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Dear OpenText Customer:

OpenText receives requests for Sole Source letters from time to time. We are providing this statement to you to bring awareness to the options available to you that may assist with your procurement process.

At OpenText, we value our Customers and the opportunity to engage with them directly through the entire Customer Support Service experience. With over 1500 technical support staff worldwide, we believe we are best equipped to meet the support services needs of our Customers.

Participation in the OpenText Software Maintenance Program is a significant factor in the ongoing success of your application of the OpenText family of products. Maintenance and Support for the products developed or acquired by OpenText is offered exclusively by OpenText and its authorized support partners. OpenText is the sole/exclusive owner of, or has sufficient rights to, all intellectual property required to deliver Maintenance and Support for its products, as described in the OpenText Software Maintenance Program Handbook.

We do understand that Customers may have requirements that extend beyond our offerings, and some Customers may prefer to work through a third party for their support services or support procurement needs. OpenText offer Customers (End Users) flexible options and puts the power of these decisions in the hands of our Customers. Please refer to the following pages for more information on the various ways we offer our Software Support and Maintenance program.

Please note that any tender or RFP process is solely the Customer's process and responsibility. The renewal for Maintenance and Support is expected prior to the anniversary date, where if lapsed, late fees may apply.

If you have any questions, please contact your Support Renewal Specialist (supportrenewals@opentext.com).

Sincerely,

*Lisa Boyle*
Lisa Boyle (Oct 12, 2018)


Lisa Boyle
SVP, Customer Support Revenue Programs

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# Authorized OpenText Support Partner

OpenText offers the designation "Authorized Support Partner" to OpenText Global Partner Program entities on an invitation only basis. Authorized Support Partners are required to:

- maintain technical certifications,
- meet performance standards for support request troubleshooting, and
- satisfy performance standards in relation to End User renewal.

Authorized Support Partners are listed in the OpenText Partner Directory, and if not selected by the Customer as part of the initial software license transaction, would simply require email confirmation from the End User of their preference to work with the Authorized Support Partner.

In this relationship, the Authorized Support Partner resells an OpenText Software Maintenance Program and is solely responsible for engaging with OpenText Customer Support on the Customer's behalf to log support requests and provide level 0/level 1 support, and the Customer engages with the Authorized Support Partner only. OpenText in turn is solely responsible for all maintenance for OT software and provides level 2 and level 3 support services to the Authorized Support Partner in accordance with the applicable OpenText Software Maintenance Program Handbook (SMPH) available at www.opentext.com/agreements. By exception, if OpenText resells a solution that is 100% Third Party (not embedded in the OpenText solution), the Third Party is responsible for level 2 and level 3 support services, and OpenText engages the Third-Party vendor for support services on behalf of the Authorized Support Partner.

Any services that a Partner offers over and above those outlined in the applicable SMPH available at www.opentext.com/agreements are the sole responsibility of the Partner.

# Escalations

Even in cases where a Customer elects to work through an OpenText Authorized Support Partner, the Customer can raise concerns it may have relating to support delivery matters with OpenText and may request to work directly with OpenText or another Authorized Support Partner.

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## Other Authorized Contacts

Customers may assign Customer-trusted "Authorized Contacts" or "Agents" that are responsible for acting on the Customer's behalf in relation to support matters. Such third parties are not required to be members of the OpenText Global Partner Program nor are they required to be OpenText Authorized Support Partners.

## Authorized Technical Point of Contact

Customers control the roles of their contacts associated with their account in MySupport. This self-management tool is available to Customers 7x24, except during maintenance outages.

"Technical" points of contact are authorized to open support requests and engage with OpenText technical support resources. The Customer Admin has the right to promote/demote account points of contact to Technical or Read Only. This extends to any third-party point of contact as well.  A Customer point of contact is the Admin in all cases and controls the permissions of contacts associated with their account, even if working through an OpenText Authorized Support Partner.

Alternatively, Customers may contact OpenText and provide written authorization of a third-party contact (email is acceptable). It is the responsibility of the Customer, however, to audit and maintain account access. The appointment of third-party contacts is done by way of an arrangement between the Customer and the third-party, there is no contractual relationship between OpenText and the third-party.

## 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: OTEX, TSX: OTEX), visit opentext.com.

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