

Rocket Software Former OpenText Products Extended Support Handbook

Program Overview

Once the Current Maintenance period ends, the product release enters Sustaining Maintenance. If a Software Maintenance subscriber needs the ability to open Support Requests on product releases in Sustaining Maintenance, an Extended Support plan must be purchased. The Extended Support Plan is an addition to existing Software Maintenance and Support fees.

This Rocket Software Former OpenText Products Extended Support Program (Extended Support) extends the ability of Customers to receive Support Services, Product Patches for Support Requests classified as Critical (including security impacting issues), as defined by Rocket Software, and for up to two years from the date the product release has reached the end of the Current Maintenance period and is available in Sustaining Maintenance.

Extended Support features include:

- Ability to open a Support Request for product releases in Sustaining Maintenance
- Ability to request a Product Patch for Support Requests classified by Rocket Software as Critical, including security issues

Services included	Current Maintenance	Sustaining Maintenance	Extended Support*	Limited Extended Support**
Critical (P1) fixes for a product that has entered Sustaining Maintenance*			☑	
Product Research and Development including innovations, platform compatibility and regulatory, compliance, data privacy, and security updates	☑			
Product patches and latest releases/versions	☑	Existing only	Existing only	Existing only
Online issue reporting	☑		☑	☑
Online Knowledge Base	☑	☑	☑	☑
Call handling/issue resolution with the next available product specialist	☑		☑	☑

Hours of operation are determined by Customer's software maintenance program.

*Critical Issues as defined in the applicable Rocket Software Software Maintenance Program Handbook. Refer to <https://www.rocketsoftware.com/company/trust/agreements> for full terms and conditions.

**Limited Extended Support is available once the Extended Support term ends.

Terms and Conditions

1. Extended Support is in addition to the Software Maintenance Program. All terms and definitions from the applicable Rocket Software Software Maintenance Program Handbook apply to Rocket Software Extended Support unless explicitly stated otherwise in this Extended Support Handbook.
2. Customer must be a subscriber, through the duration of the Extended Support program (Extended Support), to the Software Maintenance Program.
3. The minimum term for Extended Support (or Limited Extended Support) is 12 months. All fees are non-refundable.
4. Extended Support Program is available for most solutions that have reached the end of their Current Maintenance period and are available in Sustaining Maintenance.
5. Extended Support is available for up to two years from the date the product release enters Sustaining Maintenance.
6. Extended Support is available for eligible product releases only to address new, non-duplicate production-down issues raised as bugs by customer and as confirmed by Customer Support from the date the product release enters Sustaining Maintenance.
7. Resolution may be provided by a Product Patch or a workaround. may not be able to provide a resolution for all reported errors, but will use commercially reasonable efforts to downgrade the severity of the issue to level 2 or 3.
8. Any required Product Patch will be made available only in the most recent Update of the product release that has entered Sustaining Maintenance. If a customer is on an older patch, the customer will first need to apply the most recent Update.
9. Extended Support shall be available only to fix those issues, including security issues, that Rocket Software Customer Support recognizes as a product bug, and not to introduce new functionality, or retro-fit functionality or fixes, available in later releases of the Covered Software. Extended Support is available only for officially supported module, platform and client combinations. "Officially supported" status is determined on a case-by-case basis during the initial SR review process using Documentation for the module(s) in question.
10. Rocket Software Product Management review any Rocket Software-identified or Customer-reported critical issues (and security issues) and based on commercially reasonable efforts, schedule for a fix, which may be a release in Extended Support, Current Maintenance, or a future release.

11. The Extended Support period is as specified on the Renewal Notice or Order Form.
12. Product Patches on any customizations or non-Rocket Software products are NOT included.
13. Rocket Software is not responsible for providing Extended Support to the extent that addressing production down issues is dependent on unresolved issues with third party products including, but not limited to, unavailability of third party support.
14. Extended Support is not available for third party products. The software lifecycle for third party products resold by Rocket Software is established by third party vendors only.

Limited Extended Support Disclaimer

15. Once the Extended Support term ends, Rocket Software will only provide commercially reasonable troubleshooting support (Limited Extended Support). For some solutions, including due to dependencies on third party releases, the product may be eligible for Limited Extended Support only.
16. All Support Requests are reviewed and evaluated by Rocket Software Customer Support for response and resolution.
17. If an issue is identified and determined to be a product bug in the product release in Sustaining Maintenance, Rocket Software Customer Support will attempt to reproduce the issue with a release under Current Maintenance, and if reproducible, request a fix, which may be addressed in a release under Current Maintenance or a future release only.