Enterprise Support: Protect Your Investment

In our always-on economy, businesses run 24 hours a day. Long gone are the days when staff arrived at 8am and departed at 5pm. Your customers are online day and night.

Overview

This is why your IT staff needs fast 24-hour access to Micro Focus® experts who can diagnose and resolve issues as well as give advice on Micro Focus software product features. Micro Focus Enterprise Support gives your business the right level of service to meet the demands of today's economy.

Protecting Your Software Investment

Companies are under pressure to keep systems up and costs down as well as maximize the value of any software investment. Enterprise Support helps you achieve this by providing comprehensive technical support and updates for Micro Focus software products.

We have the know-how to increase uptime, reduce total cost of ownership, and drive efficient business outcomes. We have been doing it for over 25 years, and we have proven our worth to thousands of clients across the world.

Software Support Online (SSO)

Self-Service Support at Your Fingertips Available around the clock, SSO provides the interactive technical support tools needed to manage your software products and enables you and your IT staff to quickly locate product updates and fixes, access product documentation, selfsolve technical problems, and log support cases electronically. SSO puts a vast array of software knowledge-based resources and tools at your fingertips.

SSO Enables You To:

- Electronically download the latest software product updates and patches
- Search our extensive technical knowledge base for known problems, technical documents, manuals, and patches
- Provide online incident reporting to an unlimited number of users
- Review the list of licensed products currently covered by your Micro Focus software support contract
- Register for email notifications for your product updates and patches
- Log, track, and, update cases electronically

Enterprise Support Specifications and Features

Software Support Online (SSO)

You have 24x7 access to SSO, including access to software product updates, and access to our extensive knowledge database, including information regarding known symptoms and proposed solutions, specifications, and technical literature.

Advanced Self-Solve

After your original case-logging or knowledge-based query, you will be contacted or receive an intelligent response. With expanded search parameters that enable flexible search methods, you can search for specific products and

This document pertains to support coverage for software products previously offered by the Software business unit of Hewlett Packard Enterprise Company and now offered by Micro Focus International plc, and replaces publication 4AA4- 4792, November 2016, Rev. 12.

Empower Your Business with Enterprise Support

- **Software Updates:** Get the latest updates, new features, and available solutions.
- **Access:** Take advantage of online, around the clock, self-solve support.
- **Stability:** Increase system performance and reduce downtime.
- **Reduced Total Cost of Ownership:** Enable quicker time to resolution and reduce resource consumption.
- **Problem Resolution:** Gain access to technical resources and Micro Focus experts.
- **Defined Response Time Objectives:** Know when to expect an initial response to a problem raised.
- **Optimization:** Optimize your IT environment with our technical expertise.
- **Communication:** Receive proactive notifications about new software versions and patches, participate in discussion forums, and search our extensive online knowledge base.

For more information on all Micro Focus Software support offerings, visit: Micro Focus Enterprise Support.

versions. Your search attempts are added to your case history, allowing engineers to detect any issues.

Access to Technical Resources

You can access Micro Focus technical resources for assistance in resolving software or operations problems via SSO or telephone.

Support Delivery Languages

Our worldwide centers are structured to provide you with support in the English language and local language access in most major countries. Subject to language knowledge and resource availability, support may be available in French, German, Italian, Japanese, Korean, Spanish, Portuguese, Russian, or Chinese (Cantonese and Mandarin). Support outside of standard local business hours and support for Micro Focus Vertica, Micro Focus Autonomy (IDOL, Connected Media, Archiving and eDiscovery), Micro Focus ArcSight and Micro Focus Fortify products may be provided in English only.

Escalation Management

Micro Focus has established formal escalation procedures to facilitate the resolution of complex software product issues.

Software Updates

'Software updates' are bug fixes, patches, and new Major Versions and Minor Versions (defined below) made generally available by Micro Focus and its assignees or successors, to Customers with active and current support contracts.

When Micro Focus releases Updates to software products and reference manuals, Micro Focus will make them available to you electronically. You may be able to select from a choice of media types. Required access codes and license keys are made available directly or through provided instructions.

The license terms for Updates shall be: (a) as described in the Micro Focus licensing terms corresponding to the Customer's prerequisite underlying software license; (b) any additional software licensing terms that may accompany updates provided with your support service; and (c) with respect to non-branded Micro Focus Software products, in accordance with the current licensing terms of the third-party software manufacturer. Notwithstanding the foregoing, any and all Updates pertaining to Autonomy IDOL products are subject to a prerequisite Customer software migration to Micro Focus IDOL 10 platform; as such any subsequent Updates for Autonomy IDOL will pertain solely to Micro Focus IDOL 10 version.

