Addendum to Micro Focus Business Support

Data Security—Voltage

This addendum ("Addendum") applies to the Voltage software products within the Data Security business. This Addendum amends and is made part of the Micro Focus Business Support Agreement ("BSA").

The provisions of the Addendum add to or modify the provisions of the BSA for the Voltage products, as further outlined herein. To the extent that there is any conflict between the provisions of this Addendum and the provisions of the BSA, the provisions of this Addendum shall control.

24x7 Service Level

Voltage provides 24x7 support for Severity 1 issues for all of its products.

Access to Technical Support and Services

Micro Focus provides technical support assistance for product or operations problems for all Voltage products. Find contact information on the Support Portal.

Data Security Business Support is characterized by three distinct levels of technical support (Level 1–Level 3), as follows:

- **Level 1:** Answers to basic end user questions that can usually be found by referring to the software product documentation or technical support provided by the Customer's internal help desk-like service. (Level 1 is an initial self-help action taken by the Customer.)

- **Level 2:** Technical support performed by the Customer when no solution could be found through Level 1 technical support. Level 2 technical support includes more advanced troubleshooting methods such as collecting logs and qualifying the support request particulars. (Level 2 is an advanced self-help action taken by the Customer.)

- **Level 3:** Should be requested only after Level 1 and Level 2 technical support efforts are unable to successfully resolve the support request. Upon engaging in Level 3 technical support, Micro Focus technical support will act as the single point of contact to work with the customer to provide timely communications through the resolution process.

Note: Customer will receive Level 1 and Level 2 technical support through their internal help-desk and information technology staff operation. Customers are encouraged to leverage Micro Focus software product training (including project, architect, developer, and administrator) courses to ensure Level 1 and Level 2 technical support readiness for internal staff. Customer may also leverage technical support documents and knowledge databases provided electronically, as set forth in the next section.

Customer Responsibilities

Data Security Business Support provides technical support for Level 3 support issues after you have provided Level 1 and Level 2 technical support to your organization. Customer's responsibility of Level 1 and Level 2 technical support include the following:

- **Customer Help Desk Staff**—Your organization's help desk and/or IT staff will assist end users with application issues, including diagnostics and troubleshooting for technical issues relating to the installation, configuration, and operation of the software.

- **Customer Server Administrators**—Your organization is responsible for managing its servers where the software products are installed. This requires that administrators with access to these servers monitor operations and assist your help desk to troubleshoot issues between clients and servers. These administrators are responsible for managing the security policies on the servers where the software resides.

- **Customer Application Developers and Architect**—You are responsible for ensuring your application developers are trained on Micro Focus software products. Developers also need to know the various options, such as simple APIs, Web Services, Command Line interfaces, and platform releases available when using the software roducts.

- **Customer Self Service and Support**—Data Security Business Support provides access to software electronic support, which includes searchable technical support documents, knowledge databases and MySupport.

Notwithstanding the foregoing, for Customer to receive support services and security protection, the Customer must be on a currently supported version of the software. Customer is responsible for installing, in a timely manner, certain critical software updates and patches that are provided by Micro Focus.

Additional Customer Responsibilities

Customer:

- Must assume responsibility for acting upon any hard copy or email notification the customer may receive to download any Update;

- Must comply with the usage terms of the underlying license terms;

- Shall retain, and provide to Micro Focus upon request, all original software licenses, license agreements, license keys, and subscription service registration information, as applicable for the support services contemplated herein;

- Shall provide all information necessary for Micro Focus to deliver timely and professional remote support and to assist Micro Focus in determining the level of support eligibility;

- If applicable, must agree and adhere to licensing terms and conditions regarding the use of any Micro Focus service tools used to facilitate the delivery of this service;

- Must be responsible for all data backup and restore operations;

- Must notify Micro Focus if Customer uses software in an environment that poses a potential health or safety hazard to Micro Focus employees or subcontractors. Micro Focus may require Customer to maintain such software under Micro Focus supervision and may postpone service until Customer remedies such hazards;

- Must have a representative present when Micro Focus provides support at Customer's site; and

- Must create and maintain a list of all software under support including: the location of the software and coverage levels. Customer shall keep the list updated during the applicable support period.

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