

Rocket Software former OpenText Product Prime Protect

Software Maintenance Program Handbook

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1. Introduction

Welcome to Rocket Software, Inc.'s Prime Protect Software Maintenance Program. This handbook provides you with information about the policies and processes designed with your support needs in mind. Please use this as a guide to help you get the most out of your investment in Rocket Software solutions.

The Prime Protect Software Maintenance Program Handbook (the "Handbook") describes the Rocket Software Prime Protect Software Maintenance Program services offered for Rocket Software software licensed from Rocket Software and for which you have purchased the support services described herein. We also offer fee-based enhanced support programs that allow organizations to extend their support coverage depending on their business needs. They are available to any current subscriber of the Rocket Software Prime Protect Software Maintenance Program and may be described in section 5 of the Handbook.



1.1 Definitions

“**Additional Program**” refers to fee-based enhanced programs, which may be outlined in Section 5 herein.

“**Classification**”, “**Classified**” or “**Classify**” refers to the Rocket Software designated priority of the Support Request.

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

“**Customer Service Portal**” refers to the Rocket Software online access point for links to and information regarding Rocket Software customer support, available to Rocket Software Prime Protect customers.

“**Current Maintenance**” – a defined period of time from the release date of the Covered Software which includes:

- Unlimited number of Support Request submissions
- Product Patches and/or Releases
- The ability to request enhancements or new features and report Errors
- Access to the Customer Service Portal (Documentation, technical articles, discussion forums, webinars and events)
- Requires customer active software maintenance and annual renewal

“**Days**” refers to business days, which are 5 days x 8 hours Monday through Friday, except for regional statutory holidays.

“**Documentation**” refers to user guides, operating manuals, and release notes in effect as of the date of delivery of the applicable Covered Software, made generally available to Rocket Software’s end users by Rocket Software.

“**Error**” refers to any verifiable and reproducible failure of the Covered Software to perform substantially in accordance with its accompanying Documentation, as applicable, for such Covered Software.

“**Expiration**” shall mean the ending of a Term whether occurring through termination or cancellation.

“**Initial Term**” refers to the twelve months beginning on the Start Date.

“**Rocket Software**” refers to Rocket Software, Inc. and/or its subsidiaries/affiliates offering the maintenance

2. Support Services

2.1 General

2.1.1 Hours and Rocket Software Support Services Location Information

Support Services are available 7x24 for Critical and High support requests (as defined in section 2.3.2 of this SMPH). For Moderate and Low Support Requests, Support Services are available 5x8 *Monday through Friday, except for regional statutory holidays. Support Services hours are based on the country where the customer is located and purchased the Covered Software.

Support Services are delivered from a support location in the same region as where the customer is located and purchased the Covered Software, or from an alternate support location as determined by Rocket Software. Where an alternative support location is used by Rocket Software, regional statutory holidays for such alternative support location shall not impact the Support Services hours for customer.

Communication relating to an SR will be made in English, unless, at Rocket Software's discretion, the support center responsible for processing is able to offer communication in another language as a convenience to the customer. Rocket Software may not be able to provide any information in a language other than English in the event an SR is transferred to a different support center.

*For customers in the Middle East, Support Services are available 8 hours a day, 5 days a week, Sunday through Thursday, except for regional statutory holidays, for moderate and low Support Requests.

2.1.2 Point(s) of Contact

Support Services are provided to your Point of Contact (POC). The POCs must have knowledge of, and the administrator permissions for, the Covered Software sufficient to provide Rocket Software customer support with the information and undertake actions required to achieve a resolution of the SR as described below.

POCs are generally the administrators and other members of your technical staff.

A unique support renewal contract for the Covered Software will be assigned to each software maintenance and support order you place with Rocket Software. You may designate up to six POCs for each support renewal contract. The POCs may only contact Rocket Software customer support in accordance with section 2.1.1.

2.1.3 Software Updates

Releases to Covered Software will be made available to you as part of the Rocket Software Prime Protect Software Maintenance Program at no additional charge if and when such Releases are generally released to all Rocket Software Prime Protect Software Maintenance Program subscribers. To receive such Releases, the Rocket Software Prime Protect Software Maintenance Program must be subscribed to at time of Release and request. Subscribers are notified about new Releases in regular information bulletins and via the Customer Service Portal.

You are encouraged to run the most recent Release of the Covered Software. In most instances, Rocket Software will support each Release of the Covered Software for a period of sixty (60) months after the Release is generally made available to Rocket Software's customers (Current Maintenance). The terms and length of phases of the product support lifecycle may vary depending on the Covered Software and Release. Please refer to the Customer Service Portal product page for specific lifecycle terms. After the expiration of the Current Maintenance term, the Covered Software enters the Sustaining Maintenance phase of the product lifecycle. When Covered Software is considered to be in Sustaining Maintenance, no new Product Patches and Releases are released for general use.