Patches

You may be required to install the most recent software version, fixes, patches, or service packs as part of the troubleshooting and issue resolution process. For all requests for defect fixes, product enhancements, support for newly released operating systems, and other adjacent or integrated application(s) or version(s), Micro Focus product teams will review and either approve; deny; deny as fixed in a more current release; or postpone a fix until a future release. As new patches become available, Micro Focus will post them to SSO for easy access. For select non-branded Micro Focus Software products, Micro Focus will provide instructions on how to obtain the patch through the original software manufacturer.

Named Callers

An unlimited number of qualified users can log cases through SSO or via the telephone.

Hardware Support

If you have a Micro Focus Hardware Maintenance On-site agreement, Micro Focus software support will log a service request to the hardware support organization on your behalf. If you do not have a Micro Focus Hardware Maintenance Onsite agreement, Micro Focus

software support can assist you with logging a per call service request.

Software Versioning

For purposes of this data sheet, a Major Version Update usually includes major enhancements or new functionality, which is denoted by a change to the left of the decimal point (for example, version 6.0 to 7.0). A Minor Version Update usually includes functional enhancements, denoted by a change to the right of the first decimal point (for example, version 6.1 to 6.2).

Term Licenses

With the purchase of Enterprise Support in combination with a term license, Micro Focus provides support through SSO only. All cases are logged online.

Non-Micro Focus Branded Products

Micro Focus will support specified versions of non-branded Micro Focus software only as long as such software is supported by the third party software manufacturer. Distribution of certain third party software product updates, license agreements, and license keys may be made directly from the third party software manufacturer to your organization.

Service Levels and Coverage Windows

Micro Focus offers Enterprise Standard Support (24x7) and Enterprise Basic Support (9x5)[1] service levels (each, a "Service Level"). Your coverage window is determined by your Service Level and local business hours correspond to the location of your support contract.

- **Enterprise Standard Support (24x7):** available 24 hours a day, Monday through Sunday, 365 days a year.
- **Enterprise Basic Support (9x5):** available between 8am and 5pm local time on local business days, excluding bank and

---

1 *Enterprise Basic Support (9x5) was discontinued on 1 February 2017.*

local public holidays. Response Time Objectives for calls submitted outside the coverage window will apply to the next business day. Please Note: Micro Focus Enterprise Basic Support (9x5) was discontinued on 1 February 2017.

Impact Levels and Response Time Objectives

When logging a support case online via SSO, you are presented with a choice of four distinct Impact Levels 1-4 as outlined in the table below (each an "Impact Level"). Select the Impact Level that most appropriately reflects your current status. Micro Focus reserves the right to reassign an Impact Level once problem diagnosis has commenced if it is determined that such level has been inappropriately classified.

Impact Level	Impact Level 1: Production System is Down	Impact Level 2: Major Feature/Function Failure	Impact Level 3: Minor Feature/Function Failure	Impact Level 4: Minor Problem
	The Micro Focus product is unusable, resulting in a total disruption of work or other critical impact on operations. No workaround is available. Newly received cases will be assessed through discussions with the Customer to confirm that they fulfill the criteria, and may be downgraded in priority if they do not.	Operations are severely restricted. A workaround is available.	The product does not operate as designed, there is a minor impact on usage, and an acceptable workaround deployed.	This can be classified as a request for documentation, general information, enhancement request, etc.
Service Level	**Response Time Objectives**			
Enterprise Standard Support (24x7), Monday–Sunday, 365 days per year.	1 hour with prioritized support response	4 hours	6 hours	1 business day
Enterprise Basic Support (9x5) local business hours and local business days.	2 hours	6 hours	8 hours	1 business day
	Response Time Objectives—Vertica Only			
Enterprise Standard Support	1 hour—24x7	6 hours 9x5	8 hours 9x5	1 business day

Table 1. Impact Levels and Response Time Objectives

Response Time Objectives are typical initial response times to support requests. Micro Focus may not actually provide such response within the Response Time Objectives. For critical applications, Micro Focus offers a thirty (30) minute Response Time Objective option for Impact Level 1 cases for an additional charge. For more information, see: Micro Focus FlexCare Support.

