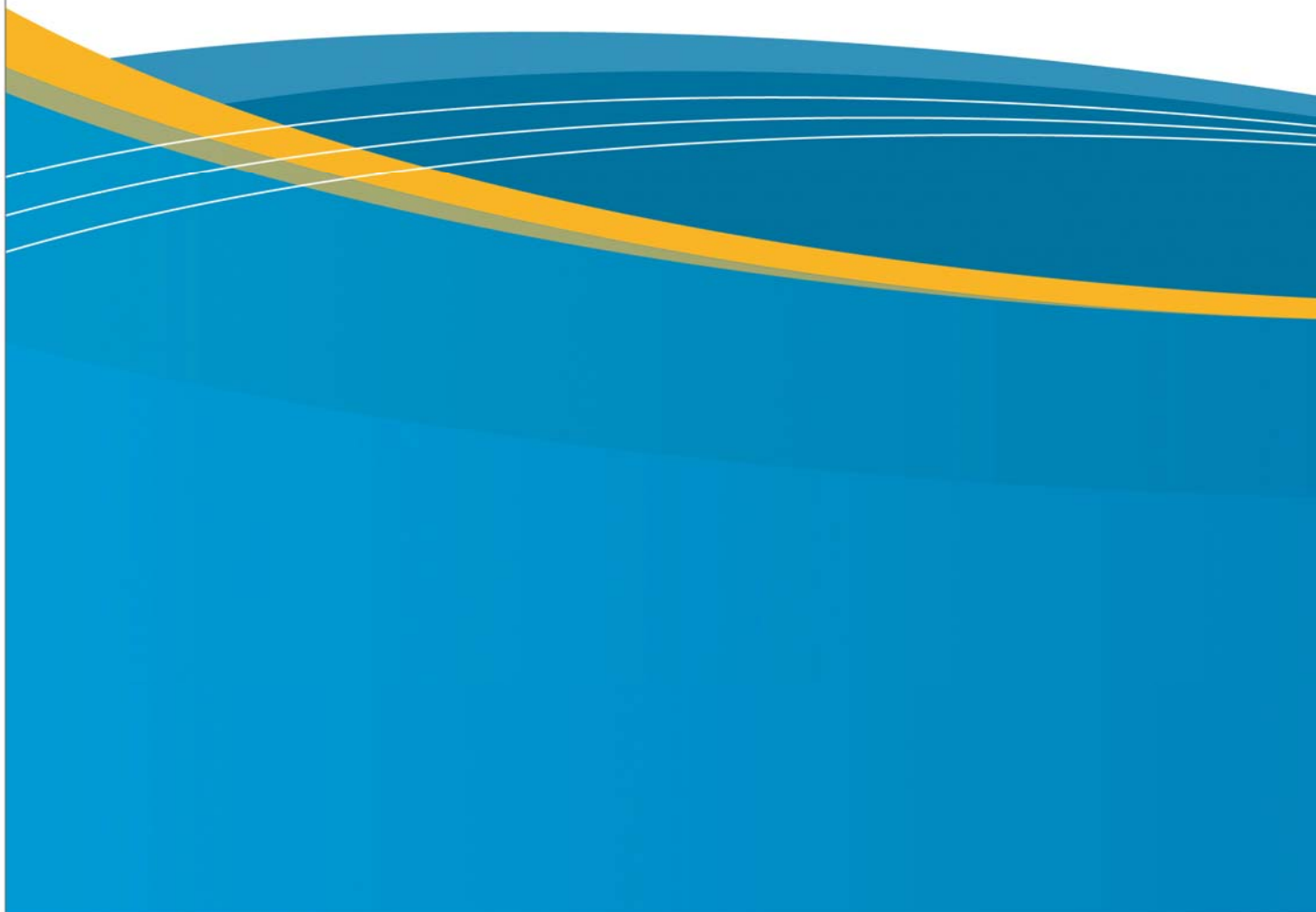




■ User Guide

UIFN for Open Text Customer Support

13 May 2009



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Background

A Universal Free Phone Numbers or UIFN is similar to an International Toll Free Services except one number can be used from multiple countries. When you call Open Text Customer Support using this number, your call is automatically and promptly routed to the Customer Support office in Germany or the United Kingdom based on the country you are calling from. There is no cost to you when you call this number from a land line.*

**Some conditions apply. Refer to UIFN Conditions for more information.*

A Universal Free Phone Number is now available for most customers in EMEA to reach Open Text Customer Support.

+800 OTCS HELP (+800 6827 4357)

Contacting Customer Support

To contact Customer Support using the UIFN, follow this two-step process:

1. Dial the UIFN Access Code for the country from which you are calling.

UIFN Access Codes			
Austria	00	Luxembourg	00
Belgium	00	Macedonia	00
Croatia	00	Malta	00
Czech Republic	00	Netherlands	00
Denmark	00	Norway	00
Estonia	00	Poland	00
Finland	990 or 999	Slovakia	00
Germany	00	South Africa	00
Ireland	00	Sweden	09
Israel	00	Switzerland	00
Italy	00	UK (Britain)	00
Lithuania	00	Ungarn	00

2. Dial +800 OTCS HELP (+800 6827 4357)

UIFN Conditions

Country of Origin	Call Routes To	Land Line	Mobile Phone	Pay Phone
Austria	Germany	✓	✓\$	✓
Belgium	UK	✓	✗	✓\$
Croatia	Germany	✓	✓	✓
Czech Republic	Germany	✓	✓\$	✓\$
Denmark	UK	✓	✓\$	✓\$
Estonia	Germany	✓	✗	✓
Finland	UK	✓	✓	✗
Germany	Germany	✓	✓\$	✓\$
Ireland	UK	✓	✗	✗
Israel	Germany	✓	✓\$	✓\$
Italy	Germany	✓	✗	✗
Lithuania	Germany	✓	✗	✓
Luxembourg	UK	✓	✓\$	✓\$
Macedonia	Germany	✓	✓\$	✓
Malta	Germany	✓	✗	✗
Netherlands	UK	✓	✓	✓\$
Norway	UK	✓	✓	✓
Poland	Germany	✓	✓	✓
Slovakia	Germany	✓	✗	✓
South Africa	Germany	✓	✓	✓
Sweden	UK	✓	✗	✓
Switzerland	Germany	✓	✓\$	✓\$
UK (Great Britain)	UK	✓	✓	✓
Ungarn	Germany	✓	✓	✓

✓ Accessible

\$ Charges may apply

✗ Not Accessible

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The Content Experts™

Sales	Corporate Headquarters	European Headquarters
<p>www.opentext.com sales@opentext.com</p> <p>North America Sales 1 800 499 6544</p> <p>International Sales 1 8004996 5440</p>	<p>275 Frank Tompa Drive Waterloo, ON N2L 0A1 Canada</p> <p>Phone: +1 519 888 7111 Fax: +1 519 888 0677</p>	<p>Technopark 2 Werner-von-Siemens-Ring 20 D-85630 Grasbrunn Germany</p> <p>Phone: +49 89 4629 0 Fax: +49 89 4629 1199</p>

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