



Doing Business With Rocket[®]

Valued ConnectIQ and WebConnect Customers!

We're excited to take the next step in welcoming you to the Rocket family, and we're here to help you with onboarding Rocket[®] Software operational processes for transacting business, managing financials, accessing technical support, engaging in services delivery, downloading products and patches, managing license keys, and so much more.

This guide was created specifically to answer questions you may have about how to work with Rocket and to ease your transition to our operational processes starting on February 1, 2021. **This guide is structured in six sections:**

Legal and Tax

Customer and Technical Support

Relationship Management

Professional Services

Invoicing and Payment

Engaging with Rocket Software

If you don't find the answer to your question here, send an email to rocketupdates@rocketsoftware.com and we will respond as quickly as possible.

Legal and Tax

1. Who owns my contract(s)?

- Rocket Software will assume all rights and obligations to OpenConnect contracts by operation of law pursuant to a merger of OpenConnect Systems, Inc. and Rocket Software, Inc. scheduled for Feb. 1, 2021.
- If you require documented proof of the merger, please send a request to legal@rocketsoftware.com.
- Requests for Form W-9 for Rocket Software, Inc. can be sent to salestax@rocketsoftware.com.

2. Will our Terms and Conditions be changing?

- At transition to Rocket Software on February 1, 2021, your OpenConnect Contract Terms and Conditions will continue to govern the relationship.
- We value your long-term business and want to ensure that we have a master license agreement to govern our relationship with your company. If you have been transacting OpenConnect business without a master license agreement, we will initiate the process to establish one.

3. What if I have questions about my contracts?

- If you have questions about your OpenConnect contracts, please contact legal@rocketsoftware.com. Someone from the Rocket legal team will reach out to assist you.

4. My transactions with OpenConnect were exempt from sales tax. How do I ensure this with Rocket?

- If you provided a sales tax exemption certificate to OpenConnect, this will not apply to invoices from Rocket Software, Inc. issued after February 1, 2021. You must provide a new exemption certificate applicable to Rocket Software, Inc., which can be emailed to salestax@rocketsoftware.com.

5. By when do I need to provide a sales tax exemption certificate to Rocket Software, Inc.?

- We strongly encourage you to provide the Rocket Software, Inc. exemption certificate before January 31, 2021, to ensure that the exemption will be applied appropriately to future Rocket Software, Inc. invoices. Applicable sales tax will be charged if a valid exemption certificate is not on file at the time of invoicing.

6. Will Rocket Software charge sales tax, VAT, GST, or similar taxes on my transactions?

- For customers with "ship to" address in the US, Rocket Software, Inc. has sales tax nexus in most US states. Absent a valid sales tax exemption certificate for Rocket Software, Inc. (see #4 above), sales tax will be charged on any taxable goods/services according to the laws of the "ship to" state/local jurisdiction.
- For customers with "ship to" outside the US: No tax will be charged.

Relationship Management

1. Will all the staff who supported me at ActiveOps/OpenConnect in the past still be available, including my Sales contact?

- The entire Rocket Software team, along with new Rocketeers who have joined Rocket from ActiveOps/OpenConnect are here to support your needs. Some names and faces will be familiar, and some will be new. All are committed to ensuring you receive the highest level of service.