Migration to a Current Maintenance Release may be required in order to address an issue. If you are unable to update to a subsequent Release under Current Maintenance, Rocket Software may offer extended support and maintenance options at an additional cost. Please contact your Renewals Specialist or local Rocket Software customer support office for more information.

2.2 Initiation of a Support Request

Support Services are provided under the Rocket Software Prime Protect Software Maintenance Program to address incidents reported by subscribers associated with performance or usage issues. Performance and usage issues are situations where the Covered Software is not performing substantially in accordance with the accompanying user Documentation. Generally speaking, performance and usage issues may be caused by: 1) software Error or defect (related to the design, coding or architecture of the Covered Software); 2) usage or configuration Error (related to usage of the Covered Software or the installation, configuration or setup of the Covered Software); or 3) environmental Error (related to the subscriber's network, hardware and operating systems).

SRs for Support Services to address any issues should be initiated by a POC using the Customer Service Portal located at <https://support.opentext.com/>. These customer self-service tools will automatically initiate an SR and send you an associated tracking number.

You are encouraged to:

- Provide Rocket Software customer support with the information it reasonably needs to Classify and log the SR (see 2.3.2).
- Wherever possible, use the SR number for each communication with Rocket Software customer support.

23 Rocket Software Response to a Support Request

23.1 Support Request Dispatch

Support Requests will be dispatched as follows:

- a. If the SR involves Rocket Software Covered Software, then a SR will be forwarded to Rocket Software customer support for Classification and Resolution (described below).
- b. If the source of the SR is unclear, the ticket will be forwarded to Rocket Software customer support for further investigation and, once the source of the SR is determined, it will be dispatched as described above in section 2.3.1 (a).
- c. If the source of the SR is your hardware, operating system, database, web server, browser software or other non-Rocket Software application, Rocket Software may, where possible, attempt to provide a Workaround (described below) and/or may, where possible, report the problem to the appropriate vendor for Resolution. If the SR involves a product that is developed by a third party, the SR may be referred to that third party.
- d. Any software and/or hardware provided by and installed by Rocket Software (as agreed by you) to assist with the delivery of the Support Services that is not purchased by you must be removed and returned to Rocket Software upon termination of the program or related delivery component.

2.3.2 Support Request Classification and Response Times

SR Classification	SR definition	Target Response Time
	Each SR will be Classified by Rocket Software customer support as listed below. Rocket Software will consider, in good faith, your request to reclassify an SR.	Response Times are targets and cannot be guaranteed in all circumstances by Rocket Software.
1-Critical	An SR will be Classified as a critical incident if the Production system is down, the Covered Software is inoperable and where there is critical business impact	1 business hour or less, 7x24 Critical incidents must be logged by phone to Rocket Software directly.
2- High	An SR will be Classified as a high incident if it results in production performance degradation, restricted use of the Covered Software, and where there is high business impact	2 business hours, 7x24
3-Moderate	An SR will be Classified as moderate where an issue impacts non-production environment, relates to use of or a configuration inquiry for the Covered Software, a minor software defect or a feature request Access to the Customer Service Portal remains available 7x24	4 business hours, 5x8
4-Low	An SR will be Classified as Low for administration or general inquiries, or where there is no material business impact	8 business hours 5x8

Escalation: You may request an escalation at any time through the Customer Service Portal or phone. Please see Section 3.0 for limitations to the Rocket Software Prime Protect Software Maintenance Program.

2.4 Resolution of Support Request

Rocket Software customer support shall attempt to address each SR, regardless of Classification, through the offering of technical advice, by locating an existing Workaround or by creating a new Workaround using the process described below in this Section 2.4. In the event of an outage and depending on the cause and duration of the outage, Rocket Software may require the customer to

restore from backup in order to return the system to a production state.

Once production service is restored, the SR Classification is downgraded and root cause analysis may continue, as requested, during regular regional support hours of operation.

If a Product Patch is provided to you to resolve an SR, distribution of the Product Patch will be carried out through the next scheduled Release.

24.1 Resolution of Critical SRs

For SRs Classified by Rocket Software as Critical which have been caused by defects in the Covered Software, if the technical advice provided by Rocket Software customer support has not resolved the SR, and if no Workaround can be found or created to resolve the SR, Rocket Software customer support will use commercially reasonable efforts to develop a Product Patch to address the SR and provide it to you.

24.2 Resolution of High SRs

For SRs Classified by Rocket Software as High, Rocket Software may develop a Product Patch or may address this in a future Release.

24.3 Resolution of Moderate SRs

For SR's Classified by Open Text as Moderate may be included in a future Release.

