

Addendum to Micro Focus Business Support

Data Security – Atalla

This addendum (“Addendum”) applies to the following appliance products: Atalla Hardware Security Module (HSM) and Enterprise Secure Key Manager (ESKM) (collectively, “Appliance Products”), and to the following software products: Bloombase StoreSafe, Adallom Cloud Protection Platform (“Adallom”) and Micro Focus Atalla Information Protection and Control (“Micro Focus Atalla IPC”) (collectively, “Software Products”). The Software Products and the Appliance Products are hereinafter collectively referred to as the “Products.” This Addendum amends and is made part of the Micro Focus Business Support Agreement (“Business Support”). The provisions of this Addendum add to or modify the provisions of Business Support for the Products, as further outlined herein. To the extent that there is any conflict between the provisions of this Addendum and the provisions of Business Support, the provisions of this Addendum shall control.

Coverage Window

Business Support is provided 24x7 for all Products--24 hours per day, Monday through Sunday, 365 days per year.

Access to Technical Support and Services

For all Products, Micro Focus provides technical resources for assistance in resolving product or operations problems via telephone at

(1) 800 500 7858 (US), (1) 916 414 0216 (International). Other contact numbers outside of US can be found online via [MySupport](#).

Accessing Software Updates and Patches

Appliance Products

Software releases and software updates are available online via [MySupport](#).

Software Products

Updates to reference manuals, training, knowledge base, and frequently asked questions (FAQs) will be posted by our partners.

Bloombase StoreSafe: Customers can access updates through the Bloombase SupPortal at www.supportal.bloombase.com using SupPortal ID login credentials provided by Bloombase at time of purchase. Customers will receive email notifications from Bloombase on patches and updates.

Adallom and Micro Focus Atalla IPC: Customers can access updates by contacting Atalla Support via telephone. They will receive guidance on how to obtain updates.

Additional Appliance Product Support Features

Micro Focus Appliance Products contain hardware and software components.

Micro Focus Appliance Support for the HSM and ESKM products includes remote diagnosis and support, as well as onsite-hardware repair if it is required to resolve an issue.

With an active Business Support Agreement, Micro Focus may log a service request with the hardware support organization on your behalf.

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If you do not have an active support agreement, the Micro Focus support organization can assist you with logging a per-call service request:

- **Coverage window:** 24x7—Service is available 24 hours per day, 7 days a week
- Repair is considered complete upon Micro Focus verification that the hardware malfunction has been corrected or that the hardware has been replaced and operating properly

Remote Problem Diagnosis and Support for Hardware

Once a customer has placed and Micro Focus has acknowledged the receipt of a call, Micro Focus will work to isolate the hardware incident and to remotely troubleshoot, remedy, and resolve the incident with the Customer. Prior to any on-site assistance, Micro Focus may initiate and perform remote diagnostics using an electronic remote support solution to access covered products, or Micro Focus may use other means available to facilitate remote incident resolution.

Micro Focus will provide telephone assistance for installation of customer installable software.

Onsite Hardware Support

For hardware incidents that, in Micro Focus's judgment, cannot be resolved remotely, a Micro Focus authorized representative will provide on-site technical support on covered hardware products to return them to operating condition. For certain products, Micro Focus, at its sole discretion, may elect to replace such products in lieu of repairing them. Replacement products are new or functionally equivalent to new in performance. Replaced products become the property of Micro Focus.

Notwithstanding, anything to the contrary in this document or in Micro Focus's current standard terms and conditions, Micro Focus will cover and replace defective or depleted batteries that are critical to the proper operation of the Atalla HSM product.

Onsite Response Time

For incidents with covered hardware that cannot be resolved remotely, Micro Focus will use commercially reasonable efforts to respond onsite within the times set forth in the Travel Zone guidelines below. If within 100 miles of a Micro Focus designated support hub, a Micro Focus authorized representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service within four hours of the call having been received and acknowledged by Micro Focus. Once a Micro Focus authorized representative arrives at the Customer's site, the representative will continue to deliver the service, either onsite

or remotely, at the discretion of Micro Focus, until the products are repaired. Work may be temporarily suspended if parts or additional resources are required, but work will resume when they become available.

The onsite response time ends when the Micro Focus authorized representative arrives at the Customer's site, or when the reported event is closed with the explanation that Micro Focus has determined that no onsite intervention is required.

Travel Zones for Onsite Support

All hardware onsite response times are indicated in the table below. Travel to sites located within 200 miles (320 km) of a Micro Focus designated support hub is provided at no additional charge. If the site is located more than 200 miles (320 km) from the Micro Focus designated support hub, there will be an additional travel charge. Contact your technical representative for information on your designated Micro Focus Support hub.

Travel zones and charges, if applicable, may vary in some geographic locations.

Response times to sites located more than 100 miles (160 km) from a Micro Focus designated support hub will have modified response times for extended travel, as shown in the table below.

Distance from Micro Focus-designated support hub	Hardware onsite response time
0–100miles (0-160 km)	4 hours
101–200miles (161-320km)	8 hours
201–300 miles (321-480 km)	Established at time of support call and subject to availability
More than 300 miles (480+ km)	Established at time of support call and subject to availability

Replacement Parts and Materials

Micro Focus will provide Micro Focus-supported replacement parts and materials necessary to maintain the covered hardware product in operating condition, including parts and materials for available engineering improvements required by Micro Focus to assure supportability of the product. Replacement parts provided by Micro Focus shall be new or functionally equivalent to new in performance. Replaced parts become the property of Micro Focus. Customers who wish to retain, degauss, or otherwise physically destroy replaced parts not covered under Defective Media Retention (see below) will be billed and required to pay the list price for the replacement part.

Contact us at:
www.microfocus.com

Parts and components that have reached their maximum supported lifetime and/or the maximum usage limit as set forth in the manufacturer's operating manual or the product data sheet will not be provided, repaired, or replaced as part of this service.

Defective Media Retention

The defective media retention service feature allows the Customer to retain defective hard disk or eligible SSD/ Flash drive components that the Customer does not want to relinquish due to sensitive data contained within the disk ('Disk or SSD/Flash Drive') covered under this service. All Disk or eligible SSD/Flash Drives within the Appliance products must participate in the defective media retention service.

The defective media retention service feature applies only to eligible data retentive components replaced by Micro Focus authorized personnel due to malfunction. They do not apply to any exchange of data retentive components that have not failed.

Data retentive components that are specified by Micro Focus as consumable parts and/or

have reached the maximum supported lifetime and/or the maximum usage limit as set forth in the manufacturer's operating manual or the product data sheet are not covered by this service.

Failure rates on these components are constantly monitored, and Micro Focus reserves the right to cancel this service with 30 days' notice if Micro Focus reasonably believes that the Customer is overusing the defective media retention service feature option (such as when replacement of defective data retentive components materially exceeds the standard failure rates for the system involved).

Support Delivery Languages

Support is primarily delivered in the English language. From time to time, support may be available in other languages; however, there is no guarantee of availability.

Ordering Information

To obtain further information or to order Business Support for Atalla products, contact a local Micro Focus sales representative