Service Implementation

Need a More Personalized or Flexible Support Service?
Micro Focus understands the value-add we can bring to you through the availability of enhanced reactive and proactive support services.

Micro Focus Flexible Care Support (FlexCare Support) is our value-add portfolio of offerings designed to complement your Enterprise Support experience. Micro Focus FlexCare Support provides role-based offerings and a FlexCare Credit Menu of standalone prepackaged support services. FlexCare Support role-based offerings include:

- **Named Account Support Engineer (FlexCare NASE):** The FlexCare NASE is a named technical resource assigned to a given FlexCare Support product family, responsible for understanding your environment in order to address your support incidents efficiently and effectively.

- **Technical Account Manager (FlexCare TAM):** The FlexCare TAM is a named proactive technical advocate providing expert product knowledge and skills to help streamline and improve operations of your designated Micro Focus software products.

- **Enterprise Services Manager (FlexCare ESM):** The ESM is a nontechnical support ambassador responsible for your overall support relationship and experience, leveraging the support of local and worldwide resources. The ESM provides detailed reporting, trending, and recommendations to ensure you get the most out of your support experience.

■ **Account General Support Manager (FlexCare AGSM):** The FlexCare AGSM is your ambassador within the support organization to maximize alignment to your business requirements and optimize the appropriate service levels across your entire Micro Focus software footprint covered under FlexCare Support.

FlexCare Credits

FlexCare Credit packages are standalone, pre-packaged support services which can be purchased at the time of your support contract renewal or anytime throughout the life of your support contract. FlexCare Credits are designed to provide discrete remote and on-site support deliverables. Choose from a menu of over forty (40) FlexCare Credit Packages through the FlexCare Credit Menu.

Visit our FlexCare Portfolio website to learn more about FlexCare Support offerings[2].

Technical Service Days (TSDs)

TSDs are available as an offering within the FlexCare Credit Menu. TSDs are available for delivery either on-site or remote during normal business hours (8am and 5pm local time on local business days, excluding bank and local public holidays) or during non-business hours (i.e., weekends). TSDs provide delivery of technical support topics that can be essential for maintaining the operability and availability of your software product environment. TSDs are subject to support resource availability and require pre-approval of topics requested prior to confirmation of booking. TSDs are short-term support engagements and are not meant to be a replacement for any Micro Focus professional services.

One TSD consists of eight (8) business hours. For on-site days, there is a minimum purchase of two (2) consecutive days. TSDs are annual

---

2 *FlexCare Support is not available for new license sales of the following Micro Focus Autonomy products: IDOL, Connected Media, Archiving, and eDiscovery*

within your contract and expire on the earlier of your support contract expiration or the end of each year in a multi-year contract.

Concurrent Support

For any Update delivered under your software support contract, Micro Focus authorizes you, for a period of six (6) months from the delivery of said Update to use both the current software product version and the Update simultaneously at no additional charge ("Update Concurrent Use Period"). With respect to a Micro Focus authorized software migration, Micro Focus authorizes you to use both the current software version and the Migrated Software simultaneously ("Migrated Software Concurrent Use Period") at no additional charge for the time period specified per the categories below. For purposes of this data sheet, "Migrated Software" means the software which results from a Micro Focus authorized migration of a current Micro Focus software product to a different Micro Focus software product.

Notwithstanding the foregoing, neither the Update Concurrent Use Period nor the Migrated Software Concurrent Use Period (collectively referred to as the "Concurrent Use Periods") may extend beyond the end of support for that specific software product. For the duration of the Concurrent Use Periods, you are only authorized to use the Update or Migrated Software to manage the same environment that is currently being used to manage the current software version. At the end of the applicable Concurrent Use Period, your license to the then current software version will terminate.

Micro Focus will classify each Micro Focus authorized software migration into one of the following four categories:

■ Standard (6 months Migrated Software Concurrent Use Period)

■ Advanced (12 months Migrated Software Concurrent Use Period)

■ Complex (18 months Migrated Software Concurrent Use Period)

■ Exceptional (24 months Migrated Software Concurrent Use Period)

Service Eligibility

For ongoing support eligibility, Customer must maintain the License Set at the same level of software support. For purposes of this data sheet, "License Set" means all: (a) licenses of Micro Focus software products with the same part number that are part of the same deployment and (b) technically dependent prerequisite software products that are part of the same deployment, across all of the Customer's Service Agreement ID ("SAID") numbers. Licenses for the same products that are part of the same deployment but may have different part numbers to allow for different usage rights (e.g., site, area, or global licenses) or versions are also part of the same License Set.

