

## Terms and Conditions of BMC Support

### Support Service Levels

Last updated September 9, 2022

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  | Available with the Purchase of:  |
|------------------------|---|---|--|
| BMC Continuous Support | 24 hours x 7 days<br>(for S1)<br>(Includes <a href="#">published holidays</a> )<br>Local Business Hours (for S2 - S4)<br>(Excludes <a href="#">published holidays</a> ) | S1 = 1 Clock Hour<br>S2 = 2 Business Hours<br>S3 = 4 Business Hours<br>S4 = 12 Business Hours   | All On-Premise products including Mainframe  |
| BMC SaaS Support       | 24 hours x 7 days<br>(for S1)<br>(Includes <a href="#">published holidays</a> )<br>Local Business Hours (for S2 - S4)<br>(Excludes <a href="#">published holidays</a> ) | S1A = 30 minutes ( <b>SaaS Only availability/Outage</b> )<br>S1 = 1 Clock Hour<br>S2 = 2 Business Hours<br>S3 = 4 Business Hours<br>S4 = 12 Business Hours  | All SaaS products (S1A and S1 for production* environment only)  |
| BMC Premier Support    | 24 hours x 7 days<br>(for S1)<br>(Includes <a href="#">published holidays</a> )<br>Local Business Hours (for S2 - S4)<br>(Excludes <a href="#">published holidays</a> ) | S1A = 30 minutes ( <b>SaaS Only availability/Outage</b> )<br>S1 = 1 Clock Hour ( <b>On-Premise and SaaS Production environments only</b> )<br>S2 = 1 Business Hours<br>S3 = 1 Business Hours<br>S4 = 1 Business Hours | All On-Premise products, all BMC Helix products, all Enhanced Success Subscriptions, Advanced Success Subscriptions, Comprehensive Success Subscriptions, and Additional Premier Coverage catalog items except: <ul style="list-style-type: none"> <li>• DBA products (for On-Premise)</li> <li>• BMC Helix Remedyforce (for SaaS)</li> <li>• Marketzone products</li> <li>• Mainframe products</li> </ul> BMC Helix Control-M is not covered for BMC Helix products (S1A and S1 for production* environment only) |

\*DSOM Helix customers with non-production environments should open their availability and performance issues as sev 1.

- 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](#).

- BMC SaaS Support customers with a current agreement that provides for a different response times will continue to have such response times until the end of their current SaaS order term.

\* Helix Control-M customers using Sandbox tenants are restricted to opening S4 severity-level cases only.

### Discontinued Support Offerings (not available for new purchases)

| Offering                                    | Hours of Operation   | Initial Response Goals   | Available with the Purchase of:  |
|---|--|--|--|
| BMC Basic Support                           | Local Office Hours<br>8 hours x 5 days<br>9am- 5pm, M-F<br>(Excludes <a href="#">published holidays</a> )  | S1 = 4 Office Hours<br>S2 = 8 Office Hours<br>S3 = 12 Office Hours<br>S4 = 24 Office Hours           | <b><i>This Support offering is not available for new license purchases</i></b>   |
| BMC Fast-Track Support                      | Local Business Hours<br>12 hours x 5 days<br>7am-7pm, M-F<br>(Excludes <a href="#">published holidays</a> )  | S1 = 1 Business Hour<br>S2 = 4 Business Hours<br>S3 = 8 Business Hours<br>S4 = 12 Business Hours     | <b><i>This Support offering is not available for new license purchases</i></b>   |
| Helix Control-M Support                     | 24 hours x 7 days<br>( <b>S1 Production environment only</b> )<br>(Includes <a href="#">published holidays</a> )<br>Local Business Hours (for S2 - S4)<br>7am-7pm, M-F<br>(Excludes <a href="#">published holidays</a> ) | S1 = 1 Clock Hour<br>S2 = 2 Business Hours<br>S3 = 4 Business Hours<br>S4 = 16 Business Hours        | BMC Helix Control-M  |
| BMC Helix Remedyforce Support               | 24 hours x 7 days<br>(for S1)<br>(Includes <a href="#">published holidays</a> )<br>Local Business Hours (for S2 - S4)<br>7am-7pm, M-F<br>(Excludes <a href="#">published holidays</a> )                                  | S1 = 1 Clock Hour<br>S2 = 2 Business Hours<br>S3 = 4 Business Hours<br>S4 = 16 Business Hours        | BMC Helix Remedyforce  |
| BMC Premier Support for On Premise Products | 24 hours x 7 days<br>(for S1)<br>(Includes <a href="#">published holidays</a> )<br>Local Business Hours (for S2 - S4)<br>7am-7pm, M-F<br>(Excludes <a href="#">published holidays</a> )                                  | S1 = 1 Clock Hour<br>S2 = 1 Business Hours<br>S3 = 1 Business Hours<br>S4 = 1 Business Hours         | All On-Premise products except: <ul style="list-style-type: none"> <li>• DBA products</li> <li>• Marketzone products</li> <li>• Mainframe products</li> </ul>                                    |
| BMC Premier Support for SaaS Products       | 24 hours x 7 days<br>(for S1)<br>(Includes <a href="#">published holidays</a> )<br>Local Business Hours (for S2 - S4)<br>7am-7pm, M-F<br>(Excludes <a href="#">published holidays</a> )                                  | S1 = 15 Clock Minutes<br>S2 = 30 Business Minutes<br>S3 = 4 Business Hours<br>S4 = 16 Business Hours | BMC Helix products (production environment only) except: <ul style="list-style-type: none"> <li>• Marketzone products</li> <li>• BMC Helix Remedyforce</li> <li>• BMC Helix Control-M</li> </ul> |