24.4 Conditions of a Support Request Resolution

Rocket Software customer support shall attempt to address each SR, regardless of Classification; Rocket Software will have no obligation to provide a Resolution for your SR as described above unless:

- You are running a Release of the Covered Software which is under Current Maintenance and you have installed and implemented all of the most recently available relevant Updates, or you do so at the request of Rocket Software customer support. Rocket Software customer support will make that request if it reasonably believes that the installation and implementation is necessary to achieve Resolution of your SR; AND,
- You are using the Covered Software on hardware and with third-party software approved by Rocket Software or as specified in the Documentation; AND,
- The SR has, as determined by Rocket Software, not been caused by you, including, but not limited to your use and/or configuration of: (a) development tools, including SDK; (b) a third-party resource; and (c) the operating environment in which the Covered Software is implemented, including, among other things, the operating system, database, other applications, services, or programs,

- communication networks, or hardware; AND,
- Your POC is available to actively participate with Rocket Software on diagnosis, testing, and Resolution. Rocket Software reserves the right to suspend its obligations under this Handbook during any time(s) in which a competent POC is unavailable for such participation; AND,
 - You have provided Rocket Software with all of the information necessary to allow Rocket Software to reproduce the SR.

3. Limitations

The following limitations apply to the Rocket Software Prime Protect Software Maintenance Program:

- The Rocket Software Prime Protect Software Maintenance Program as described in this Handbook only applies to the Covered Software as is described in the Rocket Software Documentation, and does not apply to any modifications, deliverables, or services provided by Rocket Software's professional services staff or by third-party resources which results in the alteration or extension of the Covered Software. Customer may engage Rocket Software's professional services for fee-based assistance under separate agreement.
- Rocket Software reserves the right to modify any portion of this Handbook at its sole discretion and without prior notice; however, you will be notified of any such modifications (if such modifications result in a material reduction of service) in a timely manner by way of email, written notice or a posting on the Customer Service Portal.
- Nothing in this Handbook purports to exclude, restrict or modify, any condition, warranty or guarantee implied by applicable law ("Implied Terms") where to do so would have the effect of rendering all or any part of this Handbook void or otherwise unenforceable. To the maximum extent permitted by applicable law, Rocket Software's liability for breach of any Implied Terms is limited to the resupply of the Rocket Software Prime Protect Software Maintenance services.
- Rocket Software's obligation to address SRs and/or performance issues shall be strictly limited to those obligations described in this Handbook.
- The Rocket Software Prime Protect Software Maintenance Program does not provide for dedicated assistance with issues encountered as a result of implementing major changes to the technical architecture of the Covered Software (for example, Updates to the application, underlying database, addition of new hardware, etc.). Rocket Software offers: (1) remote or onsite assistance from an Rocket Software Customer Support representative who is assigned to your organization for the duration of a maintenance activity or SR to observe, participate in conference calls or web sessions, or provide assistance with your maintenance activities ("Dedicated Support"); and (2) an assigned support representative with expertise in your planned maintenance activity that will be on call only

in the event you need assistance (“Standby Support”). Dedicated Support or Standby Support are fee- based services that must be pre-arranged for these types of activities. Please contact your local Rocket Software customer support office for more information.

- Rocket Software Prime Protect Software Development Kit (SDK) Support will provide assistance with SRs relating only to: (a) the installation (b) the configuration of an Rocket Software developer application (for example, Integrated Development Environment (“IDE”)) or related software required to establish a suitable development or programming environment that is consistent with those environments or applications which have been supported; and (c) the analysis of error messages related to the Rocket Software developer application. SDK support for debugging code, assistance with writing coding, code reviews, or any general programming assistance is not included as part of the Rocket Software Prime Protect Software Maintenance Program, but can be provided through separate agreement at an additional charge.
- The provision of license keys is excluded from the Response Times described in Section 2.3.2 of this Rocket Software Prime Protect Software Maintenance Program. Additionally, license keys from third- party vendors are requested of the third-party vendor and provided by the third-party vendor to either Rocket Software or the Customer as determined by Rocket Software. License keys may not be available for products and/or releases no longer under Current Maintenance.
- The software lifecycle for third-party products resold by Rocket Software is established by third-party vendors only. Third-party software is excluded from Section 2.1.3.
- Rocket Software is not responsible for providing Support Services for third-party products resold by Rocket Software to the extent that addressing SRs is dependent on unresolved issues with third-party products including, but not limited to, unavailability of third-party support.
- All licenses and related modules must be supported under the same software maintenance program (e.g., Prime Protect, extended support and maintenance programs (to the extent available), etc.).

