

Specific Program Document for Maintenance (“Maintenance SPD”)

The CA Support offering (“Maintenance”) listed below is provided by the CA entity (“CA”) through which you acquire this Maintenance under the following terms and conditions. These terms shall be effective from the date you purchased Maintenance.

CA Support Offering: CA Support for Distributed Products

CA Support Terms

CA Support generally consists of technical support for CA software provided telephonically, online and via email by qualified support engineers, and upgrades for such software, in accordance with the CA Support Policy and Terms, which is available at <http://support.ca.com> and is hereby incorporated by reference. In the event of any conflict between the terms of this Specific Program Documentation and the CA Support Policy and Terms, the terms of this Specific Program Documentation shall govern. The CA Support Policy and Terms shall also apply to any offerings that are made separately available to CA Support customers, with such offerings deemed to be part of CA Support” for purposes of that document.

Applicability of CA Support

CA Support is offered hereunder for all generally available CA distributed software products unless CA specifically designates a specific software product as not eligible for support or the software is licensed on an “as is” basis without warranties. You are only eligible to receive CA Support if you remain current on all applicable licensing and maintenance fees and are otherwise compliant with your contractual obligations.

Upgrade Protection

CA Support includes Upgrade protection that helps you obtain the latest fixes, features and functionality for the eligible products you have licensed from CA Europe Sarl. “Upgrades” include Documentation revisions, error corrections, product enhancements, Service Packs, Releases and Versions for the CA software which CA generally makes available to its supported customers at no additional license fee, other than shipping charges if applicable, for which CA Support is provided, and do not include any offerings or products that are licensed separately by CA Europe Sarl and are not derived from or based on the existing product or Documentation. Sometimes Upgrades are referred to as “product updates” or “software updates” in older documentation. Upgrades are provided if and when available, and CA is under no obligation to develop any future programs or functionality. More details are set forth in the CA Support Policy and Terms.

Scope of CA Support

The scope of support available under this Specific Program Documentation is limited to CA distributed products.

In accordance with the support services provided under the CA Support Policy and Terms available at <http://support.ca.com>, CA Support includes the following support services:

- ✓ 24x7x365 support for Severity 1 issues
- ✓ Normal business hours support for Severity 2-4 incidents
- ✓ Direct access to CA Support and the ability to open and manage support incidents via CA Support Online or by telephone
- ✓ 24x7x365 web-based self-service support via CA Support Online
- ✓ Standard response time service level objective
- ✓ Basic installation support
- ✓ Operational and multi-platform support
- ✓ Interoperability support
- ✓ Fixes, Service Packs and Documentation updates



- ✓ Release updates
- ✓ Version updates
- ✓ Proactive fix notifications
- ✓ Remote console diagnostics
- ✓ Unlimited number of incidents/problems
- ✓ Technical newsletter and access to global user communities and regional user groups
- ✓ Up to two (2) authorized named contacts per licensed CA product to serve as liaison with CA Support Named contacts should be CA product administrators with standard CA accreditation and/or users with high CA product(s) acumen and experience, who are capable of implementing, debugging and replicating product errors.

Additional Options for CA Support Customers

CA may make other support offerings available that provide specific, customized, and/or more comprehensive forms of enhanced support. You must be an active CA Support customer as a prerequisite to obtaining additional support through these offerings.