#### BMC Support Customer Impact Definitions

| Impact Level | Customer Impact Criteria   |
|--------------|--|
| 1A           | <b>SaaS Only - Production instance Unavailable.</b><br>Customers should check Status page for latest updates on active outages prior to opening a ticket.  |
| 1            | <b>Critical Impact to production and non-production environment*, primary business service, large number of users experience critical loss of function or data integrity at risk.</b><br>Customer resources should be available to work on a 24x7 basis with BMC to resolve the issue. |

| Impact Level | Customer Impact Criteria  |
|--------------|---|
| 2            | <b>Significant Impact</b> to business service or system performance affecting production systems or normal operations for multiple groups of users.     |
| 3            | <b>Limited Impact</b> to the business service, localized to specific service, application or group of users. Workaround may be available to circumvent. |
| 4            | <b>No service impact,</b><br>Non-critical issues, or general questions.   |

*\*Non-production support is not applicable to Mainframe Products, Control-M or Remedyforce non-production environments. Only production will be supported for Severity 1 Mainframe Products, Control-M and Remedyforce support cases.*

### BMC Software Product Support Policy

BMC's Product Support Policy has been updated effective November 15, 2024.

- 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.
- This topic includes the following sections to help you learn more about the support policy:
  - Release numbering**
  - Support for Enterprise Products:** This is Support for products that do not run in a mainframe environment and products that are in the Control-M and Control-D products family. Enterprise Products do not include products in the BMC MainView, BMC AMI, Db2 or IMS product family.
  - Support Policy for DSOM Products Containerized Releases:** This is Support for containerized version of products that do not run in a mainframe environment and are not in the Control-M and Control-D products family.
  - Support for Mainframe Products:** 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 AMI Cloud, Control-M or Control-D.
  - Support for Continuous Delivery Mainframe Products:** This is Support for BMC's AMI Cloud products and for products that are noted as "Continuous Delivery" on the [Supported Product A-Z pages](#), which BMC may update from time to time.
  - Extension of Support Periods**
  - Product End of Life**
  - Third-Party Products**
  - Upgrading**
  - Multi-Language Support**
  - Additional Information**

### Release numbering

BMC uses a three-place numbering scheme to designate released versions of its products. The formats are:

- VV.RR.SP**  
VV=major version, RR=minor release, and SP=service pack
- VV.RR.MM**  
VV=major version, RR=minor release, and MM=maintenance level
- YY.YY.RR**  
YY.YY= 4-digit year, RR=release
- VV.RR.PP.HFX**  
VV=major version, RR=minor release, PP= patch, and HFX=additional hotfixes that might be applied. This format applies to DSOM Products Containerized Releases only. For more information please see the policy below.

### Support for Enterprise Products

BMC has the following version levels for its Enterprise Products:

| Level                    | Description   |
|--------------------------|---|
| 1st level - Version      | A major deliverable (VV or YY.YY) that is fully functional and can be installed on the targeted platform through a standard installation program. Indicates a major architectural or structural change, new major product capabilities, or possible incompatibility with prior version or significant migration requirements.   |
| 2nd level - Release      | A minor deliverable (RR) that is a revision release that maintains compatibility with its major version. Indicates the availability of functional enhancements, new capabilities, and is an overlay/upgrade installation.   |
| 3rd level - Service Pack | A cumulative maintenance deliverable (service pack) that resolves a specific set of defects or releases new features to improve the quality, usability, and performance of the product.<br>Service packs are typically released 1 to 3 times per year, and they are fully supported for at least 12 months after their GA date.<br>Installing service packs is highly recommended to improve product performance and stability. |
| GA Patch                 | A deliverable for cumulative critical fixes that cannot wait for a major, minor, or service pack release. Patches are applicable to products designated as Full or Limited support only. GA patches will be included in future releases of the product.<br>The most recent GA patch is fully supported.<br>Customer Support may direct customers to upgrade to a more current version, release, or service pack of the product. |

