



# OpenText Premium Support

Handbook for subscribers to the OpenText Premium Support program

## Overview

The Premium Support program described in this OpenText Premium Support Handbook (hereinafter referred to as “Handbook”) is governed by the then-current version of the applicable Software Maintenance Program Handbook (“SMPH”) and is an “Additional Program”, as defined in the SMPH. In order to purchase Premium Support, the OpenText customer (“Customer”) must be a subscriber, through the duration of the Premium Support program, to one of the OpenText Software Maintenance Programs. Capitalized terms referenced herein but not defined herein shall have the meaning assigned in the SMPH.

Customer’s purchase of Premium Support or the commencement of performance 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 negotiated, signed agreement between OT and Customer, this Handbook shall prevail but only with respect to the OT Premium Support program services provided hereunder.

## Premium Support – Program Deliverables

The following table lists the specific deliverables associated with the Premium Support program.

Refer to Exhibit 1 for a more detailed description of these services.

	Premium Support				
	Named Support Engineer (NSE)	Technical Account Manager (TAM)	Solution Support Engineer (SSE)	Dedicated Support Engineer (DSE)	Enterprise Support Manager (ESM)
<b>Target response times during business hours</b>	1 hr (Sev 1&2) 4 hrs (Sev 3)	N/A	30 min (Sev 1) 1 hr (Sev 2) 4 hrs (Sev 3)	15 min (Sev 1) 1 hr (Sev 2) 4 hrs (Sev 3)	N/A
<b>Designated engineer for problem resolution</b>	☑		☑	☑	
<b>Designated technical advisor</b>		☑	☑	☑	
<b>Priority handling for Sev 1 after hours and weekend</b>			☑	☑	
<b>Full-time remote or onsite</b>				☑	
<b>Escalation management and incident reviews</b>	Provided by SAM*	Provided by TAM	Provided by SAM*	Provided by SAM*	Provided by ESM
<b>Proactive support account management</b>					☑
<b>Onsite days</b>		4 days/year	4 days/year	**4 days/week	4 days/year
<b>Dedication level</b>	6 customers 35 SRs/year	6 customers	4 customers	1 customer	6 customers
<b>Product coverage</b>	Product area	Product area	Product area	Custom	Product group

\*Support Account Manager (SAM) bundled with NSE, SSE and DSE

\*\*if staffed onsite

## Terms and Conditions

1. The Premium Support program period shall be for twelve (12) months unless otherwise agreed by OT and Customer in writing.
2. The terms in this Handbook shall apply to the program deliverables defined herein for the Premium Support program. Any additional services requested by Customer will require a separate agreement and be subject to OT's current price list.
3. Customer may designate up to an additional five (5) POCs when subscribing to the Premium Support program. Customer's total number of POCs shall not exceed a combined number of fifteen (15) POCs through subscriptions to the OT Software Maintenance Programs. Additional POCs over and above the designated or total amount may be available for purchase under the terms and conditions of the SMPH.
4. The assigned Premium Support expert will deliver remote technical support during a regular eight (8) hour business day, local hours – Monday through Friday, excluding holidays. Support Requests reported outside of a standard business day may be addressed by technical resources from our global centers of excellence and based on the OT Software Maintenance Program the customer has subscribed to. Customer may also purchase Premium Support experts in multiple regions for global Premium coverage.
5. OT may assign alternate technical resources from time to time, as required for delivery of the Premium Support program.
6. Premium Support services are delivered in the English language, although local language may be available for an additional fee.
7. Premium Support delivery is provided from a location chosen by OpenText. In-country resources may be available for an additional fee.
8. Premium Support services are provided for products covered by the applicable OT Software Maintenance Program and, where available, for third party products resold by OT.
9. Support of OT Software customizations is not included but may be provided through a separate agreement at an additional cost.
10. The Premium Support program will automatically renew each year unless either party notifies 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.
11. OT reserves the right to increase the Premium Support fees on an annual basis up to 10% per annum.
12. Customer may purchase a Premium Support engineer or account manager for as many product areas as needed; for different regions, countries or time zones; and for different organizations in Customer's business.
13. Premium Support services may not be available for all OpenText products in all regions. Each request will be reviewed to determine if OpenText can deliver the relevant service; if not, Customer will be notified accordingly.
14. A Dedicated Support Engineer may not be available on-site in all locations.

## Exhibit 1

This exhibit provides an overview of the services delivered under Premium Support.

### Target Response Times

- The Premium Support target response times listed in the table are provided during regular business hours, local support center time, Monday through Friday excluding holidays.
- Severity levels are defined in the [Software Maintenance Program Handbook](#).
- Outside of business hours, the customer may contact Customer Support and will receive target response times in accordance with the Software Maintenance Program the customer subscribes to and as listed in the [Software Maintenance Program Handbook](#).

