1. Introduction

Welcome to the OpenText™ (“OT”) Partner Support Program (sometimes referred to as “Partner Support”). This Partner Support Program Handbook (the “Partner Support Handbook”) is an addendum to and supplements the OpenText Protect Software Maintenance Program Handbook which summarizes terms relating to support for standard, unmodified OT software offered to End Users (the “Handbook”). The support offered to OT Global Partner Program Partners is, in general, similar to the support described in the Handbook which can be found at [http://www.opentext.com/agreements](http://www.opentext.com/agreements) and is incorporated herein by this reference. This Partner Support Handbook is also governed by the terms and conditions of the OT Partner Master Agreement, or such other agreement as binds the parties to a similar alliance relationship (the “Agreement”), that you executed with OT, including any related Appendices, Schedules, and Exhibits. Partner Support is only offered during the term of the Agreement. The Partner Support is for your internal use only and may not be offered or resold to any third party including any End User. In the event of any inconsistency or conflict as between the Agreement, the Handbook, and this Partner Support Handbook, this Partner Support Handbook shall be given priority, then the Handbook, then the Agreement.

OT Product support offered to Partners includes a base level of support which is summarized in the Handbook as modified herein. In addition, OT offers fee-based enhanced support programs that allow Partners to extend their Partner Support coverage. You can also contact your local OT support office for documentation on the additional programs.

The section references below track the section numbers in the Handbook, and contain the modifications to that document.

Note: References to “you”, “your” or “Partner” mean the entity that entered into an Agreement with OT; “we” or “our” refers to OT. All section references below correspond to the section number in the Handbook.
1.1 Definitions
Terms defined in the Agreement and the Handbook have the same meaning herein. In addition, the following terms have the meaning summarized below.

“Access Support” – means the base level of OT Support that is included with an OT Global Partner Program membership, which consists of:

- Service Packs and/or Product Patches
- Access to the Customer Service Portal (Documentation, technical articles, discussion forums, webinars and events)
- My Support
  - Administrative SRs such as requests for KC accounts, permissions to downloads, and license keys.
  - The ability to log SRs for technical issues, as authorized by an End User, under an End User’s end user ID (EUID).
  - The ability to request enhancements or new features and report Errors, under authorized End User EUID.
  - Requires the End User to be current on software maintenance.
- Exclusions - Access Partners are not allowed to open technical SRs under the Partner End User ID (EUID).

“Effective Date” refers to the effective date of the Partner Support Program as specified on the quote provided by OpenText to Partner.

2. Support Services
2.1.2 Point(s) of Contact
The number of POCs you may designate is determined by your Partner Support level as outlined in this Partner Support Handbook in section 6.1 and 6.2 respectively. OT Support will be delivered in the region that corresponds to the location of formation of the Partner entity that entered into the Agreement, even if the POCs are in different geographical regions. If the POCs are in different geographical regions and local, regional support is required, separate from where the Agreement is entered into, then you will have the option to subscribe to a custom Partner support offering that includes global support.
2.1.4 SDK Support
SDK support is provided on a fee-basis only, for qualifying Partners, using any balance of partner support hours available under a Flex or Elite Partner Support Program as described in section 6.

2.2 Initiation of a Support Request - Partners
Access Partners may open SRs under the following conditions:
(a) The SR is administrative in nature, not requiring technical troubleshooting or investigation. A SR is considered administrative in nature if it involves a license key request, KC login account request, or permission to download.
(b) The SR is authorized by an End User, under an End User’s ID (EUID) where the End User has current software maintenance with OT.

Flex and Elite Partners may open non-administrative SRs. In addition, with respect to Flex and Elite Partners:
(a) Time will be deducted from a Partner’s available support hours for technical requests in a minimum of thirty (30) minute increments.
(b) SRs may be opened 24x7x365 under the Flex or Elite Partner EUID. If initiating an SR outside of OT regular business days for Partner’s home region, a hundred percent (100%) surcharge will be applied (2x regular rate). Example, thirty (30) minutes of troubleshooting time is deducted as one (1) hour when the SR is initiated outside of OT regular business days.
(c) Notwithstanding section 2.1.4, such partners can apply any balance of partner support hours to SDK support requests.
(d) If an SR is found to be an OT Product code defect or enhancement, troubleshooting time spent on the SR will be credited to the Partner’s available balance of support hours. Time spent on administrative SRs will not be deducted from the Partner’s balance of available support hours.
(e) Troubleshooting is defined as the aggregate time spent to research, review logs, and participate in calls logged under a Partner’s End User ID.
4. Limitations

The following limitations apply to the OT Partner Support Programs:

- Obligations imposed on End User in the Handbook are also imposed on Partner.
- OT does not provide for dedicated assistance with issues encountered as a result of implementing major changes to the technical architecture of the standard OT Product (for example, Upgrades to the application, underlying database, addition of new hardware, etc.). Standby or Dedicated support are fee-based support services that must be pre-arranged for these types of activities. Flex and Elite Partners may use available hours as part of their Partner Support Program towards these support services, or purchase for a separate fee and under separate agreement. Please contact GTSPrograms@opentext.com for more information.

