

This Support Addendum to the BMC Software Licence Agreement sets forth the scope of end-user support to be provided by KTSL in accordance with that agreement.

<b>Customer:</b>	
<b>You have purchased:</b>	
<b>Your contract expires:</b>	
<b>Your BMC Support ID:</b>	Upon renewal
<b>Your KTSL Account Manager:</b>	

## COVERAGE

The software covered by this Support Contract is as per your quotation, copy enclosed.

A BMC Support Contract delivered by KTSL will include the following, if and when available from BMC Software:

1. Supply code corrections to correct product malfunctions in order to bring such product into substantial conformity with the operating specifications for the most current version of the product, unless the customer's unauthorised modifications prohibits or hampers such corrections or causes the malfunction;
2. Supply, so long as is technically and economically feasible, at BMC Software's sole discretion, updated products as required to operate under new releases of the operating system and/or other system software with which the product is designed to operate and which BMC Software furnishes, without charge, to all other customers who are enrolled in the Support Plan;
3. Supply all extensions, enhancements and other changes that BMC Software, at its sole discretion, makes or adds to the product and which BMC Software furnishes, without charge, to all other customers who are enrolled in the Support Plan; and
4. Replace the product at no charge if the media becomes destroyed or damaged so that the product becomes unusable.

**ANNUAL SUPPORT OFFERINGS**

KTSL offer two levels of support, as shown in the following table:

Support Level	Availability	Severity Level
<b>Fast-Track Support</b>	9 AM to 5 PM, Monday to Friday 8 AM to 8 PM, Monday to Friday Excluding public holidays	All Severity One (S1) Only
<b>Continuous Support</b>	9 AM to 5 PM, Monday to Friday 24 Hours a Day, 7 Days a Week	All Severity One (S1) Only

**SEVERITY CLASSIFICATION**

When you report a problem or ask a question of KTSL Technical Support, whether it is via the telephone, or email, a case is created with an associated priority. If you create a case over the telephone, you can specify the priority, while a case created via email will have a default priority of S3 or Moderate Service Impact.

The priority codes and definitions are provided in the table below. Based on the priority of your case, a Technical Support Analyst (TSA) will respond and will work with you to resolve your incident based on the criteria:

Severity Level	Severity Criteria
<b>S1</b>	<p><b>Critical Service Impact</b> Issue critically affects the primary business service, major application, or mission critical system. Customer resources should be available and willing to work on a 24x7 basis with BMC to resolve the issue. Characteristics of a Severity 1 issue include:</p> <ul style="list-style-type: none"> <li>• Business service is not operational</li> <li>• Production system crashes</li> <li>• Data integrity at risk</li> <li>• Production backup and recovery operations fail</li> </ul>
<b>S2</b>	<p><b>Significant Service or Implementation Impact</b> The business service, major application, or system is seriously affected or implementation stopped. No acceptable workaround is available.</p>
<b>S3</b>	<p><b>Moderate Service Impact</b> The business service, major application, or system is moderately impacted, no data has been lost, and the business service, application, or system is still functioning. The issue may be temporarily circumvented using an available workaround.</p>
<b>S4</b>	<p><b>No Service Impact</b> Non-critical issues, general questions, enhancement requests, or documentation issues</p>

**RESPONSE GOALS**

The table below details response goals, dependent on Severity Level:

Support Level	Initial Response Goals* for each Severity Level	Applicable Product Group
<b>Fast-Track Support</b>	S1 = 1 Business Hour S2 = 4 Business Hours S3 = 8 Business Hours S4 = 12 Business Hours	Service Management products
<b>Continuous Support</b>	S1 = 1 Clock Hour S2 = 4 Business Hours S3 = 8 Business Hours S4 = 12 Business Hours	Service Management products/System Management products

\*A response is based on the TSA either speaking or sending an initial response to the customer.

**Service Management Products** consist of most BMC Remedy, BMC Marimba, BMC Service Desk Express and Magic, BMC Identity Management and BMC Service Management products.

**System Management Products** consist of most Mainframe and Distributed Systems Management products.

**INCIDENT ESCALATION POLICY FOR ALL CALLS**

KTSL Support monitors all incidents internally and should an incident not conform to the SLA determined in this Support Addendum, then the Helpdesk Manager is notified and automatic escalation occurs.

If for any reason the client feels the incident is not progressing in the manner expected, then an escalation can be made to the Helpdesk Manager; this escalation can occur at any stage and should be detailed in the incident.

An incident can also be raised in severity (subject to the criteria above) by the client using Self-Service Portal or by emailing into the KTSL Support using the Incident ID given when the case was initiated.

## CUSTOMISATION

The Support Contract does not include for customisation unless specific in the agreement:

### **Definition**

A customisation is any added functionality to a product that is not included in the base (out of the box) installation of that product.

Development and/or debugging of bespoke code, including BMC Performance Manager (formerly known as PATROL) Knowledge Modules or BMC Service Desk Express (formerly known as Magic Service Desk) Business Rules or Support of ITSM foundation data and process changes made within the application.

### **Maintaining Custom Code**

Customisations are the responsibility of the customer and must be maintained by the customer. Customer Support does not take ownership of any customised code whether the customer, BMC Consulting Services or a BMC Partner generated it. Serious consideration should be given to all customisations since it will require additional work during future migration or upgrade processes for new product versions.

BMC Software and/or KTSL will NOT provide code customisations to customers.

## SUPPORT RENEWAL

When possible, KTSL will provide a support renewal quotation a minimum of 60 days prior to the contract expiry date.

KTSL must receive a purchase order for the support renewal 14 days prior to the expiry date.

If the contract renewal exceeds the expiry date by ninety days and the customer wishes to re-instate the support, then the charge to renew will be pro-rated from the expiry date to the renewal date plus twelve months. The subsequent renewal date will be amended to be 12 months from the actual renewal date.

Customers must notify KTSL in writing that support is no longer required at least thirty days prior to expiry.

BMC Software will levy a cancellation fee if notification is received after the expiry date. The cancellation fee will be the annual support fee pro-rated to cover the period between the expiry and notification dates.

There are no refunds available for customers that terminate a contract other than at renewal.

## MAKING A SUPPORT ENQUIRY

All intervals specified in this section reflect business, not calendar days and are based on UK GMT. The person making the support call will be asked to provide the following information:

- Customer name
- Contact details – telephone & email address
- BMC product name – please include product versions and any patches applied
- Operating system and service packs applied
- Database version (if applicable)
- A full description, including all error messages of the problem
- Severity of problem (For Severity One calls then please also call 0845 034 8001)

Once the call is logged on the system, the caller will be given a problem ID, which should be quoted in all subsequent correspondence.

## KTSL SUPPORT CONTACT DETAILS

KTSL Support Self Service: [www.ktservicedesk.com/support](http://www.ktservicedesk.com/support)

Telephone: 0845 034 8001

Email: [support@ktsl.com](mailto:support@ktsl.com)