BMC provides at least 5 years\* of product technical support from the Version.Release (VV.RR) general availability (GA) date in three technical support stages for its Enterprise Products as defined in the following table, subject to the Product End of Life Policy below.

| Support type           | Description  |
|------------------------|--|
| Full Support           | BMC provides full support for at least 3 years from the (GA) date of the VV.RR.<br>BMC provides service packs, patches, hot fixes, or workarounds to enable the product to operate in substantial conformity with its then-current operating documentation.  |
| Limited Support        | Following the Full Support period, BMC provides at least 2 years of Limited Support for the VV.RR.<br>New enhancements will not be made to the version or release.<br>Customer Support will direct customers to existing fixes, patches, or workarounds applicable to the reported case.<br>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.<br>Customer Support will direct customers to upgrade to a more current version, release, or service pack of the product.<br>Research and Development will be engaged on critical cases only and on a limited basis for problem identification. |
| End of Version Support | 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.<br>No new sustaining maintenance releases, enhancements, patches, or hot fixes will be made to a version or release in "End of Version" status.<br>Customer Support will direct customers to upgrade to a more current version, release, or service pack of the product.<br>If a customer would like advice on upgrading its product or has questions about the status of a product's support status, please contact Customer Support during business hours Monday through Friday.                              |

\* Exceptions to extend or reduce product support will be announced via the BMC Support Central web site, Proactive Alerts and Release Notes for the affected products. BMC always provides at least Limited Support for a VV.RR for a period of at least 24 months from the date on which such VV.RR became GA.

This table shows an example of the 5-year lifecycle of a VV.RR release, and dates the support status would change:

| Release GA                   | Full Support  | Limited Support | End of Version Support |
|------------------------------|---------------|-----------------|------------------------|
| VV.RR – 2.0.00, Jan 12, 2011 | Jan 12, 2014  | Jan 12, 2016    | Jan 13, 2016           |
| .SP – 2.0.05, April 7, 2011  | April 7, 2012 | April 7, 2013   | Jan 13, 2016           |
| .SP – 2.0.06, Feb 9, 2012    | Jan 12, 2014  | Jan 12, 2016    | Jan 13, 2016           |

#### Support Policy for DSOM Products Containerized Releases

This Support policy applies to the 21.x and later versions of the BMC products listed [here](#), which BMC may update from time to time.

- BMC has the following version levels for its containerized products:
  - A containerized **major and minor software version** (VV.RR) is a significant release that encompasses a fully functional solution and can be installed on the intended Kubernetes platform using the BMC installation program or implemented as an overlay/upgrade installation to existing containerized software. Such versions might include substantial architectural or structural transformation and introduce new product functionality.
  - A **patch release** (PP) refers to a minor deliverable that serves as a revision release, ensuring compatibility with its corresponding major version. This release might include functional enhancements and introduce new capabilities, while being implemented as an overlay/upgrade installation to the existing software.
  - Hotfixes** (HFX) are a deliverable for cumulative critical fixes that cannot wait for a major and minor (VV.RR) release or a patch. Hotfixes apply to products designated as Full or Limited support only. All hotfixes are included in future releases of the product.
- Support Period
  - Each release of a containerized **major and minor** (VV.RR) software version receives full technical support for a period of 1 year starting from the general availability (GA) date.
  - Following the full support period, BMC provides an additional 6 months of limited technical support for the respective containerized release.
- Full Support
  - During the 1-year full support period, BMC provides comprehensive technical support for the containerized product, including:
  - Full documentation of the product installation, configuration, and usage.
  - Patches, hotfixes, or workarounds to enable the product to operate in substantial conformity with its then-current operating documentation, and to address functional issues and security vulnerabilities.
  - Access to BMC Software's technical support team for assistance and guidance.
  - Compatibility updates for supported third-party software and platforms.
- Limited Support
  - During the 6-month limited support period, BMC will address only critical security vulnerabilities and major defects that significantly impact the functionality of the product or have high technical impact or business exposure to our customers. With customer input, BMC will determine the degree of impact and exposure to inform consequent activities.
  - Limited support includes providing workarounds or hotfixes for identified critical security vulnerabilities, as deemed necessary by BMC.
  - New enhancements will not be made to the version or release.
  - Customer Support will direct customers to upgrade to the current major and minor (VV.RR) version release or patch of the product.
  - Research and Development will be engaged on critical cases only and on a limited basis for problem identification.
- End of Support (EOS)
  - After the 1-year full support period and the 6-month limited support period, the containerized major and minor (VV.RR) software version will reach end of support (EOS).
  - Access to most technical documentation through BMC Support Central portal, Knowledge Base search, known resolutions and workarounds, existing patches and hotfixes, and BMC Support communities will remain available, where applicable.
  - No new sustaining releases, enhancements, patches, or hotfixes will be made to a version or release in "End of Support" status.
  - For troubleshooting or Support Cases created, Customer Support will direct customers to upgrade to the current major and minor (VV.RR) version release or patch of the product.
  - If a customer would like advice on upgrading their product or has questions about the status of a product's support status, they can contact Customer Support during business hours Monday through Friday.
- Security Vulnerability Remediation

