

Micro Focus Application Lifecycle Management

This addendum applies to the Micro Focus Application Lifecycle Management products as defined herein (the "addendum") it amends and is made part of the Micro Focus Software Business Support Agreement (the "Support Agreement").

The provisions of this addendum are intended to add or modify the provisions of the Support Agreement for the Micro Focus Application Lifecycle Management products as further outlined in this addendum. To the extent that if there is any conflict between the provisions of this addendum and the provisions of the Support Agreement, the provisions of this addendum shall control.

A. Micro Focus Application Lifecycle Management Business Support for Appliances

Return Material Authorization (RMA)

DEFINITION

Appliance means an instance of the specifically identified Micro Focus Application Lifecycle Management software loaded and configured on a designated computer system, which is listed on your support contract.

RMA PROCESS

In case of appliance issues, notify Micro Focus by logging a support case. If Micro Focus technical support verifies a hardware issue, Micro Focus can, at its expense, initiate shipment of an advance full system replacement unit (ARU). Such shipment will be initiated within one business day, subject to any local requirements (e.g., pre-inspection by destination country). The ARU shipment time depends on Micro Focus's authorized carrier's availability (i.e., an authorized shipping request must be received in time to make each day's outgoing shipment cut-off window) and can be affected by remote shipment locations. Some

appliance failures may only require field replaceable units (FRUs), and do not require ARUs. FRUs are delivered in the same manner as the ARUs described above. FRUs include, without limitation, power supplies, disk drives, and the "getting started" kit (power cord, rack mount rails, getting started guide, and so on). In all cases, Micro Focus Support will act as the first line of contact and coordinate the ARU or FRU replacement. Upon receiving the ARU or FRU, you must send the defective unit or part back to Micro Focus or its designate within 10 business days.

B. Additional Micro Focus Network Virtualization (NV) Support

DEFINITION

The Micro Focus Network Virtualization Library is a service that provides access to a library of global network conditions that includes best, worst, and typical mobile and broadband conditions from cities around the world.

UPDATE SERVICE

The Micro Focus Network Virtualization Library is made available as part of the standard Micro Focus Business Support service as an additional Update Service mechanism to provide automated electronic updates for selected Micro Focus.

Ordering Information

To obtain further information or to order Business Support for Micro Focus Application Lifecycle Management Appliances please contact your local Micro Focus sales representative.