



The Information Company

# Software Support Terms and Conditions

(Austria)

Access and use of Software Support services are provided by Open Text (“**OT**”) in accordance with these Software Support Terms and Conditions (“**Support Agreement**”) and the then current Software Maintenance Program Handbook (“**SMPH**”) located at [www.opentext.com/agreements](http://www.opentext.com/agreements). Licensee agrees that by purchasing Support Services, the terms of this Support Agreement govern. If there is any inconsistency between the provisions of this Support Agreement and any applicable Software Maintenance schedule, quotation or renewal notice (“**Schedule**”), the Schedule will prevail to the extent of the inconsistency. Capitalized terms referenced herein but not defined herein shall have the meaning ascribed in the Software Maintenance Program Handbook.

1. **Definitions.** The following terms shall have the following meaning:

“**Covered Software**” shall mean the licensed software for which maintenance services shall be provided including all documentation provided or made available;

“**Maintenance Fees**” shall mean the fees and other amounts due to OT for Support Services;

“**Support Services**” means the software maintenance and support services described in the then current version of the SMPH available at [www.opentext.com/agreements](http://www.opentext.com/agreements);

“**Support Services Term**” means each twelve (12) month period beginning on the date the Covered Software is delivered by OT to Licensee (which may be accomplished by making the Covered Software available by electronic download) or the anniversary thereof.

2. **Support Services.** Support Services will be provided by OT subject to Licensee’s compliance with its obligations under this Support Agreement and the applicable agreement under which Licensee licenses the Covered Software (“**License Agreement**”).

3. **Support Services Exclusions.** OT shall have no responsibility to provide Support Services to Licensee with respect to any problem with the Covered Software caused by: (a) any software, device, or other product not supplied by OT; (b) neglect, misuse, alteration, modification, and/ or enhancement to the Covered Software by any party other than OT; (c) failure of Licensee to provide a suitable installation or operating environment for the Covered Software; (d) use of the Covered Software for a purpose other than the purpose for which it was designed; (e) use of the Software on a computer platform other than the platform authorized by OT (which may be specified in the Documentation accompanying the Covered Software); or (f) failure of Licensee to install any support software provided by OT.
4. **Determination of Support Services Term.** The initial Support Services Term shall commence on the date the Covered Software is provided by OT to Licensee. Renewal of the Support Services is automatic, unless either party provides written notice ninety (90) days prior to the anniversary date. If Licensee cancels Support Services and then wishes to reinstate Support Services, Open Text may charge Licensee a reinstatement fee in addition to the Maintenance Fees.
5. **Payment of Maintenance Fees.** All amounts due are due and payable upon delivery of the applicable invoice to Licensee. OT shall be entitled to charge interest on all amounts overdue by more than thirty (30) days at the rate of one and one-half percent (1.5%) per month, to the extent permitted by law. Licensee will be obligated to pay the applicable entire annual Maintenance Fee with respect to the Covered Software licensed from OT, failing which OT may suspend some or all of the Support Services until payment has been received.
6. **Limited Warranties.**
  - 6.1. **Limited Support Services warranty.** Until the occurrence of the statute of limitations outlined in section 6.6.5, OT warrants to Licensee that the Support Services delivered to Licensee under this Agreement: (a) will be free of all known viruses at the time of first delivery to Licensee; and (b) will perform substantially in accordance with its accompanying Documentation.
  - 6.2. **Supplementary performance in the event of material defects (“Sachmängel”).**
    - 6.2.1. If Licensee provides notification of material defects for which OT is liable as material defects, OT shall provide supplementary performance free of charge within an appropriate period and shall in relation to the execution time take into account the difficulty of rectifying the material defect and its impact for Licensee.
    - 6.2.2. Supplementary performance may be effected, at OT’s option, by rectifying the material defect or by delivering new software or physical media. OT may also provide an update, upgrade or more recent version of the software for supplementary performance purposes, provided that this is reasonable for Licensee.
    - 6.2.3. The material defect may also be remedied by means of written instructions on how to act, or instructions on how to act provided over the telephone, to Licensee by way of remote data transmission or dispatch of data carriers with corrective software. In these cases, in so far as this is reasonable, Licensee is obliged to implement instructions on how to act, to enable remote data transmission or remote access by OT to the defective Covered Software and/or to input corrective software immediately after it is delivered. A technical software workaround also constitutes rectification of a material defect if it does not considerably impair the use of the Covered Software for the contractually envisaged purpose and the workaround is reasonable for Licensee.