- BMC Software is committed to promptly addressing security vulnerabilities and providing necessary fixes to maintain the security of its products. BMC's holistic approach to product security can be found here: [A Holistic Approach to BMC Product Security](#).
- BMC follows robust processes in development and testing to ensure that every product release adheres to stringent security standards. BMC prioritizes addressing both the most critical (P1) and high-priority (P2) items, as well as other important security issues that require attention.
- BMC currently follows a security fix cycle based on a vulnerabilities CVSS score, providing timely updates by its containerized major releases or patches, as applicable. This approach is in line with our defined policy as detailed in BMC's [secure product development policy](#), which outlines our commitment to maintaining the security and integrity of our products.
- When determining timelines for addressing security vulnerabilities, BMC considers the distinction between findings that are actively exploitable and those that pose hypothetical or theoretical risks as exposed by publicly known CVEs, including vulnerabilities in container images. BMC adheres to common industry standards. If the vulnerability is proven to be actively exploitable, BMC will begin corrective action immediately, develop a fix or workaround, and provide it to customers in the shortest, commercially reasonable time possible.
- BMC expects the customer's security team to establish an exception process that enables BMC to conduct a risk analysis and accurately assess the vulnerability's severity. This process should move beyond relying solely on a projected CVSS score, which tends to emphasize the worst-case scenario without confirming the vulnerability's exploitability in BMC products. These exceptions become necessary when addressing the vulnerability entails significant technological changes that cannot be backported or necessitate architectural modifications.
- BMC uses all reasonable efforts to maintain a quick fix time as commonly accepted in the market, but there are cases that a vulnerability fix might be unavailable from an upstream vendor of any software utilized by the product. In addition, there are cases where the applied security standards window for addressing the issue begins from the moment the fix is released by the upstream vendor, rather than when the vulnerability is initially identified. BMC anticipates that in such cases the customer's security team may also need to make certain exceptions. BMC acknowledges that its ability to provide a fix might be hindered by external factors beyond its control. Therefore, BMC will work closely with the customer's security team to evaluate alternative solutions and determine the best course of action.
- Because there is typically a delay between when the customer performs scans or deploys BMC products in their production environment, it is important that customers use the latest version of BMC software products to benefit from the most up-to-date security updates. BMC also recommends that customers utilize the latest version of the customer's security scanner. BMC reserves the right to not backport fixes to previously released versions. While certain products undergo the practice of backporting fixes to previous releases, this might not be the case for all products. In such instances, fixes will only be included in the subsequent upcoming release.
- BMC encourages customers to actively engage in maintaining the security of BMC's products by promptly reporting any discovered vulnerabilities. Customer contributions play a vital role in helping BMC maintain a robust and secure software ecosystem. To submit a discovered vulnerability, please refer to <https://www.bmc.com/corporate/trust-center/vulnerability-disclosure.html>.

## 7. Third-Party Products

- To receive full support for a BMC product, customers must have such products installed in a supported Kubernetes environment or use a supported associated commercial management tool, as specified in the BMC product documentation.
- If a third-party vendor cancels support for one of its products (such as a Kubernetes version, operating system, or subsystem), and that third-party product is underlying, integrates, or interacts with the BMC product, the customer must upgrade to a supported version of that third-party product before BMC Customer Support can provide support for the affected BMC product.

