

# Addendum to Micro Focus Business Support Agreement

## Extended Support Plus

**This addendum (“Addendum”) applies to the Operations Manager for Linux monitoring solutions environment. This Addendum amends and is made part of the Micro Focus® Business Support Agreement (“BSA”).**

**The provisions of this Addendum add to or modify the provisions of the BSA for the Solution Environment 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.**

### What is Extended Support Plus?

Extended Support Plus, which is available for a period up to five (5) years, with migration assistance available for periods of two years or more, comes into effect after Committed Support as an alternative to the standard Extended Support.

It is intended to extend coverage for each of the Solution Environment Products as each reaches the end of Committed Support, to afford your business flexibility beyond the Committed Support timeframe, as follows:

- Continued receipt of hotfixes and security fixes for critical and high impact product defects beyond the

published Committed Support period, to ensure security compliancy and prevent unresolvable system outages.

- Additional time to plan, test, and deploy new product versions to perform the Operations Manager to Operations Bridge migration within a timeframe that best fits the needs of your business.
- For the two or more year option, migration guidance or a migration startup assistance package.

For purposes of this data sheet, the Operations Manager for Linux monitoring solution environment includes the following software products:

- Micro Focus Operations Management for Linux servers, versions 9.22 and above
- Micro Focus Performance Manager, versions 9.22 and above
- Micro Focus Operations Agent versions 11.14, 11.15 and 11.16; and select Smart Plug-in products, as follows:
  - Oracle version 12.0x
  - MS SQL version 12.0x
  - MS Exchange version 13.0x
  - MS SPI AD version 7.0x; and
  - SAP version 12.0x

(Collectively, the “Solution Environment Products”)

In accordance with the [Support Agreement](#) and Software Support policy, current End of Support timeframes for Committed Support, Extended Support and Self-Help Support with Rights to New Version (RTNV) for the Solution Environment Products are documented here: <https://softwaresupport.softwaregrp.com/web/software-support/obsolescence-migrations>

**Addendum**

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**Extended Support Plus Details**

Extended Support Plus, if purchased, provides additional technical support services as outlined in the table below:

Technical Support Service	Committed Support	Extended Support	Extended Support Plus (Available for 1 to 5 years)	Self-Help Support with Rights to New Versions (RTNV)
<b>Standard Time Period (10 years total):</b>	4 years	2 years	N/A	4 years
<b>Time Period with Extended Support Plus purchased</b>	4 years	1 to 5 years* (If a 1 year Extended Support Plus term is purchased, upon its expiration, the customer will return to Standard Extended Support for the remaining term of the Standard Extended Support period, up to 1 year.)		Remaining years up to 10 years in total from start of Committed Support
Access to public forums	x	x	x	x
Access to Software Support Online	x	x	x	x
Technical updates (rights to new versions)	x	x	x	x
Access to existing patches and hotfixes	x	x	x	x No hotfixes
Access to entitled forums	x	x	x	x
Raise support tickets (via phone or Software Support Online)	x	x	x	Only with Custom Support Plan
Access to technical support engineers	x	x	x	Only with Custom Support Plan
Creation of patches and hotfixes	x	Only with Custom Support Plan	x *High impact and critical hotfixes only	Only with Custom Support Plan
Creation of security fixes	x	Only with Custom Support Plan	x *High impact and critical security fixes only	Only with Custom Support Plan
Migration start-up assistance		Only with Software Services SOW	x *Only with 2 or more year purchase	

**Extended Support Plus—One (1) Year Purchase**

- If a customer purchases Extended Support Plus for one (1) year, they will receive continued access to hotfixes and security fixes for high and critical defects for each of the Solution Environment Products for which Committed Support ends during that one year timeframe.
- Upon completion of the one year Extended Support Plus support term, the customer will transition to standard Extended Support deliverables for the remaining term of the standard Extended Support period that came into effect after the scheduled end of Committed Support for each Solution Environment Product
- After the end of the remaining standard Extended Support term for each Solution Environment Product to which it is applicable, the customer will move into the Self Help with RTVN support period for such Solution Environment Product

**Extended Support Plus—Two (2) Year or Longer (up to Five (5) Years) Purchase**

- If a customer purchases Extended Support Plus for a period of two (2) to five (5) years, they will receive continued access to hotfixes and security fixes for high and critical defects

for each of the Solution Environment Products for which Committed Support ends during the timeframe chosen.