**6.3. Failure of supplementary performance in the event of material defects.**

6.3.1. If a material defect cannot be rectified within an appropriate period or if supplementary performance or replacement delivery fails for other reasons, Licensee may at its option demand a reduction of the Maintenance Fees, or terminate the Agreement and assert a claim for compensation of damages or fruitless expenditures within the limits of section 7 of this Support Agreement. Termination is excluded only in case of only insignificant defects in the Covered Software.

6.3.2. Supplementary performance has not failed until OT has been given at least two (2) opportunities to effect supplementary performance or replacement delivery. After a failed second attempt of supplementary performance, OT shall only be granted further attempt(s) of supplementary performance if reasonably required due to the complexity of the matter, unless further attempt(s) are unreasonable for the Licensee. The supplementary performance has also failed if supplementary performance is impossible due to objective or subjective reasons or if supplementary performance is refused by OT with grounds of reasonability or if the supplementary performance has been exceeded or the supplementary performance is combined with major inconvenience or unacceptability for the Licensee.

6.4. **Supplementary performance in the event of defects of title (“Rechtsmängel”).** OT will at its absolute discretion (a) obtain for Licensee a nonexclusive license to continue using the Covered Software; (b) replace the infringing portion of the Covered Software as far as this is reasonable for Licensee in consideration of the purpose of this Support Agreement; or (c) modify the infringing portion of the Covered Software without reasonable degradation in functionality in order to make it non-infringing.

OT shall defend Licensee from any claims, suits, actions or proceedings brought against Licensee in a court of competent jurisdiction by a third party which allege an infringement of such third party's patent, copyright, or trade secret rights of which OT is aware existing under the laws of the covered countries, and in any judgment finally awarded, for which all avenues of appeal have been exhausted, or any final settlement in connection with any such claims, provided all of the conditions set out above related to the defense of such claims are satisfied.

The Licensee (a) will immediately notify OT in writing when first becoming aware of each such claim and its reasons; (b) will grant OT sole control over the litigation and all associated actions with respect to such claim as far as reasonable and will support OT as far as necessary; (c) will provide all reasonable assistance, information and authority to OT which is required to enforce the actions mentioned in (b); and (d) will not make any admission against OT's interests and does not agree to any settlement of any claim without the prior written consent of OT unless made pursuant to a judicial request or order and (e) will enable OT to choose and instruct a lawyer.

6.5. **Failure of supplementary performance in the event of defects of title.** In case supplementary performance according to section 6.3.2 is not possible, OT shall take back the infringing Covered Software or the infringing portion of the Covered Software. If supplementary performance is not reasonable available as determined by OT, Licensee may at its option demand a reduction of the Maintenance Fees, or terminate the Agreement. Termination is excluded in case of only insignificant defects in the Covered Software.