## 8. Relationship to Kubernetes Versions

- BMC recognizes the limited lifespan of Kubernetes versions and places great importance on BMC products remaining current with the latest supported versions of Kubernetes and its associated commercial management systems.
- BMC strives to provide support for the latest version of Kubernetes and its associated commercial management tools at the time of each containerized product major and minor (VV.RR) version release.
- BMC Helix containerized products' major and minor (VV.RR) version releases will support at least three Kubernetes minor releases.
- For each fully supported major and minor (VV.RR) version release or patch, BMC will support at least one supported version of Kubernetes.
- Customers must ensure that their underlying Kubernetes platform or associated commercial management product remains within a supported version to maintain compatibility and receive essential updates.
- BMC reserves the right to update the list of supported Kubernetes versions and associated commercial management tools for its already generally available (GA) versions. This update may occur even after the GA date, particularly if a specific Kubernetes version is no longer supported by any third-party vendors.
- Internally, BMC tests its platform against a range of Kubernetes platforms that are regularly reviewed and updated. BMC does not test with every single Kubernetes configuration, platform vendor, or associated commercial management tool, but aims to cover a representative sample of popular Kubernetes implementations. For the full list of supported Kubernetes versions and tested commercial management tools, please refer to [BMC Helix On-Premises Deployment System Requirements documentation](#).
- BMC Helix containerized products' version may still be deployed on and operate with Kubernetes configurations or associated commercial management tools not listed and thus customers might choose to deploy and run BMC Helix containerized products' version on-premises in a configuration that is not listed as supported. Such configurations would be considered as "unconfirmed." BMC will accept issues reported in unconfirmed configurations, but BMC reserves the right to request customer assistance in problem determination, including re-creating the problem on a supported configuration. Reported defects either found to be unique to an unconfirmed configuration or found to be not reproducible within a supported environment will be addressed at the discretion of BMC. Defects requiring time and resources beyond commercially reasonable effort might not be addressed. If a configuration is found to be incompatible with BMC Helix containerized products' version, support for that configuration will be specifically documented as not supported (or unsupported).

- BMC provides its customers with a deployment automation tool to assist in installing BMC Helix containerized products' version on-premises. The BMC deployment automation tool can be wrapped into any pipeline a customer may want to create, but it is a required component to launching the orchestration of BMC helm charts, and there is no option to use BMC helm charts directly to create a customer's own installation steps. Customers using their own deployment tool are expected to have the necessary skills and knowledge needed to use it effectively and to wrap BMC deployment tool into their pipelines without BMC assistance.

#### 9. Upgrade path (N-2 support)

- BMC Software offers its customers a streamlined upgrade path, allowing them to upgrade to the current major and minor (VV.RR) version release (N) directly from the latest two major and minor (VV.RR) version releases (N-1, and N-2).
- BMC may decide at its sole discretion to make exceptions during the introduction of a new major and minor (VV.RR) release, wherein the upgrade support may extend beyond N-2 versions.
- During the upgrade process, BMC will maintain at least one version overlap between the two major and minor (VV.RR) releases for the underlying Kubernetes version. This overlap means customers can first upgrade their Kubernetes stack before they proceed to upgrade their BMC Software containerized product, ensuring a smooth and manageable transition. In some cases, BMC might recommend an upgrade of the BMC Helix containerized products' version before upgrading the underlying Kubernetes version.
- A customer using a version older than the N-2 supported upgrade path will have to first upgrade to the N-2 or N-1 version before they can upgrade to the latest version.

#### 10. Examples:

- Supported upgrade:

|                   | Kubernetes version support |      |      |      |      |      |      |      |   |
|-------------------|----------------------------|------|------|------|------|------|------|------|---|
| Release Increment |                            | 1    | 2    | 3    | 4    | 5    | 6    | 7    | 8 |
| Current release   | 23.1.02                    | 1.20 | 1.21 | 1.22 | 1.23 | 1.24 |      |      |   |
| Target Release    | 23.3.02                    |      |      |      | 1.24 | 1.25 | 1.26 | 1.27 |   |

- Unsupported upgrade:

|                   | Kubernetes version support |      |      |      |      |      |      |      |   |
|-------------------|----------------------------|------|------|------|------|------|------|------|---|
| Release Increment |                            | 1    | 2    | 3    | 4    | 5    | 6    | 7    | 8 |
| Current release   | 22.1.01                    | 1.20 | 1.21 | 1.22 | 1.23 |      |      |      |   |
| Target Release    | 23.3.02                    |      |      |      | 1.24 | 1.25 | 1.26 | 1.27 |   |

#### 11. Additional Information

- For additional information regarding the availability and support periods of certain products, please refer to [BMC Helix Product A-Z page](#) or contact your local BMC representative.
- This support policy is subject to change, and customers are encouraged to consult the BMC Software Support website or contact BMC Support directly for the most up-to-date information regarding specific product releases and their support status.

