

Mainframe Support Policy

This is Support for BMC products that run in a mainframe environment and products in the MainView, BMC AMI, BMC Compuware, Db2 and IMS product families. Mainframe Products do not include BMC AMI Cloud, Control-M or Control-D or any products that are noted as “Continuous Delivery” on the [Supported Product A-Z pages](#), which BMC may update from time to time. 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 product to operate in substantial conformity with its then-current operating Documentation, 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 Continuous Support	24 hours x 7 days <i>(for S1)</i> <i>(Includes published holidays)</i> Local Business Hours <i>(for S2 - S4)</i> <i>(Excludes published holidays)</i>	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](#).

Customer Impact Definitions

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.

Impact Level	Customer Impact Criteria
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.

Mainframe Product Support Policy

Product technical support is provided to customers currently enrolled in support for BMC's on premises software products, based on the terms and conditions of the customer's license agreement and order with BMC and BMC's current support terms and policies.

If you are currently enrolled in support, you can [contact BMC](#) via phone and web during all product technical support stages. Extended support options may be available for some products for an additional annual support cost. Contact your BMC account representative for assistance.

For current support status and product information, sign up for [Proactive Alerts](#) and visit the [Supported Product A-Z pages](#). (Proactive Alert email messages and the associated documentation are provided in English only).

For a product to be eligible for Support, all its Licensed Capacity needs to be enrolled.

BMC reserves the right, for the benefit of all its customers, to use or incorporate into any BMC products or services any suggestions, enhancement requests, recommendations or other feedback provided by its customers.

Release numbering

BMC uses a three-place numbering scheme to designate released versions of its Mainframe Products in the following format:

- *VV.RR.MM*
VV=major version, RR=minor release, and MM=maintenance level

Support for Mainframe Products

The policy for the Mainframe Products refers only to the *VV.RR* portion of the release numbering (with the *MM* portion not being a factor). When referring to general product versions and releases, the maintenance level (MM) is often omitted, but it is implicitly included.

This policy uses these terms to refer to release relationships:

- **Current release** – The most recently available version and release of a Mainframe Product.
- **C-1** – The version and release immediately preceding the current release.
- **C-2** – The version and release immediately preceding the C-1 release.

BMC provides support for the Mainframe Products as defined in the following table, subject to the Product End of Life Policy below.

Support type	Description
Full Support	<p>BMC provides support for the current version and release of all its products. BMC also provides full support for one release preceding the current version (C-1) for a maximum period of 3 years.</p> <p>BMC provides service packs, patches, hot fixes, or workarounds to enable the product to operate in substantial conformity with its then-current operating documentation.</p>
Limited Support	<p>Following the Full Support period, BMC provides limited support for the C-1 release which has reached max age (3 years), for at least 1 year. C-2 releases move to Limited Support for at least 1 year assuming max age was not reached for C-1 release.</p> <p>Customer Support will direct customers to existing fixes, patches, or workarounds applicable to the reported case.</p> <p>BMC will 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.</p> <p>Customer Support will direct customers to upgrade to a more current version, release, or service pack of the product.</p> <p>Research and Development will be engaged on critical cases only and on a limited basis for problem identification.</p> <p>Some third party code (OEM) functionality in the Products may no longer be available.</p>
End of Version Support	<p>Access to most technical documentation through BMC Support Central portal, Knowledge Base search, known resolutions and workarounds, existing patches and Service Packs, and BMC support communities will remain available where applicable.</p>

Support type	Description
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No new sustaining maintenance releases, patches, or hot fixes will be made to a version or release in "End of Version" status.

Customer Support will direct customers to upgrade to a more current version, release, or service pack of the product.

Information on a product's support status can be found in the [Product Catalog](#) on the [Support Central](#) web application.

Example of this support policy:

Using three version/releases of a product (3.0, 2.9 and 2.8), the following support policies would apply:

When 3.0 becomes "generally available" (GA):

- 3.0 is covered under Full Support. Might require current maint be applied.
- 2.9 is covered under Full Support for max 36 months followed by 12 month limited.
- 2.8 is covered under limited support for at least 12 months, if Max full support age had not been reached while being C-1.