6.6. **Common provisions for material defects and defects of title.**

- 6.6.1. In the event of wilful act or gross negligence of OT, in case of malicious concealment of a defect, physical injury, guarantees (Article 880a of the Austrian Civil Code “ABGB”) and claims in accordance with the Product Liability Act (“Produkthaftungsgesetz”), the statutory limitation periods apply.
- 6.6.2. Material defects and/or defects of title which occur shall be documented by Licensee in a manner comprehensible to OT (e.g. in the case of material defects by means of screenshots, error messages and defect records) and shall be reported in writing immediately after determination of any such defect.
- 6.6.3. OT reserves the right to invoice Licensee for (a) additional costs which arise as a result of a reallocation of the software by Licensee to a location other than the contractually agreed installation location (if this occurs) and/or (b) additional costs which arise as a result of Licensee culpably failing to comply with its obligations to cooperate in accordance with this Support Agreement and/or (c) additional costs which are based on material defects in the software which are asserted by Licensee but do not exist and/or (d) material defects in the Covered Software which arise exclusively as a result of culpable faulty operation and/or (e) additional costs based on non-observance of the software description in accordance with the respectively valid price list for the service.
- 6.6.4. Licensee is not authorized to rectify defects in the Covered Software itself or have them rectified by any third party (replacement performance) unless (a) OT has been given adequate opportunity to effect supplementary performance and the defect has not been rectified; (b) a right to effect self-remedy exists in accordance with other provisions of this Support Agreement and/or (c) OT ultimately refuses to rectify the defects.
- 6.6.5. Statute of limitation. Claims based on material defects or defects of title in the Covered Software become time-barred after twelve (12) months. Statute of limitation shall start with delivery of the Support Services.
- 6.6.6. Compensation or reimbursement of futile expenditure. In the event of a Claim, OT shall provide compensation or reimburse futile expenditure on the basis of a defect within the limitations outlined in section 7 of this Support Agreement.

## 6.7. Warranty Exclusions.

- 6.7.1. **Material defects.** The warranty in sections 6.1 to 6.3 shall not apply to any material defect caused by: (a) any change to the software caused by the Licensee, except where such changes were made by OT in relation to the provision maintenance and support services or Licensee proves that defects which have arisen are not attributable to the change/modification and that error analysis and rectification by OT is not effected thereby; (b) Licensee’s failure to provide an installation or operating environment for the software according to the Documentation; (c) use of the software on a software or hardware platform not approved by OT in writing; (d) software, hardware, firmware, data, or technology not licensed or approved by OT in writing; (e) any telecommunications medium used by Licensee; (f) Licensee’s own computer system; or (g) failure of Licensee and/or user to comply with the Documentation.
- 6.7.2. **Defects of title.** The warranty in section 6.4 shall not apply in case such claim arises solely as a result of Licensee’s use of the software within one or more of the covered countries not in accordance with the provisions of this Support Agreement and the applicable

Documentation, and provided: (a) the alleged or actual infringement was caused by the use of a superseded version of the software if the infringement would have been avoided by the use of a then-current release of the software; and (b) the alleged or actual infringement was caused by the modification of the software by any party other than OT; (c) the alleged or actual infringement was caused by the combination or use of the software with software, hardware, firmware, data, or technology not licensed to Licensee by OT or approved by OT in writing; or (d) unlicensed activities of the Licensee.