#### 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> <p>For products on a “continuous delivery” support model, customer may need to apply all existing small programming enhancements and patches to maintain full support.</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 (but usually 2 years). C-2 releases move to Limited Support for at least 1 year (but usually 2 years) assuming max age was not reached for C-1 release.</p> <p>New enhancements will not be made to the version or release.</p> <p>Customer Support will direct customers to existing fixes, patches, or workarounds applicable to the reported case. 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> |
| 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> <p>No new sustaining maintenance releases, enhancements, patches, or hot fixes will be made to a version or release in "End of Version" status.</p> <p>Customer Support will direct customers to upgrade to a more current version, release, or service pack of the product.</p> <p>If a customer would like advice on upgrading its product or has questions about the status of a product's support status, please contact Customer Support during business hours Monday through Friday.</p>   |

#### 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.

Note: While product release cycles vary, most versions and releases are supported for 4 to 6 years. Here is a common example: the initial release has full support for 2 years, the C-1 version has full support for 2 years, and the C-2 version has limited support for 2 years. No version or release will be supported for less than 24 months.

#### Support for Continuous Delivery Mainframe Products\*

The Support policy for Continuous Delivery Mainframe Products refers only to the version (VV) portion of the release numbering VV.RR.MM (with the RR and MM portion not being a factor).

This policy uses these terms to refer to version relationships:

- **Current version** – The most recently available version.
- **C-1** – The version immediately preceding the current version.

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

| Support type | Description  |
|--------------|--|
| Full Support | BMC provides support for the current version of the products for a minimum of 2 years. |



| Support type           | Description   |
|------------------------|---|
|                        | BMC provides new enhancements, service packs, patches, hot fixes, or workarounds to enable the product to operate in substantial conformity with its then-current operating documentation to the latest release (RR.MM). Customer may need to apply all existing enhancements and patches to maintain full support  |
| 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> <p>No new sustaining maintenance releases, enhancements, patches, or hot fixes will be made to a version in "End of Version" status.</p> <p>Customer Support will direct customers to upgrade to the latest version of the product.</p> <p>If a customer would like advice on upgrading its product or has questions about the status of a product's support status, please contact Customer Support during business hours Monday through Friday.</p> |

#### Example of this support policy:

Using three versions of a product 3, 2, and 1, the following support policies would apply:

When version 3 becomes generally available (GA):

- Version 3 and 2 are covered under Full Support.
- Version 1 is covered under End of Support.

Customers may submit enhancement requests at any time, but they will be considered only for future releases in the latest version of the product.

Note: While product release cycles vary, most versions are supported for 2 years. Here is a common example: the initial release has full support for 2 years, the C-1 version has full support for 2 years, and all the versions except C and C-1 are End of Support. All versions will be supported for minimum of 24 months.

\*This Continuous Delivery Mainframe Products Support policy is effective for all Support purchased after November 15, 2024 for the Continuous Delivery Mainframe Products and for v4 and later of BMC's AMI Cloud products.

#### 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 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.

#### 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
- Italian
- Portuguese

AP

- Chinese
- Japanese
- Korean

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](#)

Additional Support Centers

- [BladeLogic](#)
- BMC Service Desk Express

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 ›](#)

**BMC Software Subscription Services (SaaS) Support Policy**

Our Subscription Services Support Policy has been updated effective June 12, 2024.

This policy defines the support policy for all BMC Subscription Services (as further defined below). Technical support is provided to customers currently subscribed to a BMC Subscription Service, based on the terms and conditions of the customer's subscription services agreement with BMC and BMC's current support terms.

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.

This topic includes the following sections to help customers learn more about BMC's support policy:

- **Support for Subscription Services:** Support for subscription services hosted in a BMC-controlled cloud environment. 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.
- **Service End of Life**
- **Third-Party Products**
- **Upgrading**

### **Support for BMC 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.

#### **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:
  - New enhancements or upgrades will not be made to the BMC Subscription Service or any customer environment.
  - 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.
  - 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.

### **Customization Policy for On Premise Products**

#### **Definition**

A customization is any added functionality to an on premises 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 point-specific cases. 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.

### Support Policy for Virtualized Platforms

Last Update September, 2009

Virtualization technology provides a layer of abstraction between the computing, storage, and networking hardware, and the software that runs on it. This technology enables users to run additional operating systems in multiple windows called virtual machines (VMs).

BMC welcomes the running of its products in the leading virtual environments such as VMware. In general BMC products are fully supported running under virtual environments subject to the following terms and conditions:

- BMC service agreements and specific constraints and exceptions described in product-specific documentation do apply (including, among others, release notes and knowledge base articles). When there is a conflict between this general statement and product-specific documentation, the product documentation prevails.
- Support for any virtual environment is conditioned on support for the guest operating system under which the BMC product is running in the virtual machine.
- In the event that a reported problem is most likely caused by the virtualization software, BMC may require customers to install available patches or a new release of the virtualization software.