5. Term and Renewal

5.1 Initial Term and Renewal
The OT Partner Support Program term is twelve (12) months beginning on the Partner Support Effective Date.

6. Additional Programs

6.0.1 General Terms
The terms in this Partner Support Handbook shall apply to the program deliverables defined herein. Any additional support services requested by the Partner will require a separate agreement and will be subject to OT’s current price list.

6.0.2 Partner Support Hours
Partner support hours are available for technical SRs (see section 2.2.1) or for optional coverage.

6.0.2.1 General
- Partner may purchase Partner support hours during the Partner Support term.
- Any unused Partner support hours expire at the end of Partner Support term.
- Partner support hours are for Partner only, and not for resale to End Users.
- Flex Partners may request a balance of support hours by contacting OT Customer Support. Balance of support hours will be provided in the monthly status report to Elite Partners.
6.0.2.2 Optional Coverage
Partner may use available support hours for optional coverage, pre-arranged through OT Customer Support management or in the case of Elite Partners, through the Partner Support Manager. Examples of optional coverage include, but are not limited to, configuration reviews and standby support.

Working hours for Optional Coverage
- Optional coverage may be delivered on-site or remote, as requested by Partner and as available and as agreed by OT.
- A daily rate of eight (8) Partner support hours per business day (eight (8) hours, on-site or offsite) applies.
- Regular on-site working hours are between 8:30 am and 5 pm of the End User’s time zone unless otherwise agreed.
- Regular off-site working hours are between 8:30 am and 5 pm of OT Customer Support resource’s time zone unless otherwise agreed.
- For work outside of OT business days and weekends, OT applies a hundred percent (100%) surcharge (two hundred percent (200%) of normal rate).
- A minimum of two (2) hours per day will be charged for remote services and a minimum of eight (8) hours per day will be charged for on-site services.

Terms and Conditions
- Any expenses for reasonable travel, lodging, meals and communications related to on-site support services will be the responsibility of Partner and will be invoiced as they are incurred.
- Any estimates of work effort related to the optional coverage are for planning purposes only. OT will provide support services, i.e. a Customer Support resource working with the Partner or working on Partner tasks – up to the number of Partner support hours purchased.
- Work will begin at the earliest possible date at which OT and Partner resources are available, or as otherwise agreed to.
- Partner and OT are required to cooperate in the advance scheduling of optional coverage tasks, recognizing that resource availability will vary. Scheduling is facilitated by a longer lead-time between the date the request is made and the date the requested support service is requested.
OT and Partner will cooperate in good faith to complete the optional coverage support service in a timely and professional manner. OT’s ability to provide optional coverage service is dependent upon the active participation of, and access to, the appropriate Partner resources as may be required by OT and assigned by Partner during the performance of these support services.

6.0.3 Points of Contact
Partner authorizes its POCs to draw down program support hours, initiate SRs and arrange for optional coverage.

Partner may authorize additional POCs, in addition to the POCs defined within the Partner Support Program under sections 6.1 and 6.2, for an additional fee and based on the Partner Support Program term.

6.0.4 OT Beta
OT may conduct Beta programs for future releases from time to time. Flex and Elite Partners have the opportunity to apply to and participate in OT Beta programs.

6.1 Flex Support
The OT Flex Support Program is a subscription-based program designed to provide Partners with support for Covered Software. Following is a Flex Support Program summary:

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Amount/Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>General</strong></td>
<td></td>
</tr>
<tr>
<td>Partner support hours*</td>
<td>As needed</td>
</tr>
<tr>
<td>Ability to use support hours 24x7x365</td>
<td>As needed</td>
</tr>
<tr>
<td>Ability to apply support hours for optional coverage</td>
<td>As needed</td>
</tr>
<tr>
<td>Partner POCs</td>
<td>3</td>
</tr>
<tr>
<td>Ability to apply to OT Beta programs</td>
<td>As available</td>
</tr>
<tr>
<td>Ability to add POCs</td>
<td>Additional fee</td>
</tr>
<tr>
<td>Ability to purchase additional Partner support hours</td>
<td>Additional fee</td>
</tr>
</tbody>
</table>

*Additional Partner support hours included in the support program are as agreed to on the sales order form and on the quote provided by OT to Partner.
6.2 Elite Support
The following table lists deliverables associated with the OT Elite Support Program. The schedule for these activities is determined with the Partner at the commencement of the term.

