

## **Addendum to Former Micro Focus Business Support Agreement**

### **Visual COBOL and Enterprise Products Only**

**Date last updated: February 12, 2026**

This Addendum provides a description of and additional terms and conditions under which Rocket Software, Inc. or its affiliate designated in the entity table located at <https://www.rocketsoftware.com/company/legal/AMC-assigned-entity>, based on where you are located, will provide extended support as described herein (“Extended Support”) to the purchasing entity (“you” or “Customer”) from Rocket Software or an authorized reseller. This Addendum amends and is made part of the Rocket Software Business Support Agreement. To the extent that there is any conflict between the provisions of this Addendum and the provisions of the Business Support Agreement, the provisions of this Addendum shall control. “Rocket Software” or “our” shall mean the Rocket Software legal entity authorized to license the software for which Extended Support is purchased in the country in which these services are provided. All terms not defined herein are defined in the applicable Business Support Agreement available at <https://www.rocketsoftware.com/company/trust/agreements>.

### **Product Lifecycle and Extended Support**

Rocket Software Visual COBOL and Enterprise Suite product versions follow a defined 4-year Support lifecycle: one year of active support, a status that includes full technical support and engineering updates (e.g. defect fixes and enhancements) (“Active Support”), followed by three years of stable support, a status during which technical support continues but engineering changes are limited (“Stable Support”). After Stable Support, the product version enters the end of development phase, the point at which no further product development changes, such as defect fixes or enhancements, will be made available for that version (“End of Development”).

In End of Development, Customers with a valid Business Support Agreement may continue to open support cases and receive assistance in the form of advice, guidance and issue avoidance. If Customer requires continued access to engineering services – such as Critical defect fixes – for a product version in End of Development, Extended Support

must be purchased. Extended Support fees are additional to those under an existing Business Support Agreement.

### **Extended Support Program**

The Rocket Software Extended Support Program allows Customers to receive technical support and hot fixes for incidents classified as Critical, for up to two years following the transition of a product version into End of Development. This program is available for approved product releases and may be required in scenarios where Customers need additional time to complete upgrades or maintain continuity of operations beyond the standard Support lifecycle.

To ensure uninterrupted access to engineering services for product versions entering End of Development, Extended Support must be purchased within the final 12 months of the Stable Support period. Late enrollment may result in gaps in support coverage or limitations in available services.

Extended Support features include:

- Ability to open incidents for products that have reached End of Development and
- Ability to request a hot fix for incidents classified by Rocket Software as Critical.

Refer to the product roadmap for availability.

### **Terms and Conditions**

1. Customer must have an active Support agreement through the duration of the Extended Support program.
2. The minimum term for Extended Support is 12 months. All fees are non-refundable.
3. Extended Support is available for eligible product versions after End of Development. To avoid service disruption, it must be purchased before the end of Active or Stable Support. Late enrollment may result in reduced or unavailable support services.
4. Extended Support is available for up to two years from the date the product version release enters the End of Development stage.

5. Resolution may be provided by a patch, hot fix or a workaround. Rocket Software 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 (as described in the Rocket Software Business Support Agreement).
6. Any required patch or hot fix will be made available only in the most recent patch of the product release that has entered End of Development. If Customer is on an older patch, Customer will first need to apply the most recent patch.
7. Extended Support shall be available only to fix those issues, including security issues, that Rocket Software customer support recognizes as a product defect, and not to introduce new functionality, or retro-fit functionality or fixes, available in later releases of the Software.
8. Extended Support is available only for officially supported module, platform and client combinations. "Officially supported" status is determined on a case-by-case basis at Rocket Software's sole discretion during the initial incident review process using documentation for the module(s) in question.
9. Hardware is excluded from Extended Support; including both hardware appliances and certification and testing of software to work with hardware environments.
10. Rocket Software Product Management reviews any Rocket Software-identified or Customer-reported Critical issue (or security issue) and based on commercially reasonable effort schedules for a fix; which may be in a release in Extended Support, Active or Stable Support, or a future release.
11. The Extended Support period is as specified on the renewal or order form.
12. Patches or hot fixes 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.
15. If an issue is identified and determined to be a product defect in the product release in End of Development, Rocket Software customer support will attempt to reproduce the issue with a release under Active Support, and if reproducible, request a fix, which may be addressed in a release under Active Support or a future release only.



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To see which product versions qualify for Extended Support, view the Lifecycle dates for your product release:

[https://docs.rocketsoftware.com/bundle/product\\_lifecycle\\_v1/page/product-lifecycle.html](https://docs.rocketsoftware.com/bundle/product_lifecycle_v1/page/product-lifecycle.html)

View the Business Support Agreement that governs your Support Plan:

<https://www.rocketsoftware.com/company/trust/agreements>.

Learn more at [www.rocketsoftware.com](http://www.rocketsoftware.com)