

Addendum to Micro Focus Business Support Agreement

Products Receiving 24x7 Support with Standard Care

The following products receive 24x7x365 support with the purchase of a Micro Focus Standard Care Maintenance and Support plan. This support is provided in English, with local language support available during business hours in many countries. Support after local business hours or on the weekend is available for Severity level 1 issues (production system down with critical business impact), when the customer contacts a local support center directly via the telephone.

- ALM Solutions Connector
- Application Server for Net Express
- Application Server for Net Express with .NET
- Application Server for Server Express
- Artix
- Business Mashups
- ChangeMan
- COBOL 2010 Runtime
- COBOL 2010 Runtime Test Server
- COBOL Server
- COBOL Server for Stored Procedures
- Comparex
- Deployment Automation
- Dimensions
- Enterprise Developer
- Enterprise Server
- Enterprise Test Server
- Mainframe Express Enterprise Edition
- Mainframe Suite
- Net Express
- Net Express for Eclipse
- Net Express Personal Edition
- Net Express Professional Edition
- Net Express Professional with .NET
- Net Express Professional with Server Express
- Net Express with .NET
- Optimal Trace
- Orbacus
- Orbix
- Prototype Composer
- PVCS
- Release Control
- Revolve Enterprise Edition
- SBM
- Server Enterprise Edition
- Server Express
- Server Express for Eclipse
- Server Express Remote Development Option
- Server for .NET
- Server for COBOL
- Server for SOA
- Silk QALoad
- Silk TestPartner
- SRC
- SSM
- StarBat

This document pertains to support coverage
for software products and support
offered by Micro Focus International plc.
This Addendum amends and is made part of the
Micro Focus Business Support Agreement.

Contact us at:
www.microfocus.com

- StarTool
- Studio Enterprise Edition
- Studio for COBOL Developers
- Studio for ISVs
- Tasktop
- TeamTrack
- Test Server
- TrackRecord
- Visual COBOL
- Visual COBOL Development Hub
- Visual COBOL for Eclipse
- Visual COBOL for Eclipse Distributed Edition
- Visual COBOL for ISVs
- Visual COBOL for Visual Studio
- Visual COBOL Studio
- Visual COBOL Studio Distributed Edition
- Visual COBOL Studio Distributed Edition for ISVs