You may not cancel support for a portion of licenses within a License Set unless you, at the time of your support contract renewal:

(i) terminate license rights of the unsupported licenses or (ii) certify that the unsupported licenses will not be used and will not receive any of the support services provided under your active support contract ("Certification"). The Certification must be provided by an authorized representative of Customer by completing and returning a Dormancy Letter to Micro Focus in accordance with the notice requirements in Customer's governing support contract. Micro Focus reserves the right to audit Customer's compliance with the Certification at any time. If Customer chooses to resume support services for any of the unsupported licenses covered under the Certification, the Return to Support terms and conditions shall apply.

For avoidance of doubt, the following example is provided based on the assumption that a Customer has two License Sets for a given software product:

Micro Focus Software License Set	Number of Licenses	Level of Software Support Needed	Example of Acceptable Scenario	Example of Scenarios NOT Allowed
License Set One for Product A	100	Enterprise Standard Support (24x7)	Maintain a valid Software Support contract for all 100 licenses at Enterprise Standard level	▪ 25 licenses at Enterprise Standard Support ▪ 75 licenses with no valid software support contract
License Set Two for Product A	200	Enterprise Basic Support (9x5)	Maintain a valid Software Support contract for all 200 licenses at Enterprise Basic level	▪ 50 licenses at Enterprise Basic Support ▪ 150 licenses with no valid Software Support contract

Table 2. Licensing

Software Support Eligibility

A. ELIGIBILITY

Customer may purchase available software support for Micro Focus branded software products only if the Customer can provide evidence that it has rightfully acquired an appropriate Micro Focus license for such software. Micro Focus will be under no obligation to provide support due to any alterations or modifications to the software not authorized by Micro Focus or for software for which Customer cannot provide a sufficient proof of a valid license.

B. DOCUMENTATION

If Customer purchases a software support offering that includes documentation updates along with the right to copy such updates, Customer may copy such updates only for software under such coverage. Copies must include appropriate Micro Focus trademark and copyright notices.

Service Limitations

End of Support—For Products that Follow Time Based Obsolescence

For all software products and versions listed on the Micro Focus Software Product Support Duration for Time Based Obsolescence table including any subsequent versions of such software products, the following time-based end of support policy applies:

Full support will be available for a defined minimum period of time from the general availability of a software product's release ("Committed Support"). Upon expiration of the Committed Support for a product or product version, and for which a successor product or product version is commercially available, Micro Focus offers a minimum period of additional limited support ("Extended Support"). Upon the expiration of Extended Support for a product or product version, and for which a successor product or product version is commercially available, Micro Focus offers a minimum period of selfhelp support with rights to new versions ("Selfhelp Support with RTNV"). Product specific end dates for Committed Support, Extended Support and Self-help Support with RTNV are published on the Obsolescence & Migration pages of SSO. Product specific minimum periods of Committed Support, Extended Support and Self-help Support with RTNV are listed in the Micro Focus Software Product Support Duration for Time Based Obsolescence table.

Micro Focus provides a diminishing range of support services, appropriate to the length of time a product version has been generally available in the market. These services are detailed in the following table.

Technical Support Service	Committed Support	Extended Support	Self-Help Support with RTNV
Access to public forums	x	x	x
Access to SSO	x	x	x
Right to new versions	x	x	x
Access to existing patches/hotfixes	x	x	x
Access to entitled forums	x	x	x
Raise support tickets	x	x	
Access to technical support engineers	x	x	
Creation of patches/hotfixes	x		
Creation of security fixes	x		

Table 3. Support Services

Customer Responsibility

Use of Micro Focus Service Tools for Support

Micro Focus will require Customer's use of certain hardware and/or software system and network diagnostic and maintenance programs ("Proprietary Service Tools") as well as certain diagnostic tools that may be included as part of the Customer's system, for delivery of support. Proprietary Service Tools are and remain the sole and exclusive property of Micro Focus, are provided "as is", and include but are not limited to remote fault management software, network support tools. Proprietary Service Tools may reside on the Customer's systems or sites.