4. Term and Renewal

4.1 Initial Term and Renewal

The Initial Term for Rocket Software Prime Protect Software Maintenance Program is twelve months beginning on the Start Date. Unless either party provides 90 calendar days written notice prior to the expiration of the current term, the Rocket Software Prime Protect Software Maintenance Program will automatically renew for a Subsequent Term on an annual basis, commencing each anniversary of the

Start Date. Before the commencement of a Term, you will be obligated to pay the applicable entire annual Rocket Software Prime Protect Software Maintenance Program fee with respect to the Covered Software which you have licensed from Rocket Software, failing which Rocket Software may suspend some or all of the Rocket Software Prime Protect Software Maintenance Program services until payment has been received. Such suspension shall not relieve you from your obligation to pay the applicable Rocket Software Prime Protect Software Maintenance Program fee. All fees paid for the Rocket Software Prime Protect Software Maintenance Program are non-refundable.

4.2 Reductions

All requests to renew Rocket Software Prime Protect Software Maintenance Program on a fewer number of licenses or modules for Covered Software than is currently covered under maintenance and support must be submitted in writing to Rocket Software no less than 90 calendar days prior to the expiration of the then-current Term.

Acceptance of any such requests is at Rocket Software's sole discretion. If Rocket Software accepts such a request, Rocket Software shall only provide Updates and software support for the number and type of licenses included in your then remaining Covered Software being renewed under maintenance and support. The maintenance charges for the remaining Covered Software shall be re-priced. In such an event, the fees applied to each license may differ from any earlier Terms (for example, previously granted fee discounts are not applicable).

Any renewal of maintenance and support for Covered Software must result in all of Customer's licenses of such Software product and related modules being covered by a maintenance and support plan. If you cancel maintenance and support for a portion of any Software product or related modules, you will be required to cancel the licenses for the unsupported software.

4.3 Lapse and Reinstatement

If you terminate or cancel, as applicable, a Term of the Rocket Software Prime Protect Software Maintenance Program for the Covered Software, you may, upon agreement by Rocket Software, subsequently purchase Rocket Software Prime Protect Software Maintenance Program services for said Covered Software for a fee to be determined by Rocket Software at time of request. However, in addition to the fee for the new Term, which shall be a minimum of 12 months, you will need to pay the fees that would have been payable had you continued the Rocket Software Prime Protect Software Maintenance Program uninterrupted. The fees charged to re-instate the Rocket Software Prime Protect Software Maintenance Program are subject to a surcharge for each lapsed month, including the month of reinstatement.

Future reinstatement of software not cancelled as a part of a reduction as described in Section 4.2 is

subject to payment of back-maintenance fees and lapsed month surcharges.

Rocket Software will confirm fees for reinstatement at the time the request is made for reinstatement.

4.4 Expiration

Upon Expiration of the Term of an Rocket Software Software Maintenance Program, you acknowledge and agree that any and all agreements between you and Open Text related to the Rocket Software Software Maintenance Program shall automatically terminate, irrespective of whether these agreements were documented in this Handbook or a EULA or any other document. Upon Expiration of your Rocket Software Software Maintenance Program, you will no longer be able to receive assistance from the Rocket Software support team or have access to the Customer Service Portal. Should you at any point in time after Expiration choose to subscribe again to an Rocket Software Software Maintenance Program, you will do so under the then-current Rocket Software Software Maintenance Program commercial and support services delivery terms, and Rocket Software shall not be obligated to comply with any agreements that were entered into prior to the Expiration date related to such Rocket Software Software Maintenance Program.

5. Additional Programs

Additional Programs are fee-based enhanced support programs that allow organizations to extend their support coverage depending on their business needs, and are available to any current subscriber of the Rocket Software Prime Protect Software Maintenance Program.

5.1 Additional POCs

Additional POCs is a subscription-based option to extend the number of your designated individual employees who are authorized to contact Rocket Software customer support and open SRs. If you elect to purchase this option:

- Fees for Additional POCs are annual
- The Additional POC period shall be for 12 months unless otherwise agreed by Rocket Software and the customer in writing.
- The terms in this Handbook shall apply to the program deliverables defined herein for the Additional POCs.

5.2 Onsite Assistance



Onsite support is available as a fee-based service for Rocket Software products and solutions. This service may include, but is not limited to, Workarounds or assistance with configuration changes as part of the Resolution of an open SR.

6. Privacy

For the purpose of this section, Personal Data shall have the same meaning as in the applicable data protection law. To the extent you provide Personal Data to us as part of our provision of the Support Services, we will comply with the requirements of data protection law applicable to it for the processing of personal data. We have implemented technical and organizational measures to protect your Personal Data and ensure a level of security appropriate to the risk. Customers' Personal Data shall not be used by us, our affiliates or our business partners, vendors and agents working on our behalf for any other purpose other than as required under this SMPH, the underlying contract and permitted or required by law.