BMC SaaS Support Policy

This is Support for Control M subscription services. Such subscription services are referred to in this document as "BMC Subscription Services". In some cases, an approved BMC partner may provide the cloud environment. This policy was last updated on January 1, 2025.

Support Service Levels

Each of BMC's support offerings includes the following, if and when available:

- In accordance with the policies set forth below, BMC provides bug fixes, patches or workarounds in order to cause the Subscription Services to operate in substantial conformity with its then-current User Guide, and

- BMC provides new releases or versions, to the extent they are furnished to all other enrolled Support customers without additional charge.

BMC provides Support via Web, Email and Phone.

Initial Response goals are relative to the impact of the reported problem on the customer environment.

Note: All of BMC's Support Offerings are subject to change without notice, and that not all support offerings are available for all BMC products.

Offering	Hours of Operation	Initial Response Goals
BMC SaaS Support	24 hours x 7 days *(for S1A – S1)* *(Includes published holidays)* Local Business Hours *(for S2 - S4)* *(Excludes published holidays)*	S1A = 30 minutes S1 = 1 Clock Hour S2 = 2 Business Hours S3 = 4 Business Hours S4 = 12 Business Hours

Support business hours reflect normal country business hours in your time zone. For all specific hours of operation, see the country specific Support Contact pages.

Sandbox tenants are restricted to opening S4 severity-level cases only.

Customer Impact Definitions

Impact Level	Customer Impact Criteria
1A	**SaaS Only - Production instance Unavailable.** Customers should check Status page for latest updates on active outages prior to opening a ticket.

Impact Level	Customer Impact Criteria
1	**Critical Impact to production environment, primary business service, large number of users experience critical loss of function or data integrity at risk.** Customer resources should be available to work on a 24x7 basis with BMC to resolve the issue.
2	**Significant Impact** to business service or system performance affecting production systems or normal operations for multiple groups of users.
3	**Limited Impact** to the business service, localized to specific service, application or group of users. Workaround may be available to circumvent.
4	**No service impact,** Non-critical issues, or general questions.

Support for Subscription Services

BMC provides service packs, patches, hot fixes, or workarounds to enable generally available BMC Subscription Services to operate in substantial conformity with its then-current user guide.

Customers with an active subscription service can contact BMC via phone, email, and web during the term of their subscription services order. Support is available through the date of subscription service expiration or subscription service termination, if earlier. Contact your BMC account representative for assistance.

For current support status and subscription service information, sign up for Proactive Alerts and visit the Supported Product A-Z pages. Customers are responsible to ensure the nominated contact details are accurate within the Support Central Contacts Lists utility to receive email notifications from BMC. Proactive Alert, BMC notification email messages and the associated documentation are provided in English only.

Service End of Life

- At any time, BMC may "end of life" a BMC Subscription Service by terminating such subscription service for all customers.

- At least 12 months prior to the termination, BMC will post a notification to the BMC Support Central web site and send physical or electronic notice to each customer who is subscribed to such BMC Subscription Service to the customer address on file. Unless otherwise mutually agreed with the customer, at no time will access to or support for a BMC Subscription Service end before the subscription service expiration date denoted in the applicable subscription services order.

- Renewals will not be granted past the date of termination for any "end of life" BMC Subscription Service.

- During the timeframe between when an "end of life" notification is posted to the BMC Support Central web site and the actual termination of the subscription service, the BMC Subscription Service will be supported as follows:

  o New enhancements or upgrades will not be made to the BMC Subscription Service or any customer environment.

  o BMC may develop new hot fixes for problems of high technical impact or business exposure for customers. With customer input, BMC will determine the degree of impact and exposure and the consequent activities.

  o Research and Development will be engaged on critical cases only and on a limited basis for problem identification.

Third-Party Products

Support for third-party products integrating to/from a BMC Subscription Service remains the sole responsibility of the customer. The customer is responsible for assuring product compatibility of any third-party product with any BMC Subscription Service. Additionally, if a third-party vendor cancels support for one of its products (such as an operating system or subsystem), and that third-party product integrates or interacts with the BMC Subscription Services customer has purchased, the customer must upgrade to a supported version of that third-party product before BMC Support can provide support for the affected integration.

Upgrading

Each BMC SaaS Subscription Service is regularly updated at defined intervals as further set forth in the User Guide. Customer may not engage in actions or inactions that prevent the upgrades, hot fixes or service packs from being implemented, unless agreed to in writing by BMC.

BMC will upgrade the BMC Subscription Services as necessary to deliver patches, updates and new functionality. The timing of upgrades will be at BMC's discretion. BMC will provide at least fourteen days' notice for production service upgrades, and at least seven days' notice for non-production service upgrades.

Customers are responsible for management of any on-premises integrated system, user acceptance testing, training, and internal communication planning during an upgrade. Likewise, for any BMC Subscription Services components installed and managed by the customer, it is the customer's responsibility to ensure that these are upgraded on a regular basis.