- Upon completion of the Extended Support Plus term, for those customers who have not successfully completed a migration at the end of their Extended Support Plus two (2) year term, the Customer will transition to standard Extended Support deliverables for the remaining term of the standard Extended Support period, if any, that came into effect after the scheduled end of Committed Support for each Solution Environment Product. For customers choosing Extended Support Plus for three (3) years or longer, there will be no remaining Extended Support period.
- After the end of the remaining standard Extended Support term for those customers who have not successfully completed a migration at the end of their Extended Support Plus three (3) to five (5) years term, for each Solution Environment Product, the customer will move into the Self Help with RTVN support period, which will remain in effect for a total 10 years from the start of the committed support period for the applicable product.

**Migration Start-Up Assistance**

- Upon purchasing two (2) or more years of Extended Support Plus, your business is entitled to one of three levels of migration

assistance delivered by Micro Focus Support or Micro Focus Services (as set forth in more detail below).

### Prerequisites for Extended Support Plus

- The purchase of Extended Support Plus requires you to maintain an active support maintenance agreement for your Operations Manager for Linux monitoring solution environment.
- **Note:** Extended Support Plus fees are not refundable, even if migration from Operations Manager to Operations Bridge is completed prior to the end of the Extended Support Plus term.
- The purchase of Extended Support Plus applies to all Solution Environment Products of the Operations Manager for Linux monitoring solution environment. During your Extended Support Plus term, you will continue to receive Committed Support for each Solution Environment Product for which Committed Support is available, which will automatically transition to Extended Support Plus as Committed Support ends for a Solution Environment Product (so long as the Extended Support Plus term is still in effect).

### Additional Terms for Extended Support Plus

The annual price quoted for a two (2) through five (5) year term of Extended Support Plus will remain the same for each year of the Extended Support term. Upon expiration of an Extended Support Plus term, these offerings may be re-purchased, provided that they are generally available to all customers.

#### Two (2) or More Year Option: Migration Startup Assistance Details

With the purchase of a minimum of two years of Extended Support Plus, Customers will receive one of three levels of migration assistance. The applicable level is determined

during a scoping exercise completed during the purchase of your Extended Support Plus subscription.

- **Level One:** for smaller environments where customers may need assistance in planning their migration from Operations Manager to Operations Bridge. Migration guidance is provided by the Micro Focus Support team.
- **Levels Two and Three:** for medium and large installations where a customer may need hands-on assistance and planning to migrate from Operations Manager environment to Operations Bridge. Migration assistance is provided by Software Services via a prepackaged migration startup assistance package.

#### Migration Start-up Assistance Package—Operations Manager to Operations Bridge Foundation Service

Operations Manager to Operations Bridge Foundation Service is a pre-packaged migration assistance startup package. It must be delivered and completed within the elected two (2) to five (5) year Extended Support Plus term.

The [Operations Manager to Operations Bridge Migration Startup Package](#) document may not describe all migration activities required to migrate your business environment to the latest Operations Bridge software environment. Any additional tasks or activities required to complete the migration will be communicated during the aforementioned scoping exercise. Additional tasks/activities may be purchased directly from Micro Focus Services, or by using [Flexible Credits](#) packages via the [Flexible Credits Guide](#). Additional tasks/activities will be documented in a statement of work to be signed by the customer. For more information, contact your Account Customer Success Manager and Account Customer Success Associate.

Learn more at [www.microfocus.com/software-supportsvcs](http://www.microfocus.com/software-supportsvcs)

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