7. **Limitation of Overall OT Liability.** OT's total liability for any and all Claims shall be subject to the limitation set out herein:
  - 7.1. **Unlimited liability.** OT shall be liable without limitation (a) in the event of intentional acts and gross negligence; (b) in the event of damage or loss arising from death or personal injury irrespective from the level of culpability; or (c) in case of acceptance of a guarantee by OT or (d) in case of fraudulent concealment of known defects.
  - 7.2. **Gross negligence and cardinal obligations.** In addition, OT shall be liable without limitation in case of a material breach of contractual obligations which jeopardize attainment of the contractual purpose (cardinal obligations) to the extent that OT acted gross negligently.
  - 7.3. **Simple negligence and cardinal obligations.** OT shall be liable for a breach of cardinal obligations in case of only simple negligence up to the limited extent that is typically contractually foreseeable.
  - 7.4. **Other cases.** If none of the cases specified in sections 7.1, 7.2 or 7.3 applies, OT's liability is excluded.
  - 7.5. **Statute of limitation.** Section 6.6.5 applies accordingly to the limitation period with the proviso that the statutory limitation period applies to claims in accordance with section 7.1.
  - 7.6. **Contributory negligence and data backup.**
    - 7.6.1. If damage or loss is attributable both to fault by OT and to fault by Licensee, Licensee must allow its contributory negligence to be taken into account.
    - 7.6.2. In particular, Licensee is responsible for regular backup of its data. In the event of a loss of data based on the fault of OT, OT shall be liable only for the costs of copying the data in the backup copies to be created by Licensee and for reconstructing the data which would have been lost even if backup copies had been created at regular intervals.
  - 7.7. **Product Liability Act.** Liability under the Product Liability Act is not affected.
  - 7.8. **Liability for third parties acting.** If OT's liability is excluded or limited, this also applies to the personal liability of OT's employees, representatives and vicarious agents.
8. **Covered Software.** All Covered Software provided to Licensee under this Support Agreement is licensed to Licensee on a non-exclusive, non-assignable, and non-transferable basis in accordance with the provisions of the License Agreement.
9. **Term and Termination.** The Support Agreement shall begin on the date of execution and shall continue until terminated in accordance with the provisions of this Support Agreement. If Licensee fails fully to remedy a material breach within thirty (30) days of notice by OT, including failure to pay

an invoice, OT may terminate this Support Agreement upon the provision of written notice to Licensee. OT may immediately terminate this Support Agreement in the event that the License Agreement is terminated. Either party may terminate this Support Agreement if the other party: (a) becomes insolvent; and (b) has a receiver or receiver manager appointed with respect to it or any of its assets. The provisions contained in Sections 5, 7, 9 and 10 of this Support Agreement shall survive any termination.

## 10. General Provisions.

- 10.1. **Assignment.** Licensee shall not assign, or transfer this Support Agreement or any right or obligation hereunder, including by operation of law or otherwise, without OT's prior written consent, which consent shall not be unreasonably withheld.
- 10.2. **Notices.** Any notice under this Support Agreement must be given in writing and is deemed effective when sent either: (a) via certified or registered mail, postage prepaid, or (b) via express mail or nationally recognized courier service to the other party's address specified in the applicable order form. Notices to OT should also be sent to the attention of the General Counsel.
- 10.3. **Amendments.** Any changes in and amendments to this Support Agreement shall only be made in writing. This shall also apply to any changes in this section "Amendment".
- 10.4. **Governing Law.** This Support Agreement and each party's performance hereunder shall be governed by the laws of the Republic of Austria excluding (a) its conflicts and choice of law rules, and (b) the United Nations Convention on Contracts for the International Sale of Goods (CISG) from 11.04.1980. Except for a request by OT for injunctive or other equitable relief, any dispute arising out of this Support Agreement will be subject to the commerce court of Vienna. The prevailing party will be entitled to an award of its reasonable attorney's fees and court costs.
- 10.5. **Export Laws.** Software and Program(s), including Documentation and technical data, is subject to U.S. export control laws, including the U.S. Export Administration Act and its associated regulations, and may be subject to export or import regulations in other countries. Licensee agrees to comply strictly with all such regulations and acknowledges that it has the responsibility to obtain licenses to export, re-export, or import Software, Documentation and/or technical data.
- 10.6. **Waiver; Severability.** The waiver or failure of a party to exercise in any respect any right provided herein shall not be deemed a waiver of such right. If any provision of this Support Agreement is invalid, illegal or unenforceable under any applicable statute or rule of law, such provision shall be deemed severed from this Support Agreement but all remaining provisions shall continue in full force and effect.
- 10.7. **Headings.** The headings contained in this Support Agreement are intended for convenience or reference only and shall not control or affect the meaning or construction of any provisions of this Support Agreement.
- 10.8. **Entire Agreement.** This Support Agreement and the corresponding Software Maintenance Program Handbook is the complete and exclusive statement of the agreement between OT and Licensee. This Support Agreement may not be amended, except by written agreement.

## 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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