Customer may only use the Proprietary Service Tools during the applicable support coverage period and only as allowed by Micro Focus. Customer may not sell, transfer, assign, pledge or in any way encumber or convey the Proprietary Service Tools. Upon termination of support, Customer will return the Proprietary Service Tools to Micro Focus or allow Micro Focus to remove these Proprietary Service Tools.

The Micro Focus Software product you purchased may contain functionality ("Usage Hub") that allows Micro Focus to remotely track data related to your use of the product. The Usage Hub will only be enabled if you configure the product to send data to Micro Focus through the user interface. If the Usage Hub is enabled, Micro Focus will use the data transmitted for the following purposes: (i) to help the Micro Focus Support team handle support cases more efficiently; (ii) to provide guidance to you regarding how to optimize your use of the product; and (iii) to make available reports with entitlement and consumption information. The data collected via the Usage Hub will not contain any Personally Identifiable Information.

Customer will also be required to:

a) Allow Micro Focus to keep the Proprietary Service Tools resident on Customer's systems or sites and assist Micro Focus in running them

b) Install Proprietary Service Tools, including installation of any required updates and patches

c) Use the electronic data transfer capability to inform Micro Focus of events identified by the software

d) If required, purchase Micro Focus-specified remote connection hardware for systems with remote diagnosis service

e) Provide remote connectivity through an approved communications line.

Additional Customer Responsibilities

A. DATA BACKUP

To reconstruct lost or altered Customer files, data or programs, Customer must maintain a separate backup system or procedure that is not dependent on the software under support.

B. TEMPORARY WORKAROUNDS

Customer will implement temporary procedures or workarounds provided by Micro Focus while Micro Focus works on permanent solutions.

C. HAZARDOUS ENVIRONMENT

Customer will notify Micro Focus if Customer uses software in an environment that poses a potential health or safety hazard to Micro Focus employees or subcontractors. Micro Focus may require Customer to maintain such software under Micro Focus supervision and may postpone service until Customer remedies such hazards.

D. AUTHORIZED REPRESENTATIVE

Customer shall have a representative present when Micro Focus provides support at Customer's site.

E. SOFTWARE PRODUCT LIST

Customer will create and maintain a list of all software under support including: the location of the software and coverage levels. Customer shall keep the list updated during the applicable support period.

Terms

This support offering is governed by the Micro Focus Customer Terms or another agreement referenced in the quotation for support services (the "Terms"). All capitalized terms used in this data sheet, but not otherwise defined, will have the meaning assigned to them in the Terms. Any reference to "Customer", "you", and "yours" herein are intended to reference the Micro Focus Customer receiving the software support services as defined and referenced in the Terms. In the event of conflicts between this data sheet and the Terms, this data sheet shall take precedence. The support offering set forth in this data sheet is available for Micro Focus's IT Operations Management and Application Delivery Management, Micro Focus Autonomy (IDOL, Connected Media, Archiving and eDiscovery) products, Micro Focus's Vertica and Information Management & Governance products from Big Data, as well as Micro Focus ArcSight and Micro Focus Fortify products from Enterprise Security. Support delivery begins upon delivery of licenses.

Upgrades

Software product Upgrades are not a feature of Micro Focus Enterprise Support. For purposes of this data sheet, the definitions of Upgrades are included below:

- **Upgrade—License Type Upgrade** means upgrading from one type of license to another upon Customer purchase. An example would be moving from a site license to an area license.

- **Upgrade—License Quantity Upgrade** means upgrading to a higher count of

license upon Customer purchase. An example would be upgrading from 1000 nodes to 2500 nodes. For purposes of this datasheet, "Upgrade—License Type Upgrade" and "Upgrade—License Quantity Upgrade" may collectively be referred to as "Upgrades". The following additional terms are hereby incorporated into this data sheet:

For purposes of this datasheet, "Upgrade—License Type Upgrade" and "Upgrade—License Quantity Upgrade" may collectively be referred to as "Upgrades". The following additional terms are hereby incorporated into this data sheet:

General

A. EXCLUSIONS

Micro Focus is not obligated to provide warranty services or support for any claims resulting from:

1. Improper site preparation, or site or environmental conditions that do not conform to Micro Focus site specifications

2. Customer's non-compliance with Micro Focus specification, statements of work or this data sheet

3. Improper or inadequate maintenance or calibration

4. Customer or third-party media, software, interfacing, supplies, or other products

5. Modifications not performed or authorized by Micro Focus

6. Virus, infection worm, or similar malicious code not introduced by Micro Focus

7. Abuse, negligence, accident, loss or damage in transit, fire or water damage, electrical disturbances, transportation by Customer or other causes beyond the control of Micro Focus.