### Problem Resolution

- The NSE, SSE and DSE are a single point of contact for a customer's technical support for a specific OpenText product area. This regular contact allows the engineer to become familiar with Customer's software environment, IT practices and business priorities, which results in the engineer providing a more personalized level of support.
- The NSE, SSE and DSE are senior support engineers with in-depth knowledge of a specific OpenText product area, which allows them to move more quickly to a deeper level of troubleshooting. They attempt to resolve support requests (SRs) up to the SR allocation or time indicated in the above table: 35 support requests for the NSE, up to 25% of SSE's time, and up to full-time for the DSE subject to reasonable administrative time.
- With the exception of the DSE which in some situations may be staffed onsite, problem resolution is provided remotely via telephone, email or web.

### Technical Advisor

- The TAM, SSE and DSE provide proactive technical guidance, which is focused on advice regarding optimal configuration and maintenance of Customer's OpenText solution to enhance stability and performance and prevent problems, mentoring to increase the skill of Customer staff, solution succession planning, and guidance on leveraging value from the features and functionality of the product.
- These engineers provide an annual supportability assessment to review the health of Customer's OpenText software, update an operational profile annually to maintain familiarity with Customer's software environment, and provide quarterly technical reviews.
- These engineers may also review upcoming projects such as upgrades and migrations, and upcoming OpenText product releases and patches to advise on best practices from a supportability perspective.

## Priority Handling for Severity 1 issues Outside Business Hours

- For the SSE and DSE, Severity 1 SRs opened outside of business hours will receive a target response of 1 hour with prioritized handling. Severity levels are defined in the applicable [Software Maintenance Program Handbook](#).
- Priority handling outside of business hours is only available if the Software Maintenance Program customer subscribes to allows for support outside of business hours.

## Fully Dedicated Support

- The DSE is dedicated full-time (subject to reasonable administrative time) to providing technical support for Customer's OpenText solution.
- DSEs may be staffed remotely or, if available, at Customer's site.
- If a DSE is staffed at Customer's site, they may work at Customer's site up to 4 days per week or less, depending on the typical practice of Customer's IT staff. The remaining business days will be worked remotely.
- If the DSE is remote, the DSE may visit Customer's site up to 4 days per year.
- With a full-time level of dedication, the DSE may become more familiar with Customer's software environment, IT projects and business priorities and may contribute as a more integrated member of a Customer team, while retaining a priority escalation path to OpenText resources and knowledge.

## Escalation Management and Incident Reviews

- A Support Account Manager (SAM) is included with the NSE, SSE and DSE package to provide escalation management for Severity 1 SRs, quarterly SR review meetings, an annual support business review, and onboarding and advocacy. SAMs work with approximately 20 customers.
- NSE, SSE and DSE Customers may upgrade the SAM to the full proactive services of the ESM for an additional fee.
- TAMs and ESMs may also provide escalation management, weekly to monthly SR review meetings and onboarding and advocacy.

## Proactive Support Account Management

- ESMs are senior, non-technical account managers who manage and coordinate the support experience for a Customer.
- The ESM provides onboarding for a Customer and creates a customer support plan to document key processes, contacts, escalation paths, and resources and tools to help facilitate a more successful support experience with OpenText.
- The ESM hosts a quarterly Support Business Review to discuss support activity, upcoming projects and business priorities, product upgrade plans and education needs.
- The ESM manages a support dashboard to track and provide proactive oversight of SRs to manage their progress. The ESM hosts SR calls weekly or monthly to review SR status and progress.

- The ESM provides escalation management to help ensure necessary resources are engaged and both Customer and OpenText leaders are kept informed.
- The ESM serves as an advocate for Customer with OpenText leaders and technical organizations.

## Onsite Days

- The TAM, SSE and ESM will visit a customer's site up to 4 days a year. These onsite visits may be waived at the customer's request.
- If the DSE is staffed remotely, the DSE will provide up to 4 onsite days a year. If a DSE is staffed at the customer's site, they may work at the customer's site up to 4 days a week or less, depending on the typical practice of the customer's IT staff. The remaining business days will be worked remotely.

## Dedication Level

- Premium Support experts are assigned on average to work with the number of Customers indicated in the above table. Additionally, the NSE will work up to 35 SRs a year.
- When the customer's Premium Support expert is not available, such as during vacation or sickness, a back-up expert will be provided.
- If Customer requires additional time, Customer may request another time-slot for a resource (if available), add an additional resource, or upgrade to a resource with a higher level of dedication.

# 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://opentext.com).

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