For product specific questions regarding virtualization platforms, customers should check product documentation or contact a BMC representative.

### BMC Premier Support Offerings

Premier Support is BMC's enriched support offering<sup>1</sup>. Premier customers benefit from personalized attention, proactive guidance and solution expertise that help enable customer organizations' successful long-term strategy and desired outcomes with the BMC solution(s) covered by Premier. BMC Premier Support is offered for both on-premise and SaaS implementations and is available in two levels. The resources and deliverables available within each offering level are grouped in bundles as follows:

| Premier Level     | Service Bundles   |
|-------------------|---|
| <b>Foundation</b> | <b>Premier Foundation</b><br>Expedited SLAs<br>Premier Support Account Manager<br>Premier Case Queue<br>Support Reports & Metrics   |
| <b>Gold</b>       | <b>Governance &amp; Communication</b><br>Designated Premier Support Manager - Expanded Attention<br>Governance Calls<br>Service Delivery Plan<br>Periodic Service Reviews<br>Site Visits<br>Custom Reporting<br><b>Risk Mitigation</b><br>Designated Premier Support Specialist<br>Incident Analysis Review<br>Product Insights Assessment<br>Federated Chat<br>Upgrade Assistance<br><b>Enablement</b><br>How Do I Sessions<br>Subject Matter Expert Sessions<br><b>Product Add-On</b><br>Includes all bundles<br>For existing Gold customers only |

## Scope

BMC Premier Support is available for BMC designated products and subscriptions in Standard and Emerging Markets. In general, the deliverables and resources described below are for use in connection with a single BMC product instance in one production environment. Customers seeking to cover additional instances or products or to extend the geographical coverage shall be required to purchase additional bundles.

## Product Migration

During a product migration, the Premier team may provide guidance and case oversight to support the product in the new environment as it is provisioned and configured. Once the new environment is live and becomes the active production environment, Premier resources and deliverables will be provided only for the new environment.

## BMC Premier Support – Foundation

BMC Premier Support Foundation customers receive the following resources and deliverables during local business hours in the region for which BMC Premier Support was contracted. BMC Premier Foundation as a stand-alone service is not available for all customers.

### 1. Response Times

For on-premise customers, BMC Premier Support provides Response Times, as defined above. The BMC definitions for Impact (Severity) levels 1-4 can be found above. The Premier Response Times apply to the region(s) where BMC Premier Support is contracted.

### 2. Premier Case Queue

For designated products that meet BMC's customer threshold requirements, Premier customer cases are handled by a team of technical support analysts who focus on Premier cases. As a result, they build familiarity with Premier customer environments and are able to resolve Premier cases expeditiously. The Premier team ensures pending actions are acted on in a timely manner, whether owned by BMC or customers. Open cases for Premier customers are inspected regularly with an eye toward timely resolution.

### 3. Premier Support Account Manager

BMC Premier Support provides a portion of an assigned Premier Support Account Manager's resources to deliver weekly case status reports and manage critical cases end-to-end to ensure timely resolution. When a Premier Foundation customer opens a case with Severity 1 (Critical), the Premier Support Account Manager will be notified and engage with both the customer and BMC Customer Support.

### 4. Reporting

In addition to weekly case status reports, the Premier Support Account Manager will also provide a support trending and analysis report on a monthly basis.

## BMC Premier Support – Gold

In addition to features and deliverables available with BMC Premier Support Foundation, BMC Premier Support Gold customers also receive the following deliverables in connection with a single BMC product.

### 1. Governance & Communication

#### • Premier Support Account Manager – Expanded Attention

The Premier Support Account Manager (PSAM) delivers high touch, strategic account oversight, engaging the right resources needed to support the customer's requirements and objectives. With Premier Support Gold, customers receive expanded attention from their assigned PSAM, expanding beyond the Foundation-level resources included in Premier Support Foundation. The PSAM is responsible for building a deep understanding of the customer's business and technology objectives and driving a Service Delivery Plan that helps the customer achieve those objectives. The PSAM owns the communication with the customer across multiple channels. For Gold customers only, this includes real-time federated chat and the private customer community site. Expanded Premier Support Account Manager resources can be purchased with the inclusion of additional Governance & Communication bundles.

#### • Governance Calls

Hosted by the PSAM on a cadence agreed with the customer, governance meetings include at a minimum the following topics:

- Overall health of the product and the Premier engagement
- Progress of in-focus initiatives and activities
- Recommendations arising from the Product Insights Assessment, SME sessions, Upgrade runbooks, etc<sup>2</sup>
- Incident Analysis Reviews
- Status of high priority issues
- For SaaS customers, Premier provides oversight for problem management and change requests

#### • Service Delivery Plan

Developed jointly between the Premier team and the Premier customer, the Service Delivery Plan is a living document detailing the customer's priorities and desired outcomes related to the BMC solution.