B. LOCAL AVAILABILITY

Customer may order support from Micro Focus current support offerings. Some offerings, features and coverage (and related software) may vary according to Micro Focus resources and products in your environment or may not be available in all countries or areas. In addition, delivery of support outside of the applicable Micro Focus coverage areas may be subject to travel charges, longer response times, reduced restoration or repair commitments, and reduced coverage hours.

C. RELOCATION

Relocation of any software under support is the responsibility of Customer and is subject to local availability, and may result in changes to support fees. Reasonable advance notice to Micro Focus may be required to begin support after relocation. For software products, any relocation is also subject to the license terms for such software. Customer may be required to execute amended or new documents as a result of relocation.

D. SERVICE

Providers Micro Focus reserves the right and Customer agrees to the use of Micro Focus authorized service providers to assist in the delivery of support.

E. MODIFICATIONS

Customer will allow Micro Focus, upon request and at no additional charge, to modify software products to improve operation, supportability, reliability, or to meet legal requirements.

F. FORCE MAJEURE

Neither party will be liable for performance delays nor for non-performance due to causes beyond its reasonable control; however, this provision will not apply to Customer's payment obligations.

Site and Product Access

Customer shall provide Micro Focus access to the software covered under support and, if applicable: (a) adequate working space and facilities within a reasonable distance of the software; (b) access to and use of information, Customer resources, and facilities as reasonably determined necessary by Micro Focus to service the software; and (c) the other access requirements described in this data sheet. If Customer's failure to provide such access results in Micro Focus's inability to provide support, then Micro Focus shall be entitled to charge Customer for the support request at Micro Focus published service rates. If software support requests the removal of any unsupported Micro Focus software products from your environment in order to facilitate required problem resolution, then Customer shall be responsible for such removal. Micro Focus reserves the right to charge for incremental hours at Micro Focus published rates if, due to unsupported Micro Focus software, complexities are introduced that elongate problem resolution cycles.

Payment and Validity

Ordering information for Micro Focus IT Operations Management, Micro Focus Application Delivery Management, Micro Focus Vertica, Micro Focus Information Management & Governance, and Micro Focus Fortify products is as follows:

Micro Focus Enterprise Standard Support may be ordered using service product numbers HM610A1 (upfront 1-year), HM610A3 (upfront 3-year), and HM610AC (contractual).

Ordering information for Micro Focus Autonomy (IDOL, Connected Media, Archiving and eDiscovery) products is as follows:

Micro Focus Enterprise Standard Support may be ordered using service product numbers H8H80A1 (upfront 1-year), H8H80A3 (upfront 3-year), and H8H80AC (contractual)."

The Micro Focus Community is your place to network, learn, and participate via forums, events, blogs and more. To learn more, visit: Software Community Home.

Cancellation

You may cancel support services or delete products from support, effective upon your next support contract renewal date, so long as you provide Micro Focus with sixty (60) days prior written notice of such cancellation. For multiple year support contracts which are billed annually, you may cancel your support contract, effective your next annual support service anniversary date, so long as you provide Micro Focus with written notice of such cancellation at least sixty (60) days prior to the next annual support service anniversary date. For all cancellations of your support contract or partial licenses within your support contract as described immediately above ("Cancellations"), Customer's notification to Micro Focus must be provided by an authorized representative of Customer and occur by completing and returning a Cancellation Form to Micro Focus, which Micro Focus will provide upon request. Cancellation terminates your support services such as rights to receive new product versions, security patches, and technical support. If Customer chooses to resume support, the Return to Support terms and conditions in this data sheet will apply.

If any Cancellation reduces the volume of licenses under support below any previously negotiated volume discounts, Micro Focus may modify any support price volume discount at the time of the next renewal date.

Talk to Us About Enterprise Support

We are here to make sure you get the right level of support for your business. You will find links to further information below, but why not talk to us? We can explain your options and how your business will benefit. Please contact your Micro Focus support sales representative.

Addendums to this Data Sheet

Due to the breadth of the Micro Focus software portfolio, certain Micro Focus products offer additional or different Micro Focus Support Services.

Learn More At
www.microfocus.com/softwareservices