opentext™

OpenText
Data Security (Voltage)
Handbook

Overview

The Data Security support described in this OpenText Data Security Handbook (hereinafter referred to as "Handbook") is governed by the then-current version of the applicable Software Maintenance Program Handbook ("SMPH"). In order to receive these services, the OpenText customer ("Customer") must be a subscriber, through the duration of the Data Security support, to one of the OpenText Software Maintenance Programs. Capitalized terms referenced herein but not defined herein shall have the meaning assigned in the SMPH.

Customer's purchase of Data Security products shall constitute acceptance of this Handbook. In the event of any inconsistency or conflict between the terms and conditions of this Handbook and any other negotiated, signed agreement between OT and Customer, this Handbook shall prevail but only with respect to the OpenText Data Security support provided hereunder.

Access to Technical Support and Services

24x7 SERVICE LEVEL

OpenText provides 24x7 support according to the software maintenance program to which Customer
is subscribed.

TECHNICAL SUPPORT ASSISTANCE

OpenText provides technical support assistance for product or operations problems for all Voltage products. Find
contact information on the support portal. Data Security 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 Customer is unable to successfully resolve the support request with Level
1 and Level 2 technical support efforts. Upon Customer's engaging in Level 3 technical support, OpenText 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 OpenText 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 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 Architects—You are responsible for ensuring your application developers
are trained on OpenText 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 products.

■ Customer Self Service and Support—Data Security support provides access to software electronic support, which includes searchable technical support documents, knowledge databases and other self-serve resources. 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, critical software updates and patches that are provided by OpenText.

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 for the software;

■ Shall retain, and provide to OpenText 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 OpenText to deliver timely and professional remote support and to assist OpenText in determining the level of support eligibility;

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

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

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

■ Must have a representative present when OpenText 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.

Learn more at

https://www.opentext.com/support

About OpenText

OpenText enables the digital world, creating a better way for organizations to work with information, on-premises or in the cloud. For more information about OpenText (NASDAQ/TSX: OTEX), visit opentext.com.

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