- 2. How do I reach the Rocket Account Executive or Renewal Representative assigned to my account?**
 - Please contact Rocket at support@rocketsoftware.com or at 781-577-4323 (Direct) / 855-577-4323 (Toll-free) and you'll be directed to your Rocket Account representative.
- 3. I recently received a quote from ActiveOps/OpenConnect; will Rocket Software honor it? Where do I send the POs or signed order forms?**
 - Yes, quotes are valid through the current period of performance expiration date (renewals) or the expiration date stated on the quotation (sales). Please send renewal or sales POs, or signed order forms to orders@rocketsoftware.com.
- 4. Who should I contact if I need to purchase additional products or licenses, or have questions about my current licenses?**
 - Please contact Rocket at support@rocketsoftware.com or at 781-577-4323 (Direct) / 855-577-4323 (Toll-free) and you'll be directed to your Rocket Account representative who can assist you with new purchases.
- 5. Are there any SKU/product code changes I should know about?**
 - Rocket Software has assigned new SKUs/product codes, effective February 1, 2021. These new SKUs will replace former ActiveOps/OpenConnect product names in order to align with our product naming conventions.
 - These changes will not affect your current licenses nor will it affect maintenance or support in any way.
 - The new SKUs will be reflected on quotes, invoices, support cases, and other entitlement records at Rocket as of February 1, 2021.
 - Should you have any questions about the mapping of old to new SKUs, contact your Account Executive or Renewal Account Executive and they can assist you in understanding the translation.
- 6. Does Rocket Software offer trials or proofs of concept? If so, how would I request one?**
 - Please contact Rocket at support@rocketsoftware.com or at 781-577-4323 (Direct) / 855-577-4323 (Toll-free) and you'll be directed to your Rocket Account representative who can work with you regarding a trial or proof of concept.
- 7. Does Rocket Software support the same currencies as ActiveOps/OpenConnect?**
 - Rocket will continue to support sales in USD, GBP and EUR, and will add CAD, JPY and ZAR billing options.
- 8. Is Rocket Software going to raise prices? For example, will prices go up at my next renewal?**
 - If there are price increases associated with your renewal, the Rocket Software team will discuss them with you in advance.
- 9. Are there changes to the roadmaps for the WebConnect and ConnectiQ software?**
 - Both automation and terminal emulation solutions continue to be core to the Rocket Software portfolio. We have robust roadmaps in both areas, into which we are integrating the ConnectiQ and WebConnect solutions.
 - If you'd like to have a specific conversation about Rocket's roadmap for the products you use, please contact Rocket at support@rocketsoftware.com or at 781-577-4323 (Direct) / 855-577-4323 (Toll-free) and you'll be directed to your Rocket Account representative.
- 10. How often, and in what form, will I receive communications from Rocket Software?**
 - Rocket Account Executives have been assigned to each ConnectiQ and WebConnect account and will contact you to understand your communication preferences.
 - Rocket Customer Success Managers will be contacting you periodically to ensure that you are 100% satisfied with Rocket service delivery and ask about your experiences.
 - We'll provide notification of upcoming operational changes by email and/or phone.
 - With your permission, we'll notify you of upcoming product release highlights and strategic updates to product direction via Rocket Software Account Executives and Customer Success team members. We'll also post updates to our support website and the Rocket Forum.

Invoicing and Payment

1. What types of payment does Rocket Software accept?

- We accept payment by check, credit card, and bank/wire transfer.

2. For each payment type, where/how do I remit payment?

- Legal entity: Rocket Software, Inc.
- For checks and bank/wire transfers:

Wells Fargo Bank
420 Montgomery St
San Francisco, CA 94104
ABA/Routing #: 121000248
SWIFT Code: WFBIUS6S
Account #: 4124212382

- For payment via credit card or bank debit payment: <https://payments.rocketsoftware.com>

3. What currencies does Rocket Software accept?

- We accept payment in US dollars, Canadian dollars, Euros, Australian dollars, Japanese Yen, Swedish Krona, and South African Rand. Remittances must be made in the currency identified on your invoice.

4. ActiveOps/OpenConnect already has my PO. Will it still be valid, or do I have to provide a new one?

- Rocket Software will honor existing/previously submitted POs issued to ActiveOps/OpenConnect. Effective Feb 1, 2021, all new purchase orders must be issued to Rocket Software, Inc.
 - Please address POs to Rocket Software, Inc. 77 4th Ave, Waltham, MA 02451 USA
 - Please submit POs to orders@rocketsoftware.com.
 - If you have questions regarding Accounts Receivable balances, please contact us.accountsreceivable@rocketsoftware.com.