#### • Service Delivery Review

The Premier Support Account Manager will coordinate with the Premier Customer to review progress and achievements against the Service Delivery Plan, adding or revising activities and timelines as appropriate. During the Service Delivery Review, the Premier team will also present a Summary

Health Dashboard showing the health of multiple aspects of the product implementation and summary recommendations. The Service Delivery Review will be delivered up to 4 times per year.

- Site Visits

Where available and possible, Premier resources may meet onsite with the customer up to 4 times per year for Gold customers. At BMC's discretion, both the PSAM and PSS may participate in a single Site Visit. Site Visit Agendas will be agreed between the customer and the Premier team prior to the visit.

- Custom Reporting

The BMC Premier Support Account Manager will deliver Executive Summary health status and operational metrics reports for Premier Customers as agreed.

## 2. Risk Mitigation

- Premier Support Specialist

A designated Premier Support Specialist (PSS) will provide the Premier customer with technical guidance and oversight for their specific implementation and participate in project release milestones and upgrades. The Premier Support Specialist (PSS) leads Subject Matter Expert sessions and performs the Product Insights Assessment. No more than once a year, the Premier customer may request a different PSS if customer believes different subject matter expertise is required. Requests to change the PSS must be submitted in writing to the PSM with 30 days advance notice. Expanded Premier Support Specialists resources may be purchased with the inclusion of additional Risk Mitigation packages.

- Incident Analysis Review

Premier will deliver a formal Incident Analysis Review for Severity 1 (Critical) issues impacting the production environment when requested. The Incident Analysis Review will include a description of the business impact, corrective actions taken and recommended, and lessons learned.

- Product Insights Assessment

A Premier Support Specialist will perform a Product Insights Assessment up to twice a year, limited to a single BMC product in one production environment<sup>3</sup>. Analysis is undertaken on the overall application usage trends, supportability, configuration, performance and functionality. Insights to product use and recommendations are formally documented and presented to the customer, and then tracked to implementation as part of governance calls.

<sup>3</sup> For SaaS customers, Product Insights Assessment is only available for the ITSM core product

- Federated Chat

BMC will provide perpetual federated chat access between customers and their PSAM and PSS resources for the duration of their Premier Support service contract where feasible. The federated chat will enable live chat capabilities between customer and BMC teams during business hours.

- Upgrade Assistance

The Premier team will work with the customer to help them understand new features and benefits of new version and to understand what the impact will be to customer use cases. Best practices advice for customer owned elements of upgrade testing, customization reconciliation and repair will be provided. The PSAM will establish a cadence of upgrade checkpoints to discuss status of upgrade activities and actions to resolve any blocking issues. For SaaS customers, the PSAM will coordinate with BMC Operations and customer to schedule the upgrade in production. On-premise customers also receive an upgrade runbook which details the upgrade process for a single product instance in a designated production environment. The runbook will be customized to address the Premier customer's unique environment.

## 3. Enablement

- How Do I (HDI) Sessions

In HDI sessions the PSS leads technical Q&A with the customer. Informal and brief in nature, customers are free to bring any topics related to the product covered by Premier. HDI sessions will be scheduled on a cadence agreed between the customer and the PSS. Topics requiring more in-depth discussion will be transferred to a SME session.

- Subject Matter Expert (SME) Sessions

These customer-driven sessions are structured, interactive sessions and knowledge transfer engagements allowing customers to have deep technical focus on topics which are critical to furthering progress with product functionality, usability, performance and risk mitigation. Premier Support Gold customers receive up to 4 SME sessions per year

## 4. Product – Add-On

For existing BMC Premier Gold customers who need coverage for a new product or additional capacity for an existing product within the same time zone. Included with the add-on service are Foundation, Governance, Risk Mitigation and Enablement bundles. Site visits are limited to 2 per year where available and possible.

<sup>1</sup> The following Premier offerings have been discontinued: Helix Premier Success Enterprise and Helix Premier Success Advocate.

<sup>2</sup> [BMC MarketZone Products](#) are not eligible to be enrolled in Premier Support.

<sup>3</sup> Available with purchase of Risk Mitigation and Enablement bundles

<sup>4</sup> For SaaS customers, Product Insights Assessment is only available for the ITSM core product

## 5. Discontinued Premier Offerings

These Premier Support Offerings are no longer available for purchase to new customers.

- [BMC Helix Premier Offering Description](#)
- [Premier Support Definition for On Premise Products](#)