

opentext™

The Information Company™

Extended Maintenance

Handbook

Program Overview

The OpenText Extended Maintenance Program (OT Extended Maintenance) extends Product Patches for SRs classified as Critical, as defined by OT, for select products that have reached a status of Sustaining Maintenance.

Customers continue to have access to OT Support Services, including the reporting of SR's to OT Customer Support.

Terms and Conditions

1. 1. OT Extended Maintenance is an additional program to the applicable OT Software Maintenance Program. All terms and definitions from the applicable OT Software Maintenance Program Handbook apply to OT Extended Maintenance unless explicitly stated otherwise in this OT Extended Maintenance Handbook.
2. Customer must be a subscriber, through the duration of this program, to the OT Software Maintenance Program.
3. OT Extended Maintenance is available for eligible products only to address new, non-duplicate production-down issues raised as bugs by customer and as confirmed by OT Customer Support from the date the product release enters Sustaining Maintenance.
4. 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.
5. OT Extended Maintenance shall be available only to fix those issues that OT Customer Support recognizes as a product bug, and not to introduce either new functionality, or retro-fit functionality or fixes, available in later releases of the Covered Software.
6. OT Extended Maintenance 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.
7. The OT Extended Maintenance period is as specified on the Renewal Notice or Order Form.
8. Product Patches on any customizations or non-OT products is NOT included.
9. OT is not responsible for providing OT Extended Maintenance 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.

Program Comparison Guide			
Included services	Current Maintenance	Sustaining Maintenance	Extended Maintenance
Product Research and Development	✓		
Product patches and latest releases	✓		
Online issue reporting	✓	✓	✓
Online Knowledge Base	✓	✓	✓
Call handling/issue resolution with the next available product specialist	✓	✓	✓
Critical (P1) fixes for a product that has entered Sustaining Maintenance .**			✓

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

*Refer to www.opentext.com/agreements for full terms and conditions.

**Excludes OpenText File Intelligence, xPression, Application Content Management, InfoArchive, Captiva, and Documentum.

Contact

Contact your OT Support Renewals Specialist at supportrenewals@opentext.com or Support Programs at supportprograms@opentext.com

www.opentext.com/contact

Copyright © 2020 Open Text. All rights reserved. Trademarks owned by Open Text.