5. Does Rocket Software have a refund policy?

- We do not issue refunds.
- If you have an issue with your ConnectIQ or WebConnect products, please contact the Rocket Software Support team at support@rocketsoftware.com.

6. Who do I contact if I have a question about my invoice?

- If you have a question about your invoice or need to discuss an overpayment, duplicate payment, a credit balance due to termination, or a payment sent in error, please contact the Rocket Software Accounts team at us.accountsreceivable@rocketsoftware.com
- Include your company name, and invoice information (number, date, amount) as available.

7. Do I need to update my procurement system with new vendor and/or banking information?

- Yes, you will need to set up Rocket Software, Inc. as a supplier. Please see #2 above for banking information.

8. I need to change my contact on file due to personnel changes in my company; how do I do so?

- Please contact the Rocket Software team at orders@rocketsoftware.com.
- Information you will need to provide includes:
 - i. The new contact's first name, last name, and email address.
 - ii. Company name, a contact phone number, and the prior contact name the new contact is replacing.

9. Can I pay my invoice online?

- Yes, you can pay invoices via credit card or bank debit payment at <https://payments.rocketsoftware.com>.

Customer and Technical Support

1. How do I contact Rocket Software customer support after February 1st?

- Call us at one of the following support telephone numbers

Country	Toll-free telephone number
Australia	1-800-823-405
Belgium	0800-266-65
Brazil	0-800-591-8021
Canada	1-855-577-4323
China	400-120-9242
Deutschland (Germany)	0800-180-0882
France	08-05-08-05-62
Greece	800-848-1252
Italia (Italy)	800-878-295
Japan	0800-170-5464
Malaysia	1-800-814-479
Nederland (Netherlands)	0-800-022-2961
New Zealand	0800-003210
Portugal	800-180-202
Singapore	800-852-3337
South Africa	0-800-980-818
United Kingdom	0800-520-0439
United States	1-855-577-4323

- Or access online resources at <https://my.rocketsoftware.com/RocketCommunity/RCLogin>
- You can also send an email to support@rocketsoftware.com with your support issue
- Or just complete our web form at <https://www.rocketsoftware.com/support>
- Prior to February 1st, continue to access technical support at support.openconnect.com

2. How do I access self-service support articles?

- As we develop content, it will be posted to our online Knowledge Base, which can be found at <https://my.rocketsoftware.com/RocketCommunity/RCLogin>.

3. How do I check the status of open support issues and support ticket history?

- Log in to our support website at <https://my.rocketsoftware.com/RocketCommunity/RCLogin> and navigate to the "Cases" tab to see your open cases and case history.

4. Will there be any changes to my service level agreements and commitments?

- There will be no changes. The Rocket Software team is committed to your success and is standing by to help in

any way we can.

5. How long will my current software version(s) be supported?

- Rocket Software intends to continue supporting all customers with active maintenance agreements on the various software versions of ConnectiQ and WebConnect products.
- There is no plan to end support for ConnectiQ or WebConnect; should we decide to do that, we will provide ample time and notification to our valuable customers and partners.

6. How do I escalate a support ticket?

- If you need to escalate a ticket, please contact Rocket Software using one of the telephone numbers listed in #1 above.
- You can also log in to our support website at <https://my.rocketsoftware.com/RocketCommunity/RCLogin>, navigate to the "Cases" tab to see your open cases, and change the severity of your case to a severity 1.

7. Can I still access support using the ActiveOps/OpenConnect support portal?

- After February 1, 2021, support will only be available via Rocket Software.
- Please use the methods in #1 above to contact the Rocket Support team.

8. How do I download products I currently own and for which I have active support/maintenance agreements?

- To access product downloads, please log in to our website at <https://my.rocketsoftware.com/RocketCommunity/RCLogin> and navigate to the "Downloads" tab. You can then choose the product and locate the folder containing the base product files.

9. Where do I access product fixes, patches, and point releases?

- To access product updates, please log in to our website at <https://my.rocketsoftware.com/RocketCommunity/RCLogin> and navigate to the "Downloads" tab. Choose the product, then locate the folder for product fixes.

