules for a fix; which may be in a release in Extended Support, Current Maintenance, or a future release.
12. The Extended Support period is as specified on the renewal or order form.
13. Patches or hot fixes on any customizations or non-Micro Focus products are not included.
14. Micro Focus is not responsible for providing Extended Support to the extent that addressing production down issues is dependent on unresolved issues with third party products including, but not limited to, unavailability of third-party support.
15. Extended Support is not available for third party products. The software lifecycle for third-party products resolved by Micro Focus is established by third-party vendors only.

**Limited Extended Support Disclaimers**

16. Once the Extended Support term ends, Micro Focus will only provide commercially reasonable troubleshooting support (Limited Extended Support). For some solutions, including due to dependencies on third-party releases, the product may be eligible for Limited Extended Support only.
17. All incidents are reviewed and evaluated by Micro Focus Customer Support for response and resolution.
18. If an issue is identified and determined to be a product defect in the product release in Sustaining Maintenance, Micro Focus Customer Support will attempt to reproduce the issue with a release under Current Maintenance, and if reproducible, request a fix, which may be addressed in a release under Current Maintenance or a future release only.

To understand how Extended Support fits into the overall Product Support Lifecycle, view the policy:

<https://www.opentext.com/support/advanced-customer-support>

To see which product versions qualify for Extended Support, view the Lifecycle dates for your product release on the Product Support Lifecycle table:

<https://www.opentext.com/support/advanced-customer-support>

View the Business Support Agreement that governs your Support Plan: [www.opentext.com/agreements](http://www.opentext.com/agreements)

Learn more at [microfocus.com/opentext](http://microfocus.com/opentext)