You can submit enhancement requests at any time, but they will be considered only for future releases of the product.

Extension of Support Periods

In some cases, BMC may extend its support of certain product lines beyond the dates specified in this document. Announcements to this effect are made through the BMC Support Central web site and the Proactive Alert service via the Release Notes of the affected products.

Product End of Life

- At any time BMC may "end of life" a product by terminating support for such product.
- At least 12 months prior to the termination of support, BMC will post a notification to the BMC Support Central web site and send physical or electronic notice to each customer who is enrolled in such support to the customer address on file.
- During the timeframe between when "end of life" notification is posted to the BMC Support Central web site and the actual termination of support, the product will be supported as follows:
 - New enhancements will not be made to the product.
 - No enhancements will be made to the product to support new or updated versions of the platforms on which the product runs or to which it connects. BMC Customer

Support will direct customers to existing fixes, patches, or workarounds applicable to the reported case.

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

Third-Party Products

To receive full or limited support for a BMC product, you must have such product installed in a generally available supported environment. 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 product you have licensed, you must upgrade to a generally available supported version of that third-party product before BMC Customer Support can provide you with support for the affected BMC product.

Where a third-party vendor cancels general support, but offers a paid extended support option, BMC will have no obligation to continue to Support the canceled version, irrespective of whether you have chosen to pay for extended support or not.

Upgrading

When you are ready to upgrade, you can download the latest version from BMC's [Electronic Product Distribution \(EPD\) site](#). To access this site, you must be currently enrolled in support for that product.

Customization Policy

Definition

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

Prioritizing Product Cases

While we will make every effort to address all customer cases in a timely manner, it should be understood that customization cases may be assigned a lower priority than production or installation cases involving base code.

Getting Customization Assistance

The Customer Support Center is available to give general suggestions and assist in troubleshooting on a case by case basis at BMC's discretion. Customer Support can also direct customers to white papers focused on architecture and other resources available on our Web site. The design and development of customizations are the responsibility of the customer/consultant and BMC Consulting Services and BMC partners are available for this purpose. Customer Support will NOT provide code customizations to customers.

Training Requirements

Customers must attend the appropriate product training before attempting any customizations. This training will empower the customer with the necessary knowledge and ability to design and implement simple changes to the base product. Customizations that are more complex should be implemented by BMC Consulting Services or a BMC partner.

Identifying Custom Code

Customers should maintain records and be able to identify all customizations that they have made to their application(s). Customers should keep a centralized file detailing changes that have been made, when they were made and what code was changed. This will help the customer and BMC support identify whether a problem is with the base product or with a customization. This will also aid in the migration or upgrade process to future product versions.

Maintaining Custom Code

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

Multi-Language Support

English is the only language BMC contractually commits to providing. However, to enhance our follow-the-sun support model and better serve our customers, BMC Software has contact centers worldwide that have multiple language capabilities. Local offices can provide support in the prevailing local languages, but BMC's priority is to get the most knowledgeable person to handle your case. In addition to English, BMC can offer a "first point of contact" local language service for the following languages:

Americas:

- English
- Spanish (LATAM)
- Portuguese (LATAM)

EMEA:

- French
- German
- Spanish
- Portuguese

AP

- Chinese

- Japanese

The first point of contact service is hosted by BMC's contact centers and the language offerings are only available during local business hours. Following the initial communication between the customer and our customer support center, BMC will endeavor to distribute the support issue to a local specialist. However, BMC cannot guarantee local language support from our product specialists. Translation services are available on an exception basis.

Additional Information

For additional information regarding the availability and support periods of certain product lines, contact your local BMC representative.

BMC Support Resources

- [Support Central](#)
- [Knowledge Base](#)
- [Documentation](#)
- [BMC Communities](#)
- [Training Locations](#)
- [BMC Consulting Services](#)
- [Support Contacts](#)

Upgrade Assistance

- The BMC Assisted Migration Offering (AMIGO) program is designed to assist customers with the planning of product upgrades to a newer version – “Success through proper planning”.

[Explore AMIGO Program >](#)