

# OpenText Priority Support

## Handbook

### Overview

The Priority Support described in this OpenText Priority Support Handbook (hereinafter referred to as “Handbook”) is governed by the then-current version of the applicable Software Maintenance Program Handbook (“SMPH”). In order to receive these services, the OpenText customer (“Customer”) must be a subscriber, through the duration of Priority Support, to one of the OpenText Software Maintenance Programs. Capitalized terms referenced but not defined herein have the meaning assigned in the SMPH. Priority Support also incorporates by reference the then current version of the Flexible Credits Handbook (available upon request or at [www.opentext.com/agreements](http://www.opentext.com/agreements), collectively referred to as “Handbook”).

Customer’s purchase of Priority Support shall constitute acceptance of this Handbook. In the event of any inconsistency or conflict between the terms and conditions of this Handbook and any other agreement between OT and Customer, this Handbook shall prevail with respect to the OpenText Priority Support provided hereunder.

This Handbook provides an overview of the services customers receive with Priority Support and policies for usage.

## Priority Support – Program Deliverables

The following table lists the deliverables provided as part of Priority Support.

Description
Faster target response times for Support Requests classified as Critical (severity 1) or High (severity 2)
Priority routing to more experienced product support specialists for Support Requests classified as Critical (severity 1) or High (severity 2)
2 4-hour scheduled standby blocks, or 1, 8-hour scheduled standby block

### Faster target response times for Critical and High Support Requests (SRs)

When a Priority Support customer submits a Critical (severity 1) or High (severity 2) Support Request, a support representative will respond within 30 minutes or 1 hour (respectively).

SR classification	SR definition	SR target response time	
		Priority Support	Prime Protect
<b>Critical (Sev 1)</b>	The Production system is down, the Covered Software is inoperable and there is Critical business impact.	30 minutes	1 hour
<b>High (Sev 2)</b>	Production system is up and running, however performance is degraded, there is restricted use of the Covered Software and there is High business impact.	1 hour	2 hours

### Priority routing to more experienced product specialists

When a Priority Support customer submits a Critical or High Support Request, the Support Request will be assigned to a more experienced product support specialist, instead of routing to the next available product specialist.

### Scheduled Standby

A Premium Support engineer will be available remotely at a specific time and date, outside of business hours, while you perform updates or maintenance. Prior to the on-call period, Customers may talk to this Premium Support engineer for up to an hour to seek advice and to familiarize them with Customer's system and planned changes. During the on-call period, Customer may reach the Premium Support engineer with a target 30-minute response time.

## How to Engage Priority Support

After purchase, Customers will open Support Requests through the relevant OpenText support portal. See <https://www.opentext.com/support>. Depending on the support portal used, Customer may or may not be required to select “Priority Support” before opening the Support Request. Once the Support Request is submitted, Customer receives the benefit of an enhanced target response time of 30-minutes for Critical requests and 1-hour for High Support Requests, and routing to more experienced product specialists for Critical and High Support Requests.

## How to Redeem Scheduled Standby

Scheduled Standby may be redeemed by emailing [FlexibleCredits@OpenText.com](mailto:FlexibleCredits@OpenText.com) and including the following information:

**Subject line:** Priority Support Scheduled Standby redemption

**Body of email:**

- Country where service will be received by Customer
- # of Scheduled Standby blocks being redeemed (2, 4-hour blocks are available)
- Requested date and time for service
- OpenText product expertise needed
- Account Number / End User ID
- Contact name, email and phone number

A Premium Support manager will contact Customer to discuss needs and arrange for the standby.

Contact [FlexibleCredits@OpenText.com](mailto:FlexibleCredits@OpenText.com) for additional details.

## Terms and Conditions

1. Priority Support is provided for a specific product line. Customer may purchase Priority Support for one, multiple or all licensed product lines.
2. Priority Support will renew each year. OT will send a renewal notice approximately ninety (90) days prior to the end of the current term and Customer shall pay OT as invoiced.
3. OT reserves the right to increase Priority Support fees in line with reasonable increased costs of service delivery on an annual basis (up to 10% per annum).
4. If either Customer or OT does not wish to renew Priority Support, it must notify the other party in writing of its intent not to renew at least ninety (90) days prior to the end of the then-current subscription term.
5. Response Times are targets and are not guaranteed in all circumstances by OpenText.
6. Once production service is restored, the Support Request classification is downgraded and root cause analysis may continue, as requested, during regular regional support hours of operation.

7. Critical incidents must be logged by phone to OpenText directly.
8. Scheduled Standby is delivered through the Flexible Credits program.
9. The Priority Support Scheduled Standby Flexible Credits may only be redeemed for Scheduled Standby and not for other Flexible Credits services.
10. Additional Scheduled Standby time or other short-term services may be purchased separately through the Flexible Credits program or other Additional Programs.
11. Priority Support does not assign dedicated support resources. Dedicated support is available through the Premium Support program.
12. Communication relating to a Support Request will be made in English, unless, at OpenText's discretion, the support center responsible for processing is able to offer communication in another language as a convenience to the customer.
13. Unused Scheduled Standby time will not be refunded and shall expire at the end of the Priority Support contract term. Customer(s) should plan far enough in advance that the service can be delivered before the standby time expires.

The terms in this Handbook shall apply to the deliverables defined herein for the Priority Support program. Any additional services requested by Customer will require a separate agreement and be subject to OT's then- current price list at the time the additional services are requested.

## Learn more at

<https://www.opentext.com/support>

# About OpenText

OpenText enables the digital world, creating a better way for organizations to work with information, on-premises or in the cloud. For more information about OpenText (NASDAQ/TSX: OTEX), visit [opentext.com](https://www.opentext.com).

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