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Amount/Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>General</strong></td>
<td></td>
</tr>
<tr>
<td>Partner support hours*</td>
<td>As needed</td>
</tr>
<tr>
<td>Ability to use support hours 24x7x365</td>
<td>As needed</td>
</tr>
<tr>
<td>1 hour initial response</td>
<td>As needed</td>
</tr>
<tr>
<td>Ability to apply support hours towards Support Services</td>
<td>As needed</td>
</tr>
<tr>
<td>Partner POC</td>
<td>5 As available</td>
</tr>
<tr>
<td>Ability to apply to OT Beta Programs</td>
<td>On-going</td>
</tr>
<tr>
<td>OT Partner Academy</td>
<td></td>
</tr>
<tr>
<td><strong>Program Management (Program Manager)</strong></td>
<td></td>
</tr>
<tr>
<td>Primary Support Liaison</td>
<td>On-going</td>
</tr>
<tr>
<td>Program Kick-Off Meeting</td>
<td>Once every 12 months</td>
</tr>
<tr>
<td>Creation of support/communication plan document</td>
<td>Once every 12 months</td>
</tr>
<tr>
<td>Issue &amp; escalation management</td>
<td>On-going</td>
</tr>
<tr>
<td>Status Calls</td>
<td>Monthly</td>
</tr>
</tbody>
</table>

*Partner support hours included in the support program are as agreed to on the sales order form and on the quote provided by OT to Partner.

6.2.1 Terms and Conditions
When an Elite Partner initiates an SR with the OT Support office, a support representative will respond within one (1) hour, regardless of the severity. A surcharge applies for SR’s opened outside of regular business hours as outlined in section 2.2 of this Partner Support Handbook.
Schedule 1
This Schedule provides an overview of the elements that may be included as part of an Elite Partner Support Program delivered by Customer Support.

Delivery Roles
The assigned Program Manager (“PM”) is responsible for managing Elite Partner Support Program delivery.

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

PM
A PM is a foundational component of an Elite Partner Support program. The Program Manager is part of the regional OT Customer Support team and is dedicated to managing the delivery of the Elite Partner Support program. The PM’s responsibilities include:

- Management of all communication between the Partner and OT Customer Support through regular SR status reporting and phone conference meetings.
- Acting as the designated liaison for anything the Partner may require of OT Customer Support ensuring clear communication and effective escalation (the PM is notified when the Partner logs a call with the support call intake team, and under Partner’s EUID).
- Facilitating issue prioritization during standard Customer Support hours. The PM will collectively monitor open SRs taking into consideration, where possible, other related issues, current Partner activities, and Partner priorities.
- The PM will follow issues through to conclusion and manage all escalations in the OT Customer Support / development organization.
- Working with the Partner and other Customer Support team members to create and maintain a customized communication plan for the Partner.
- Managing delivery of Partner support hours and support services that are included with the Partner’s Support Program.
- Providing regular updates on the status of support requests, bugs and patches that may be relevant to the implementation of OT Products.
- Engaging senior Customer Support product specialists for best practices guidance as needed.
- Program 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.
Program Kick-off Meeting
A program kick-off meeting is conducted at the commencement of the program, at a date and time as agreed to by both the Partner and OT, and may include:

- Introduction of staff participating in the Program and their roles
- Review of Program entitlements
- Communication Plan
- Scheduling of regular recurring status calls
- Status Report frequency
- Participation of OT resources on-site or remotely as specified in the Partner agreement.

Program Planning and Review Meeting
An annual Planning and Review meeting is conducted as part of the program, at a date and time as agreed to by both the Partner and OT, and may include:

- Review of support requests for the term, including key escalations
- Review of Projects and activities for the upcoming year
- Communication Plan review and updates
- Scheduling of regular recurring status calls
- Defining frequency of status calls
- Review of current program entitlements, and adjustments to the program to include any additional support service
- Participation of OT resources on-site or remotely as specified in the Partner agreement.

Issue and Escalation Management
The customer support representative will assign a unique tracking number to the SR and determine the priority status of the SR with the Partner. Upon submission of the SR, the PM is notified.

The Partner will advise the PM of the priority of an SR for their site and will define and agree to the method and frequency of communications. All SRs are included on the Elite Partner monthly report and include the latest status update.

The SR will remain open by until an appropriate action has been agreed upon between OT and the Partner.

If the Partner and OT mutually agree that on-site support is the best approach to resolve the SR, an OT resource can be made available to go on-site with deduction of available Partner support hours under OT's Elite Support Program or for an additional charge and under a separate agreement.
Communication Plan
An annual plan is created and maintained that outlines the communication policies, escalation and reporting processes and procedures between OT Support and the Partner's support team to help successfully deliver the support services.

Status Calls
As part of the Elite Support Program, regular status calls with the Partner team are organized to discuss open/closed issues, tasks, upcoming changes/events, scheduling of activities or other items of interest to the Partner. Frequency is monthly unless otherwise agreed to by Partner and OT.

Service Request Status Report
As part of the Elite Support Program a regular status report will be delivered by the PM. This report will include 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 Partner (wait)
- Overview of all calls resolved (closed)
- Usage summary of support hours
- Status of any requested support services

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

Private Elite Support Workspace
A private Elite Support workspace will be created in OT’s Customer Service Portal to manage all communication and reporting between OT and the partner.

OpenText Meet the Experts
OT Customer Support will sponsor in depth sessions to include technical experts across support and engineering. Elite Partners have priority access to OT Meet the Experts events.