



## **Specific Program Documentation**

### **特定程序文檔**

The CA Support offering (“Maintenance”) listed below is provided under the following terms and conditions and otherwise as expressly set forth on the Order Form entered into by you and the CA entity (“CA”) through which you acquire this Maintenance. These terms shall be effective from the date specified in the section of the Order Form entitled “Effective Date of Order Form”. 下文列出的 CA 支持服務（“維護”）根據下列條款及條件以及您和 CA 實體（“CA”）（您通過該實體獲得此項維護）達成的訂貨單中涉及的任何其他條款及條件提供。這些條款應自訂貨單中“訂貨單生效日期”一節指定的日期起生效。

## **CA Support Offering: Business Critical Support for Mainframe Products**

### **CA 支持服務：主機產品的關鍵業務支持**

## **Business Critical Support Terms**

### **關鍵業務支持條款**

Business Critical Support generally consists of technical support for CA software provided telephonically, online and via email by qualified support engineers, and upgrades for such software, in accordance with the CA Support Policy and Terms, which is available at <http://support.ca.com> and is hereby incorporated by reference. . In the event of any conflict between the terms of this Specific Program Documentation and the CA Support Policy and Terms, the terms of this Specific Program Documentation shall govern. The CA Support Policy and Terms shall also apply to any support offerings that are made separately available to Business Critical Support customers, with such offerings deemed to be part of “Business Critical Support” for purposes of that document.

“關鍵業務支持”一般包含：合格的支持工程師通過電話、在線和電子郵件的方式提供對 CA 軟件的技術支持，以及此類軟件的升級，按照 CA 支持策略及條款，您可從 <http://support.ca.com> 獲得，其內容通過引用包含於此。假如此特定程序文檔的條款和 CA 支持策略及條款之間有任何衝突，此特定程序文檔中的條款將優先於 CA 支持制度及條款。CA 支持策略及條款還適用於向“關鍵業務支持”客戶單獨提供的任何支持服務，此類服務在本文檔中被視作“關鍵業務支持”的一部分。

## **Applicability of Business Critical Support**

### **關鍵業務支持的適用性**

Business Critical Support is offered hereunder for all generally available CA mainframe software products unless CA specifically designates a specific software product as not eligible for support or the software is licensed by CA on an “as is” basis without warranties. You are only eligible to receive Business Critical Support if you remain current on all applicable licensing and maintenance fees due and payable to CA and are otherwise compliant with your contractual obligations to CA.

“關鍵業務支持”是根據本文檔針對一般可用的 CA 分布式軟件產品提供，除非 CA 特別指定某軟件產品無法享有支持或者該軟件由 CA 按照“現狀”形式 授予許可，不附帶任何保證。僅當您向 CA 按時繳納應付的適當許可費用和支持費用且遵守適用合約中對 CA 的責任時，才能享有 CA 關鍵業務支持。

## **Scope of Business Critical Support**

### **關鍵業務支持的范围**

The scope of support available under this Specific Program Documentation is limited to CA mainframe products.



根據本特定程序文檔的支持範圍僅限於 CA 大型機產品。

In accordance with the support services provided under the CA Support Policy and Terms available at <http://support.ca.com>, Business Critical Support includes the following support services:

根據發布在 <http://support.ca.com> 的 CA 支持策略及條款所提供的支持服務，“關鍵業務支持”包含以下支持服務：

- ☐ 24x7x365 support for Severity 1 issues 全年全天支持 1 級嚴重性事件
- ☐ Normal business hours support for Severity 2-4 incidents 在正常工作時間支持 2-4 級嚴重性事件 Direct access to CA Support and the ability to open and manage support incidents via CA Support Online or by telephone 通過 CA 在線支持或電話可直接訪問 CA 支持並可打開和管理支持事件
- ☐ 24x7x365 web-based self-service support via CA Support Online 通過 CA 在線支持提供全年全天基於網絡的自助服務支持 Standard response time service level objective 標準響應時間服務等級目標
- ☐ Basic installation support 基本安裝支持
- ☐ Operational and multi-platform support 操作與多平台支持
- ☐ Interoperability support 互操作性支持
- ☐ Fixes, Service Packs and Documentation updates 修復、服務包及文檔更新
- ☐ Release updates 發布更新
- ☐ Version updates 版本更新
- ☐ Proactive fix notifications 主動修復通知
- ☐ Remote console diagnostics 遠程控制台診斷
- ☐ Unlimited number of incidents/problems 事件/問題的數量無限制
- ☐ Technical newsletter and access to global user communities and regional user groups 技術通訊並能夠訪問全球用戶社區和地區用戶組
- ☐ Up to two (2) authorized named contacts per licensed CA product to serve as liaison with CA Support. Named contacts should be CA product administrators with standard CA accreditation and/or users with high CA product(s) acumen and experience, who are capable of implementing, debugging and replicating product errors. 每個 CA 許可產品最多可指定 2 位授權聯系人作為 CA 支持的聯系人。指定聯系人應為獲得 CA 標準認證的產品管理員，和/或對 CA 產品具有深層了解、經驗豐富的用戶，能夠實施、調試和重現產品錯誤。

### **Additional Options for Business Critical Support Customers**

#### **關鍵業務支持客戶的附加選項**

CA may make other support offerings available that provide specific, customized, and/or more comprehensive forms of enhanced support. You must be an active Business Critical Support customer as a prerequisite to obtaining additional support through these offerings.

CA 可能提供其他特定、自定義、和/或更全面的增強支持服務。通過這些服務獲得額外支持的前提條件是您必須為“關鍵業務支持”的有效客戶。