10. How do I request new and/or replacement license keys? Am I still able to access self-service tools in the ActiveOps/OpenConnect support portal?

- Self-service license key generation for new licenses and replacement license keys is being discontinued for ConnectiQ and WebConnect on February 1st. Until February 1st, continue to self-serve license keys using support.openconnect.com.
- To obtain new or replacement license keys, please open a case by sending an email to support@rocketsoftware.com or by following any of the methods to contact Rocket Support team in #1 above.
- After February 1, 2021, license key support will only be available via Rocket Software.

11. Where can I access product documentation and knowledge articles for my product?

- Once it becomes available, documentation can be accessed by logging in to <https://my.rocketsoftware.com/RocketCommunity/RCLogin> and navigating to the "Documentation" tab.
- Once they become available, Knowledge Base articles can be accessed by logging in to <https://my.rocketsoftware.com/RocketCommunity/RCLogin> and navigating to the "Knowledge Base" tab.
- Documentation will also be available on our public website at <https://docs.rocketsoftware.com>.

Professional Services

1. Will the consultants who deliver my services be changing?

- There are no planned changes to consulting assignments.
- If a change should become necessary, the Rocket Software Customer Solutions Engineering management team will work with you to ensure a smooth transition and your continued satisfaction.

2. Will the method and frequency of project status checkpoints be changing?

- Rocket Software follows a standard project delivery process for all customer engagements. We will first work with you to understand your expectations, then adapt any status checkpoints in a manner you are comfortable with.

3. How do I initiate a new services contract?

- Please contact your Rocket Account Executive to discuss new engagements.
- If you do not know who your Account Executive is, please email solutioning@rocketsoftware.com and we will work with you to initiate your request and introduce you to your Account Executive.

4. Who will be my primary contacts for service engagements, and what roles do they play?

- Your primary contact in a Rocket Software services engagement will be your Rocket Project Manager.
- If you have an active engagement, the Rocket Accounts team will introduce you to the Rocket Services management team, who will assist in transitioning your engagement to your Rocket Project Manager.

5. Are there any changes to the service levels I have come to expect from ActiveOps/OpenConnect?

- There will be no changes. The Rocket Software team is committed to your success, and stands by to help in any way we can. We will ensure that you are completely satisfied in our engagement with you.

6. I have a proposed statement of work in progress. Can this continue, or do we need to start a new one?

- Rocket will continue to work with you using your in-progress Statement of Work. The Rocket solutioning team will meet with you to understand your objectives and ensure continuity with the SOW so that Rocket is prepared to meet your expectations once contracted.

Engaging with Rocket Software

1. Does Rocket Software have an online customer community or user forum?

- You can join other Rocket Software customers, partners and Rocketeers on the Rocket Forum at <https://community.rocketsoftware.com>.
- We do not, at present, have a subforum for ConnectiQ, so please use the “Other Products” sub-forum for your questions.
- WebConnect customers should use the Terminal Emulation sub-forum, where we will continue to post information on all of Rocket’s terminal emulation products.

2. Can I follow Rocket Software on social media?

- You can find Rocket Software on the most popular social media platforms:
 1. [Rocket Software on Facebook](#)
 2. [Rocket Software on Twitter](#)
 3. [Rocket Software on LinkedIn](#)
 4. [Rocket Software on Instagram](#)

3. Do you offer opportunities to join Customer Advisory Boards or in-person user groups?

- For 30 years we’ve worked to build long-lasting relationships based on empathy, humanity, trust, and love. That’s why we created the Rocket President’s Advisory Council (RPAC), a hand-picked group of technology and business leaders that share our values and help shape our product roadmaps and company strategy. The insights and feedback we get from RPAC members help us make better decisions for Rocket on behalf of our customers and partners. You can learn how to join the RPAC at <https://www.rocketsoftware.com/rocket-presidents-advisory-council>.
- We currently do not host a user-group program but encourage you to join the online Rocket Forum. See #1 above to learn more.