

Cancellation of Micro Focus Business Support

Cancellation of Customer Service ID [REDACTED]
Customer Hasičský Záchranný Sbor Královéhradeckého Kraje
November 13th, 2023

Micro Focus (now OpenText)

Dear Customer,

Please consider this form as confirmation of the cancellation of your current Support contract. By cancelling Micro Focus Business Support, the Customer confirms that Micro Focus Support services are no longer required for the licenses listed in this letter. The Support services no longer required include but are not limited to:

- Technical Support from Micro Focus experts for (re)installation and use of the listed products.
- Access to the latest Software Updates, our extensive online knowledge base & Incident tracking via the Online Self Service Support
- Replacement keys for (re)installation of authorized licenses where applicable
- Free product updates (all new releases), patches, fixes to add or improve functionality.

Return to Support Options and Costs

If Support has been cancelled or has lapsed for a period of time but Customer decides to return to Support, then, in addition to 12 months of go-forward Support, back-support and reinstatement fees will be applied in line with then current Support Terms & Conditions.

Micro Focus Business Support Cancellation List

Micro Focus Business Support coverage will expire for the following licensed Micro Focus products:

Product Code	Product: Product Name	Serial Number	QTY	Date of Maintenance Expiration	Customer Service ID
SP-AB527	Open Workgroup Suite Small Business Edition per 5-User SW E-LTU	8005920	40	31.10.2023	O-3661504

Pricing Impact. Customer acknowledges that the already discounted support pricing it currently receives will no longer be available upon the reduction of licensing totals.

Reason for Cancellation

Please provide the reason for the cancellation of the Business Support contract:

Změna aplikace pro elektronickou poštu.

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Signature

I understand the Micro Focus policies set out in this document for cancelling and reinstating Support. I have the authority to agree to this cancellation and to any later reinstatement of the support for the products listed.

08 -01- 2024

Authorised Signature, Date

plk. Ing. David Poně
Fediteř HZS Královéhradeckého kraje

Company and Title



